

TITLE 83: PUBLIC UTILITIES
CHAPTER I: ILLINOIS COMMERCE COMMISSION
SUBCHAPTER f: TELEPHONE UTILITIES

PART 737
STANDARDS OF SERVICE AND CUSTOMER CREDITS FOR ELECTING PROVIDERS
AND COMPETITIVE NON-ELECTING PROVIDERS

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AUTHORITY: Implementing Section 13-506.2 and authorized by Section 10-101.1 of the Public Utilities Act [220 ILCS 5/13-506.2 and 10-101.1].

SOURCE: Adopted at 36 Ill. Reg. 15022, effective October 1, 2012; amended at 38 Ill. Reg. _____, effective _____.

SUBPART A: GENERAL

Section 737.100 Application of Part

This Part shall apply to the provision of competitive retail telecommunications service by Electing Providers, as that term is defined in Section 13-506.2(a)(1) of the Public Utilities Act [220 ILCS 5/13-506.2(a)(1)], and to the provision of retail telecommunications service classified as competitive pursuant to Section 13-502 or 13-506.2(c)(5) of the Act.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.110 Definitions

As used in this Part, the following terms shall have these definitions:

"Access line" means the connecting facility between a customer's premises network interface device and the ~~Local~~ Electing Provider's facility that provides access to the switching network for local exchange and interexchange telecommunications service. This includes the network interface or equivalent, the outside plant facilities, the office frame and frame wiring and the office line termination.

"Act" means the Public Utilities Act [220 ILCS 5].

"Analog" means a continuous electrical signal that carries information by means of variations in its amplitude or frequency. The electrical signal being transmitted varies in direct relation to the signal generated by the source.

"Application" means a verbal or written request for a telecommunications service.

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"Appointment" means an arrangement made by a telecommunications carrier to meet a customer to address an installation or repair situation. The appointment window shall be either a specific time or, at a maximum, a 4-hour time block during evening, weekend and normal business hours. (See 220 ILCS 5/13-506.2(e)(1)(C).)

"Basic local exchange service" means *either a stand-alone residence network access line and per-call usage or, for any geographic area which such stand-alone service is not offered, a stand-alone flat rate residence network access line for which local calls are not charged for frequency or duration. Extended Area Service shall be included in basic local exchange service.* [220 ILCS 5/13-506.2(a)(2)] Pursuant to Section 13-506.2(e)(1) of the Act, as used in this Part, "basic local exchange service" also includes the consumer choice safe harbor options that Electing Providers are required to offer to residential customers under Section 13-506.2(d) of the Act.

"Basic local exchange service installation" means the installation of basic local exchange service in which the physical connecting and diagnostic testing of a local loop results in the provisioning of dial tone to the requesting customer's network interface device. It includes move orders and orders for additional lines.

"Busy hour" means the 2 consecutive half-hours each day during which the greatest volume of traffic is handled.

"Calls" means customers' messages attempted.

"Central office" means the site at which switching equipment is located. A local central office, also called an end office, is the switching office where an individual subscriber's access lines appear. It houses the equipment that receives calls transmitted on the local loop and routes the call over the switched network either directly to the person called, if the call is placed to a location served by the same local central office, or to another central office, if the call is placed to a customer served by a different central office. Each central office serves local loops in an exclusive geographical area.

"Certificate of service authority" means the authorization by the Illinois Commerce Commission (Commission) granting a telecommunications carrier ~~an Electing provider~~ the right to provide telecommunications services within a specified geographical area.

"Channel" means a single path between 2 or more points provided for transport of user information and/or signaling for a communications service.

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"Competitive Non-Electing Provider" means a provider, other than an Electing Provider, of telecommunications services classified as competitive pursuant to Section 13-502 or 13-506.2(c)(5) of the Act.

"Customer" or "end user" means a residential retail customer purchasing basic local exchange service.

"Customer premises equipment" or "CPE" means equipment employed on the premises of a person (other than a carrier) to originate, route or terminate telecommunications. Customer premises equipment includes customer premises wire.

"Customer premises wire" or "inside wire" means any wire, including interface equipment, on the customer side of the network interface or equivalent.

"Customer trouble report" means any verbal or written report relating to difficulty or dissatisfaction with the operation of regulated telecommunications services. One report shall be counted for a verbal or written report received. When several items are reported by one customer at the same time, and the group of troubles so reported is clearly related to a common cause, they are counted as one report.

