**Section 737.220 Calculation of Performance Data for Installation**

a) For purposes of the annual informational reporting requirement of Section 737.130(d), each Electing Provider subject to that subsection shall report the monthly percentage of its basic local exchange service installations completed within 5 business days after the customer requests installation or by a later date as requested by the applicant, as subject to the exclusions set forth in Section 737.300(b). For purposes of calculating this percentage, the time it takes to complete a basic local exchange service installation shall be measured from the date the customer makes that application or request to the date the installation order is completed and signed off by the carrier as completed.

b) This Section does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone.

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