**Section 730.535 Interruptions of Service**

a) On a monthly basis, each local exchange carrier shall clear 95% of all out of service troubles up to the customer network interface within 30 hours after the troubles are reported by the customer.

b) For purposes of maintaining records or reporting information relating to the requirement set forth in subsection (a), the information required to be so maintained or reported shall be calculated as follows:

1) Each occurrence shall be measured from the "create date and time" to the "cleared date and time".

2) The requirement set forth in subsection (a) shall be calculated as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| (a) | - | (c+d+e+f+g+h+i) | = | o | or the "adjusted number of out of service conditions not repaired within 30 hours" |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| (b) | - | (c+d+e+f+g+h+i) | = | p | or the "adjusted number of out of service calls" |





|  |  |  |
| --- | --- | --- |
| (100 - x) | = | percent repaired within 30 hours |

Variables used in the above formulas 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 company |
| 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 company |
| 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 local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials. This variable "w" shall be itemized monthly, via attachment, in the reporting LECs quarterly report as provided in Section 730.115(b). |

3) Whenever a local exchange carrier fails to meet the monthly requirements contained in this Section, it shall file a monthly report relating to the failed requirement to the Staff of the Illinois Commerce Commission, Telecommunication Division, with a statement of the reasons for the failure, within 15 business days after the end of each month in which the failure occurred.

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

c) If a carrier knows entry to the dwelling is required in order to clear an out of service trouble report, the local exchange carrier shall provide reasonable notice to the affected customer of the premises visit and shall schedule an appointment to perform any such visit on a mutually agreed date and time (which shall be identified as occurring within a four hour window, such as a morning or afternoon or evening shift, or until June 30, 2004, between 8 A.M. and 4 P.M. on a particular day if the carrier uses the resold services, network or network elements of another carrier to provide services to the customer). When the repair appointment cannot be met within the prescribed appointment window, the local exchange carrier shall notify the customer of the delay and the reason for the delay no later than 8 P.M. of the day prior to the scheduled date of the appointment of its inability to keep the appointment, and shall then reschedule a date and time acceptable to the customer when the utility will be able to provide the requested service. Customer-caused delays or customer-missed appointments shall not be subject to the time restrictions of this subsection.

d) Required toll-free numbers

1) Each local exchange carrier shall provide to its customers the telephone number to call for repair service. Calls to repair service shall be available without charge. When trouble is apparently located in a connecting company, this trouble report shall be immediately referred to the connecting company.

2) Each local exchange carrier shall provide its business office telephone number to its customers. Calls to the business office shall be available without charge.

e) Repair service shall be available at all times for reporting service out of order. Arrangements shall be made to receive customer trouble reports 24 hours daily and to clear out of service trouble at all hours for customers who express an emergency need for service as long as clearing the trouble is consistent with the personal safety of local exchange carrier personnel. For purposes of this subsection (e) only, an emergency need for service shall mean that without service there exists an immediate threat to life, limb or property.

(Source: Amended at 36 Ill. Reg. 14990, effective October 1, 2012)