**Section 737.250 Calculation of Performance Data for Trouble Reports**

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 trouble reports per 100 access lines, to be calculated by dividing the number of customer-initiated network trouble reports in any given month that are cleared to network dispositions, less customer premises equipment (CPE), inside wire, or emergency situations, by the total number of access lines in service. The rate shall be reported on a per 100 access line basis.

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