**Section 730.515 Central Office Administrative Requirements**

a) Central office capacity and equipment shall be sufficient to provide a dial tone within three seconds on 95% of all calls placed during the busy hour of any given day. Whenever the dial tone rate falls below 95%, the local exchange carrier shall take corrective action and report such action to the Commission within 15% business days after the end of the month in which the violation occurred.

b) For purposes of subsection (a), the percent of calls that obtained dial tone within three seconds shall be derived by dividing the total number of customer dialing attempts during the busy hour that obtained dial tone within three seconds by the total number of customer attempts to obtain dial tone during the busy hour.

c) Each central office shall be equipped with alarms to indicate failures or improper functions.

d) Either operator or mechanized intercept service shall be provided for nonworking or changed terminating numbers until the numbers are assigned or reassigned.

e) All remote switching units are to be equipped to continue to perform basic internal switching functions if a base unit connection is interrupted.

f) Whenever a local exchange carrier fails to meet the monthly objectives contained in this section, it shall report that fact to the Commission's Telecommunications Division, with a statement of the reasons for such failure, within 15 days after the end of the respective month.

(Source: Amended at 27 Ill. Reg. 17997, effective December 1, 2003)