"dBrnc" means a measure of the interfering effect of noise.

"Decibel" or "dB" means a standard unit used for expressing a transmission signal gain or loss.

"Dial tone" means an audible tone sent from an automatic switching system to a customer to indicate the equipment is ready to receive dial signals.

"Digital" means a signal that carries information by discrete changes in its parameters. For digital transmission of analog information, the incoming voice, data or video signals are sampled periodically and digitally coded for transport through the network.

"Electing Provider" has the same meaning as "Electing Provider" defined in Section 13-506.2(a)(1) of the Act.

"Emergency situation" means an emergency situation as that term is defined in 83 Ill. Adm. Code 732.10.

"Exchange area" means a unit established by a ~~Local~~ Local ~~an Electing~~ Provider and approved by the Commission for the administration of telecommunications service in a specified geographical area. It may consist of one or more central offices together with associated plant used in furnishing telecommunications services in that area. Exchange areas are identified on exchange boundary maps on file with the Commission.

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"Installation trouble report" means any network trouble report filed within 7 days after the completion of a basic local exchange service installation on the same line.

"Interoffice trunk" means a communication path between 2 central offices.

"Line" means the conductor or conductors, supporting circuit equipment, and structures extending between customer network interfaces and central offices, or between central offices, whether they be in the same or different communities.

"Local exchange carrier" means a telecommunications carrier certificated by the Commission to provide intra-exchange and/or inter-exchange service within the same market service area.

"Local exchange service" means the same as "local exchange telecommunications service" as defined in Section 13-204 of the Act.

"Local exchange service area" means the area in which telecommunications service is furnished to customers under a specific schedule of rates and without toll charges. A local exchange service area may include one or more exchange areas or portions of exchange areas.

"Local loop" means a channel between a customer's network interface and its serving central office.

"Local Provider" means an Electing Provider or Competitive Non-Electing Provider.

"Map" means a drawing showing a geographical area in which ~~a Local~~an Electing Provider furnishes telecommunications services.

"Message" means a completed customer call.

"Network" means the aggregate of transmission systems and switching systems. It is an arrangement of channels, such as loops, trunks and associated switching facilities.

"Network interface" means the point of termination on the customer premises at which the ~~Local~~Electing Provider's responsibility for the provision and maintenance of network channel or line service ends. The network interface is part of the network and the order of appearance of central office lines on it is determined solely by the ~~Local~~Electing Provider.

"Noise to Ground" or "Ng" means the noise measured between ground and the tip and ring conductors. The customer does not hear the noise to ground, but the

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amount of noise to ground affects the amount of noise metallic that a customer hears.

"Noise metallic" or "Nm" means the noise measured across the tip and ring of a circuit and is the noise that the customer hears.

"Out of Service > 30 Hours" means that 30 hours after reporting an out-of-service condition to the LocalElection Provider, the customer still has no dial tone, or cannot be called, or cannot call out. This term excludes call blocking or any other intentional alteration to an end user's calling or call receiving ability.

"Outside plant" means the telecommunications equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights-of-way between the central office and customer locations or between central offices.

"Premises" means the space occupied in a single local exchange area by a customer in a building or in adjoining buildings not separated by a public thoroughfare or in a public office building in which the customer's office space is all contiguous.

"Simplex Condition" – Equipment that is deployed in a two-sided, redundant configuration and that has both sides running normally is considered to be in duplex mode. When one side is down and the redundancy is lost, it is considered to be in a simplex condition.

"Telecommunications service" has the same meaning ascribed to that term in Section 13-203 of Act.

"Traffic" means call volume based on number and duration of messages.

"Transmission" means the process of sending information from one point to another.

"Trouble report" means any customer complaint to the LocalElection Provider regarding the operation of the network affecting its basic local exchange service, including both service-affecting conditions or out-of-service conditions.

"Trunk" means a transmission path between switching units, switching centers and/or toll centers.

