**Section 737.200 Service Quality for Basic Local Exchange Service**

A Local 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 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 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 39 Ill. Reg. 364, effective December 22, 2014)