**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) 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;

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).

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).

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).

d) Each 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) 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. Each 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.

(Source: Amended at 39 Ill. Reg. 364, effective December 22, 2014)