"Working line" means an active access line or channel.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.120 Waiver

The Commission, on application of a ~~Local~~ ~~an~~ ~~Electing~~ Provider, customer, applicant or end user or on its own motion, may grant a temporary or permanent waiver from this Part, or any individual requirements contained in this Part, in individual cases where the Commission finds that:

- a) The provision from which the waiver is granted is not statutorily mandated;
- b) No party will be injured by the granting of the waiver; and
- c) The rule from which the waiver is granted would, as applied to the particular case, be unreasonable or unnecessarily burdensome.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.130 Reporting

- a) The requirements of Section 737.130(c) and (d) shall not apply to Competitive Non-Electing Providers.
- b) The requirements of Section 737.130(c) and (d) shall apply to an Electing Provider for a period of three years after its notice of election becomes effective pursuant to Section 13-506.2(b) of the Act. After the three year period, the requirements of Section 737.130(c) and (d) shall not apply to the Electing Provider.
- c)a) Each Electing Provider subject to this subsection (c) shall provide to the Commission on a quarterly basis, and in a form suitable for posting on the Commission's website, a public report that includes the following data for basic local exchange service quality of service, shown for each of the 3 months of the quarter for which the report is filed. The report shall be provided to the Commission within 30 days after the end of each calendar quarter.
 - 1) With regard to credits due to out-of-service conditions lasting more than 30 hours:
 - A) the total dollar amount of any customer credits paid;
 - B) the number of credits issued for repairs between 30 and 48 hours;
 - C) the number of credits issued for repairs between 49 and 72 hours;
 - D) the number of credits issued for repairs between 73 and 96 hours;
 - E) the number of credits issued for repairs between 97 and 120 hours;

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- F) the number of credits issued for repairs greater than 120 hours; and
 - G) the number of exemptions claimed for each of the categories identified in Section 737.300(b)(a)(4).
- 2) With regard to credits due to failure to install basic local exchange service within 5 business days:
- A) the total dollar amount of any customer credits paid;
 - B) the number of installations after 5 business days;
 - C) the number of installations after 10 business days;
 - D) the number of installations after 11 business days; and
 - E) the number of exemptions claimed for each of the categories identified in Section 737.300(b)(a)(4).
- 3) With regard to credits due to missed appointments:
- A) the total dollar amount of any customer credits paid;
 - B) the number of any customers receiving credits; and
 - C) the number of exemptions claimed for each of the categories identified in Section 737.300(b)(a)(4).
- ~~d)b)~~ Each~~The~~ Electing Provider subject to this subsection (d) shall, on an annual basis, submit to the Commission a report that includes, for informational reporting, the performance data described in Section 737.200(a), (b) and (c)(1), (2) and (3), and trouble reports per 100 access lines, calculated in accordance with Sections 737.220, 737.230, 737.240 and 737.250, respectively. The annual report shall be filed within 90 days after the end of each calendar year. ~~The first annual report filed pursuant to this subsection shall include performance data for each of the months of July through December of 2010. Each subsequent Annual Report shall include performance data for each of the 12 months of the calendar year subject to the Report.~~
- e) Upon request by the Commission, a Competitive Non-Electing Provider or an Electing Provider that is not subject to the requirements of subsections (c) and (d) shall provide a report showing the number of credits and exemptions, as specified in Section 737.300, for the requested time period.

- d) ~~Electing Providers are responsible for maintaining records that verify the accuracy of the information reported pursuant to this Section for a period of no less than one year.~~

(Source: Amended at 38 Ill. Reg. _____, effective _____)

SUBPART B: STANDARDS OF QUALITY OF SERVICE

Section 737.200 Service Quality for Basic Local Exchange Service

~~A Local~~An Electing Provider shall meet the following service quality standards in providing basic local exchange service.

- a) Install basic local exchange service within 5 business days after receipt of an order from the customer unless the customer requests an installation date that is beyond 5 business days after placing the order for basic service and to inform the customer of the ~~Local~~Electing Provider's duty to install service within this timeframe. If installation of service is requested on or by a date more than 5 business days in the future, the ~~Local~~Electing Provider shall install service by the date requested.
- b) Restore basic local exchange service for the customer within 30 hours after receiving notice that the customer is out of service.
- c) Keep all repair and installation appointments for basic local exchange service if a customer premises visit requires a customer to be present. The appointment window shall be either a specific time or, at a maximum, a 4-hour time block during evening, weekend and normal business hours.
- d) Inform a customer when a repair or installation appointment requires the customer to be present.
- e) A Local Provider offering basic local exchange service utilizing the network or network elements of another carrier shall install new lines for basic local exchange service within 3 business days after provisioning of the line or lines has been completed by the carrier whose network or network elements are being utilized.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.220 Calculation of Performance Data for Installation

