**Section 737.230 Calculation of Performance Data for Out-of-Service Conditions**

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 basic local exchange service out-of-service conditions up to the customer network interface cleared within 30 hours after outages are reported by the customer.

b) The percentage required to be reported pursuant to subsection (a) shall be calculated as follows: each occurrence shall be measured from the "create date and time" to the "cleared date and time".

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

|  |  |
| --- | --- |
| 1) |  |

or

the "adjusted number of out-of-service conditions

not repaired within 30 hours"

|  |  |
| --- | --- |
| 2) |  |

or

the "adjusted number of out-of-service calls"

|  |  |
| --- | --- |
| 3) |  |

|  |  |
| --- | --- |
| 4) |  *percent repaired within 30 hours* |

5) Variables used in the formulas in subsections (c)(1) through (4) 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 Electing Provider |
| 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 Electing Provider |
| 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 Electing Provider from restoring service due to impassable roads, downed power lines or the closing off of affected areas by public safety officials |

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

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