

Section 730.205 Reporting

a) Each carrier shall provide to the Commission, on a quarterly basis and in a form suitable for posting on the Commission's web site, a public report that includes performance data for basic local exchange service. The performance data shall be disaggregated for each customer class and on the geographic basis as described below.

The report shall include at a minimum:

statewide:

- 1) Average speed of answer time for customer call centers
- 2) Average speed of answer time for repair centers

By wire center:

- 1) % of OOS > 24 hours
- 2) % of OOS > 48 hours
- 3) % of installations completed within 5 days
- 4) % of installations completed within 7 days
- 5) % of installations completed after 10 days
- 6) % of installations not completed within 5 days due to load
- 7) % of installations not completed within 5 days due to facilities
- 8) Number of trouble reports per 100 access lines
- 9) % of trouble reports that are repeated
- 10) % of installation trouble reports
- 11) % of missed repair appointments without 24 hours notice
- 12) % of missed installation appointments without 24 hours notice
- 13) Number of installation orders assigned per technician per day

- 14) Number of installation orders completed per technician per day
- 15) Number of repair orders assigned per technician per day
- 16) Number of repair orders completed per technician per day
- 17) Average number of overtime hours per week per repair technician
- 18) Average number of overtime hours per week per installation technician

By distribution area or tracking unit within the wire center with the wire center identified.

The carrier shall provide the number of:

- 1) Line and Station Transfer (LST)
- 2) Wired Out of Limits (WOL)
- 3) Break Connect-Through (BCT)
- 4) Clear Defective Pair (CDP)
- 5) Break Permanent connection (BPC)
- 6) Customer Interconnection Record (CIR)
- 7) Referred to Engineering (RE)
- 8) Re-terminated Connection (RTC)
- 9) Found Cable Troubles
 - a) 1 – 6
 - b) 7A (Splicing)
 - c) 7B (Terminating)
 - d) 8 – 9 (Core Troubles)
- 10) Assignment Changes
 - a) Service Order Defective (SOD)
 - b) Other Defective (ODF)

c) Other assignment Change (OAC)

11. Disposition codes

a) Initial, Subsequent and Total Code 3's (Wire)

b) Initial, Subsequent and Total Code 4 (OSP)

c) Initial, Subsequent and Total Code 5 (Central Office)

d) Initial, Subsequent and Total Code 7 (Test OK)

e) Initial, Subsequent and Total Code 8 (Found on In)

f) Initial, Subsequent and Total Code 9 (Found on Out)

b) Each carrier shall provide on an annual basis to the Commission in a form suitable for posting on the Commission's web site the following reports:

- 1) Facility Analysis Plan (for each wire center)
- 2) Current Plan (for each wire center)

c) Customer report. A carrier shall, upon request made by a customer or the Consumer Services Division of the Commission, provide to the customer and/or the Consumer Services Division, within 30 days after the request, a report on all service outages that the customer making the request, or subject to the Consumer Service Division's request, has experienced at the customer's current service location during the most recent five calendar years. The report shall identify for each outage the information specified in Section 730.200. Notwithstanding the provisions of this subsection, a local exchange carrier is not required to report data pursuant to this Section that Section 730.200 does not require a local exchange carrier to maintain, or that the local exchange carrier was not required to retain at the time of the outage. This subsection does not alter

the provisions of 83 Ill. Adm. Code 200 and 280 that relate to informal and formal complaint procedures.

d) Municipality report. A local exchange carrier shall, upon request made by a municipality, provide to the municipality, within 30 days after the request, a report on incident record information within that municipality during the most recent five calendar years. The report shall identify for each incident the information specified in Section 730.200. The municipality can request the report to be provided on a wire center or other geographic area basis. Individual customer identification will not be disclosed in the report. Notwithstanding the provisions of this subsection, a local exchange carrier is not required to report data pursuant to this Section that Section 730.200 does not require a local exchange carrier to maintain, or that the local exchange carrier was not required to retain at the time of the incident. This subsection does not alter the provisions of 83 Ill. Adm. Code 200 and 280 that relate to informal and formal complaint procedures.

e) All reports required to be submitted to the Staff or to the Illinois Commerce Commission under this Part 730 shall be certified by an authorized officer of the reporting local exchange carrier and shall be filed with the Chief Clerk of the Commission in a form suitable for posting to the Commission's web page. All such reports will be public records available for inspection and copying.