- a) For purposes of the annual informational reporting requirement of Section 737.130(~~db~~), each Electing Provider subject to that subsection shall report the monthly percentage of its basic local exchange service installations completed within 5 business days after the customer requests installation or by a later date as

requested by the applicant, as subject to the exclusions set forth in Section 737.300(b)(a)(4)(A). For purposes of calculating this percentage, the time it takes to complete a basic local exchange service installation shall be measured from the date the customer makes that application or request to the date the installation order is completed and signed off by the carrier as completed.

- b) This Section does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone.
- e) ~~An Electing Provider offering basic local exchange service utilizing the network or network elements of another carrier shall install new lines for basic local exchange service within 3 business days after provisioning of the line or lines has been completed by the carrier whose network or network elements are being utilized.~~

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.230 Calculation of Performance Data for Out-of-Service Conditions

- a) For purposes of the annual informational reporting requirement of Section 737.130(d**~~b~~**), each Electing Provider subject to that subsection shall report the monthly percentage of basic local exchange service out-of-service conditions up to the customer network interface cleared within 30 hours after outages are reported by the customer.
- b) The percentage required to be reported pursuant to subsection (a) shall be calculated as follows: each occurrence shall be measured from the "create date and time" to the "cleared date and time".
- c) The requirement set forth in subsection (a) shall be calculated as follows:

1)
$$a - (c + d + e + f + g + h + i) = o$$

or

the "adjusted number of out-of-service conditions not repaired within 30 hours"

2)
$$b - (c + d + e + f + g + h + i) = p$$

or

the "adjusted number of out-of-service calls"

3)
$$\frac{o}{p + w} \times 100 = x$$

4) $(100 - x) =$ *percent repaired within 30 hours*

5) Variables used in the formulas in subsections (c)(1) through (4) are defined as follows:

- a = Total number of out-of-service conditions not repaired within 30 hours
- b = Total number of out-of-service calls received by the Electing Provider
- c = Subsequent reports for the same out of service condition
- d = Condition caused by payphone equipment
- e = Condition caused by customer premises equipment (CPE) or inside wire
- f = Exclusion due to no access to the property (when access is required)
- g = Exclusion due to customer requested later appointment
- h = Exclusion due to emergency situations
- i = Exclusion due to negligent or willful act on part of customer
- o = Adjusted number of out-of-service conditions not repaired within 30 hours
- p = Adjusted number of out-of-service calls received by the Electing Provider
- w = Out-of-service conditions due to a severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the Electing Provider from restoring service due to impassable roads, downed power lines or the closing off of affected areas by public safety officials

d) The information to be reported pursuant to this Section shall include out-of-service conditions occurring on holidays or weekends.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.240 Calculation of Performance Data for Missed Installation or Repair Appointments

- a) For purposes of the annual reporting requirement of Section 737.130(~~db~~), each Electing Provider subject to that subsection shall report the monthly number of missed installation and repair appointments for customers of basic local exchange service made in accordance with the requirement of Section 737.200(~~c~~)(~~a~~)(3).
- b) The total number of missed appointments reported pursuant to this Section shall not include:
 - 1) those appointments missed due to customer-caused delays;
 - 2) customer-missed appointments; or
 - 3) delayed appointments with respect to which the Electing Provider notified the customer of the delay and the reason for that delay no later than 8:00 pm of the day prior to the scheduled date of the appointment.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.250 Calculation of Performance Data for Trouble Reports

For purposes of the annual reporting requirement of Section 737.130(~~db~~), each Electing Provider subject to that subsection shall report the monthly number of trouble reports per 100 access lines, to be calculated by dividing the number of customer-initiated network trouble reports in any given month that are cleared to network dispositions, less customer premises equipment (CPE), inside wire, or emergency situations, by the total number of access lines in service. The rate shall be reported on a per 100 access line basis.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

