**Section 737.240 Calculation of Performance Data for Missed Installation or Repair Appointments**

a) For purposes of the annual reporting requirement of Section 737.130(d), each Electing Provider subject to that subsection shall report the monthly number of missed installation and repair appointments for customers of basic local exchange service made in accordance with the requirement of Section 737.200(c)(.

b) The total number of missed appointments reported pursuant to this Section shall not include:

1) those appointments missed due to customer-caused delays;

2) customer-missed appointments; or

3) delayed appointments with respect to which the Electing Provider notified the customer of the delay and the reason for that delay no later than 8:00 pm of the day prior to the scheduled date of the appointment.

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