SUBPART C: CUSTOMER CREDITS

Section 737.300 Customer Credits for Basic Local Exchange Service Violations

- a) Customers shall be credited by the ~~Local~~Electing Provider for violations of basic local exchange service quality standards described in Section 737.200. The credits shall be applied automatically on the statement issued to the customer for the next monthly billing cycle following the violation or following the discovery of the violation. The next monthly billing cycle following the violation or the discovery of the violation means the billing cycle immediately following the billing cycle in process at the time of the violation or discovery of the violation, provided the total time between the violation or discovery of the violation and the issuance of the credit shall not exceed 60 calendar days. The ~~Local~~Electing Provider is responsible for providing the credits and the customer is under no obligation to request those credits and the credits shall be identified as Service Quality or SQ credits. The following credits shall apply:

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- 1) If a ~~Localan-Electing~~ Provider fails to repair an out-of-service condition for basic local exchange service within 30 hours as required under Section 737.200(b)(a)(2), the ~~LocalElecting~~ Provider shall provide a credit to the customer. If the service disruption is for more than 30 hours, but not more than 48 hours, the credit must be equal to a pro-rata portion of the monthly recurring charges for all basic local exchange services disrupted. If the service disruption is for more than 48 hours, but not more than 72 hours, the credit must be equal to at least 33% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 72 hours, but not more than 96 hours, the credit must be equal to at least 67% of one month's recurring charges for all basic local exchange services disrupted. If the service disruption is for more than 96 hours, but not more than 120 hours, the credit must be equal to one month's recurring charges for all basic local exchange services disrupted. For each day or portion of that day that the service disruption continues beyond the initial 120-hour period, the ~~LocalElecting~~ Provider shall also provide an additional credit of \$20 per calendar day.
- 2) If a ~~Localan-Electing~~ Provider fails to install basic local exchange service as required under Section 737.200(a)(4), the ~~LocalElecting~~ Provider shall waive 50% of any installation charges, or in the absence of an installation charge or when installation is pursuant to the Link Up program, the ~~LocalElecting~~ Provider shall provide a credit of \$25. If a ~~Localan-Electing~~ Provider fails to install service within 10 business days after the service application is placed, or fails to install service within 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the ~~LocalElecting~~ Provider shall waive 100% of the installation charge, or in the absence of an installation charge or where installation is provided pursuant to the Link Up program, the ~~LocalElecting~~ Provider shall provide a credit of \$50. For each day that the failure to install service continues beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the ~~LocalElecting~~ Provider shall also provide an additional credit of \$20 per calendar day until the basic local exchange service is installed.
- 3) If a ~~Localan-Electing~~ Provider fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present as required under Section 737.200(c)(a)(3), the ~~LocalElecting~~ Provider shall credit the customer \$25 per missed appointment. A credit required by this subsection does not apply when the ~~LocalElecting~~ Provider provides the customer notice of its inability to keep the appointment no later than 8:00 pm of the day prior to the scheduled date of the appointment.

- b) Credits required by this Section do not apply if the violation of a service quality standard:
- 1) occurs as a result of a negligent or willful act on the part of the customer;
 - 2) occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;
 - 3) occurs as a result of, or is extended by, an emergency situation as defined in 83 Ill. Adm. Code 732.10;
 - 4) is extended by the Local~~Electing~~ Provider's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the Local~~Electing~~ Provider;
 - 5) occurs as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the Local~~Electing~~ Provider;
 - 6) occurs as a result of an Local~~Electing~~ Provider's right to refuse service to a customer as provided in Commission rules; or
 - 7) occurs as a result of a lack of facilities when a customer requests service at a geographically remote location, where a customer requests service in a geographic area where the Local~~Electing~~ Provider is not currently offering service, or when there are insufficient facilities to meet the customer's request for service, subject to a Local~~an~~~~Electing~~ Provider's obligation for reasonable facilities planning.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

SUBPART D: SAFETY OF SERVICE EQUIPMENT AND FACILITIES

Section 737.400 Safety

A Local~~An~~~~Electing~~ Provider shall furnish, provide and maintain service instrumentalities, equipment and facilities as shall promote the safety, health, comfort and convenience of its patrons, employees and public and as shall be in all respects adequate, reliable and efficient without discrimination or delay. Every Local~~Electing~~ Provider shall provide service and facilities that are in all respects environmentally safe.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.410 Emergency Operation

- a) Each ~~Local~~Electing Provider shall make provisions to meet emergencies resulting from failures of commercial or power service, sudden and prolonged increases in traffic, illness of personnel, fire, storm, or other natural disasters. Each ~~Local~~Electing Provider shall inform employees of the procedures to be followed in the event of an emergency in order to prevent or minimize interruption or impairment of telecommunications service.
- b) Each existing central office will contain a reserve battery supply of 5 hours when emergency power generators are not installed and 3 hours when they are in place. Central office batteries shall be maintained in accordance with Institute of Electrical and Electronic Engineers (IEEE) standards as adopted in Section 737.420, and records verifying maintenance shall be kept on site. New central offices or central offices being replaced shall contain a reserve battery supply of 8 hours when emergency power generators are not installed and 5 hours when they are in place. In central offices without installed emergency power generators, a mobile power unit shall be available that can be delivered and connected within 5 hours.
- c) In new central offices exceeding 3,000 working lines, a permanent power generator shall be installed. For existing central offices having over 3,000 lines, permanent power generators shall be installed at the time of office replacement or battery replacement.
- d) Emergency generator units shall have available at least a 12 hour fuel supply.
- e) Emergency generator units shall be tested under load once a month. A record of the test results shall be maintained.
- f) The requirements of subsections (b) through (e) apply to a Local Provider only to the extent that it owns and/or operates central offices.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.430 Network Outages and Notification

- a) Each ~~Local~~Electing Provider shall inform the Commission verbally or via e-mail of any service interruption exceeding ~~30~~15 minutes duration caused by a complete or partial central office failure or complete or partial isolation of an exchange due to toll circuit failure, including cut cables. A reportable outage is any one of the following occurrences with duration, unless otherwise specified, of at least 30 minutes affecting more than 50% of the customers and affecting more than 100 access lines in the affected exchange:
 - 1) Toll isolation;
 - 2) Loss of dial tone;

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- 3) One or more end offices or MSC switches or host/remote clusters is isolated from 9-1-1 service;
 - 4) There is loss of ANI/ALI processing; or
 - 5) Simplex conditions exceed 5 days.
- b) The notification shall be made via telephone call to (217)558-6166 or via e-mail at the outage notification e-mail address posted on the Commission's website and shall consist of the following information:
- 1) Affected Area Code/Prefix
 - 2) Exchange name
 - 3) Local~~Electing~~ Provider name
 - 4) Cause of interruption
 - 5) Outage date and time
 - 6) Restoral date and time
 - 7) Effect on 9-1-1 service
 - 8) Name and number of persons reporting the service interruption.
- ~~c)~~b) A follow-up written report shall be filed within 30 days, either via U.S. Postal Service, facsimile or e-mail.
- e) ~~Minor outages shall be reported within 24 hours or during the next normal business day when more than 100 access lines experience an outage. Minor outages consist of loss of local or toll service affecting less than 50% of the customers and affecting more than 100 access lines in the affected exchange for a period of time not to exceed 12 hours.~~
- d) ~~Major outages shall be reported immediately via telephone call to (217)558-6166.~~
- e) ~~Major outages consist of complete loss of local or toll service affecting equal to or more than 50% of the customers in the affected exchange or when any outage is expected to exceed 12 hours.~~
- ~~d)~~f) All outages affecting 9-1-1 services shall be reported in accordance with 83 Ill. Adm. Code 725, Standards Applicable to 9-1-1 Emergency Systems. In particular,

any cut cables or loss of host-remote links that result in the physical staffing of 9-1-1 call boxes are to be reported as soon as possible.

- e) Whenever it is necessary to interrupt customer service for the purpose of working on the distribution system or central office equipment, the work should be completed with minimal customer impact. The Local Electing Provider shall use reasonable efforts to notify in advance public service customers (e.g., 9-1-1 entities, police, fire, hospitals) it reasonably believes may be most seriously affected by the interruption. Any customer credits for interrupted service shall be made pursuant to Section 737.300.
- f) The requirements of this Section apply to a Local Provider only to the extent that it owns and/or operates the network facilities and/or equipment that results in an interruption or outage.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

SUBPART E: BOUNDARIES

Section 737.500 Map Requirements

Each Local Electing Provider shall have on file with the Commission an exchange area boundary map for each of its exchanges within the State of Illinois. Competitive Non-Electing Providers may satisfy the requirements of all Sections of this Subpart by filing information with the Commission, upon request, identifying the exchanges in which they offer telecommunications services.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.510 Map Specifications

- a) A Local An Electing Provider boundary map filed after the effective date of this Part shall be in accordance with an already-existing certificate of service authority, a Petition for a new Certificate of Service Authority, or a notice submitted pursuant to 83 Ill. Adm. Code Section 730.711.
- b) Each map shall show the boundary lines of the area the Local Electing Provider holds itself out to serve in connection with the exchange. Exchange boundary lines shall be located by appropriate measurement to an identifiable location if that portion of the boundary line is not otherwise located on section lines, waterways, railroads, or roads.
- c) The name of the Local Electing Provider filing the map shall be placed at the left side of the top of the map and the name of the exchange followed by the words "(Name of carrier) Exchange Area Boundary Map" shall be placed at the right side of the top of the map. The first filing of a map shall be designated by the

word "Original" placed just below the words "(Name of carrier) Exchange Area Boundary Map". If the map is subsequently refiled, the words "First Revisions" shall be substituted for the word "Original", and on each subsequent refile the next higher number shall be substituted for the number preceding the word "Revision" on the last map filed. The date of the issuance of the new boundary map shall be placed under the word "Original" or "Revision."

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.520 Changes to Existing Boundaries

No telecommunications carrier shall make a change to any of its exchange area boundaries, except upon ~~3045~~ days notice to any affected customers and ~~6090~~ days notice to the Commission. These notices shall meet the following requirements:

- a) Notice to the Commission shall be filed with the Chief Clerk's Office with a copy to the Chief Telephone Engineer. The Chief Telephone Engineer will have the notice posted to the ICC's web site within 7 calendar days after receipt. This notice shall be accompanied by a new exchange area boundary map for any exchange area affected by the revision, with the new maps conforming to the provisions of 83 Ill. Adm. Code 737.510. If there are any customers whose local exchange service will be affected by the proposal, then the Commission Notice shall also be accompanied by a copy of the customer notice as well as the names, addresses and telephone numbers of each customer being sent a copy of the notice. If the proposed revision affects the boundary line of more than one carrier, the notice shall also be accompanied by a verified statement that the revised boundary lines have been agreed to by the other local exchange carriers or other Electing Providers adjoining the boundary lines to be changed.
- b) Notice to customers. The carrier shall provide notice to those customers located within the area being changed, and the notice shall be dated and sent by mail to the affected customers. The notice shall provide specific details as to the carrier's proposal, including what impact it will have on the customer's telephone number, calling areas and rates. The notice shall also specifically inform the customer that it has ~~3045~~ days after the mailing of the dated notice to express opposition to or support for the proposed boundary change by calling the Commission's Chief Telephone Engineer at (217)524-5072.
- c) Proposed boundary changes shall go into effect after the stated ~~6090~~ days notice, unless the Commission, upon its own motion or upon complaint, initiates an investigation of the proposed exchange area boundary. In these cases, the Commission may, after notice and hearing, prohibit the proposed exchange area boundary change if the Commission finds that the change would be contrary to the public interest.

- d) For any boundary change that will result in the elimination of an exchange in its entirety, the carrier shall file a petition with the Commission seeking the issuance of a new Certificate of Service Authority.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.530 Service Outside Exchange Boundaries

- a) No local exchange telecommunications service will be established outside the exchange boundary of the exchange that normally would provide service except on an emergency temporary basis or after the serving LocalEleting Provider has filed a notice of proposed boundary change with the Commission.
- b) In cases where local exchange telecommunications service is provided outside the exchange boundary of the normal serving exchange without authorization of the Commission (other than foreign exchange service) and the location of the service is in the exchange of another local exchange carrier certificated by the Commission, the service shall be discontinued as soon as facilities are made available from the exchange in which the service is located. The customer whose service is affected by this Section shall be given at least 90 days notice prior to the time service can be provided from the proper telephone exchange.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.540 Map Maintenance

Each LocalEleting Provider shall maintain and make available for public inspection a map of each exchange served.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

SUBPART F: CONSTRUCTION AND MAINTENANCE

Section 737.600 Construction and Maintenance

- a) Each LocalEleting Provider shall place a minimum of 80% of all newly constructed outside cable plant facilities (measured in sheath miles) underground.
- b) The telecommunications outside plant shall be designed, constructed, maintained and operated in accordance with the provisions of 83 Ill. Adm. Code 305 and 83 Ill. Adm. Code 265.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.610 Maintenance of Plant and Equipment

Each Local~~Electing~~ Provider shall:

- a) Adopt a maintenance program for its equipment based on the minimum standards set forth in this Part. The program shall be updated regularly, but not less than every 2 years, unless an earlier update is requested by the Commission.
- b) Inspect every 2 years, in accordance with the NESC standards identified in 83 Ill. Adm. Code 305, its electrical grounding equipment owned by the carrier for each central office, including, without limitation, the component of the system commonly known as the master ground bar, to ascertain the integrity of the central office ground field. The Local~~Electing~~ Provider shall maintain a copy of the test results in its office and make that copy available for inspection. The inspection shall be performed annually if one of the following events occurs: an office conversion (replacement of the current switching equipment), a building addition to a central office, or renovations to the building facilities and grounds, such as water, sewer, gas, electric facilities or parking lot.
- c) Make a copy, on a monthly basis, of its database for switching equipment applicable to each central office and store the copy off-site or in a fireproof on-site storage for use in emergency restoration purposes (any copying and storage must be performed in accordance with current software backup procedures).
- d) Make a copy, on a monthly basis, of its digital access and cross-connect system (DACS) database for each central office, if technically feasible, and store the copy off-site or in a fireproof on-site storage for use in emergency restoration purposes (any copying and storage must be performed in accordance with current software backup procedures).
- e) Make a copy, on a monthly basis, of its fiber optic terminal database for each central office, if technically feasible, and store the copy off site or in a fireproof on-site storage for emergency restoration purposes (the copying and storage must be performed in accordance with current software backup procedures).

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.620 Network Interface

- a) Telecommunications carriers shall have in place, no later than December 31, 2003, external combination protector/demarcation interfaces for all one- and two-line customers in single tenant residences and commercial buildings.
- b) The network interface for a residential customer shall be located on a structure owned, rented or leased by the customer, in which the customer resides.
- c) The network interface for business customers shall be located outside structures owned, rented or leased by the customer, in which the customer is conducting

business. The demarcation point shall be located at the minimum point of penetration of the network cable to the building, normally within 25 feet. Deviation from this location must be mutually agreeable to the building owner and the telecommunications provider.

- d) Network interfaces shall not be located on fence posts, utility poles or cable pedestals.
- e) Network interfaces for temporary services or serving trailers, boats or customer-owned pay telephones shall be located on structures provided by the customer or on a utility pole.
- f) The requirements of this Section apply to a Local Provider only to the extent that it owns and/or maintains network interfaces.

(Source: Amended at 38 Ill. Reg. _____, effective _____)

Section 737.630 Transmission Requirements

~~Local~~Electing Providers shall furnish and maintain plant, equipment and facilities to meet the following minimum transmission standards. The transmission standards set forth in this Section are based upon measurements from the network interface at the customer premises through the local loop to a nominal 48-volt central office and measured at a frequency of 1004 hertz.

- a) Local line analog loops shall have a loop resistance not exceeding the operating design of the associated central office equipment. Longer loops may be used by deployment of loop range extenders.
- b) All analog loops are to be maintained to a minimum of 40,000 ohms insulation resistance.
- c) Transmission loss of analog local loop shall be engineered not to exceed 10.0 dB when measured in accordance with subsection (a). The local loop transmission loss shall be adjusted to 10.0 dB or less if it exceeds 10.0 dB.
- d) Transmission loss in analog interoffice trunks shall be engineered not to exceed 7 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it shall be corrected to within 1 dB of the design loss.
- e) Transmission loss on analog toll terminating trunks shall be engineered not to exceed 4 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it shall be corrected to within 1 dB of the design loss.
- f) Transmission loss on all digital interoffice trunks shall be engineered and maintained not to exceed 6 dB.

APPENDIX—SECOND NOTICE

- g) Loop current shall be maintained at 20 milliamperes or greater.
- h) Power influence (Ng) shall not exceed 90 dBrc.
- i) Circuit noise (Nm) shall not exceed 30 dBrc.

(Source: Amended at 38 Ill. Reg. _____, effective _____)