

Local Exchange Service Quality Requirements*

Subject to certain exclusions and limitations, any telephone company providing local exchange service in Illinois is required to:

- Install basic local exchange service within 5 business days after receipt of a complete order from a customer or 3 business days after the provisioning of the line by the carrier whose network or network elements are being utilized by your local exchange company or by a customer-requested later date. If a customer requests an installation date that is beyond 5 business days, service must be installed by the customer requested date.
- Restore basic local exchange service within 24 hours of receiving proper notice that a customer's telephone service is out-of-service.
- Keep all repair and installation appointments for basic local exchange service when the company informs the customer that a premise visit requires the customer to be present for the appointment, unless the telephone company provides 24 hours notice of its inability to keep the appointment.

If the telephone company fails to achieve these requirements, you may be eligible for a credit or other relief. The telephone company will automatically calculate any appropriate credit and apply it to your next bill.

Customers may not be entitled to a credit when: (1) an emergency situation arises, (2) a customer's willful or negligent act prevents the company from providing service, (3) a customer's inside wiring or telephone equipment malfunctions, (4) the customer misses an appointment or requests a later appointment, (5) the carrier's right to refuse service as provided for in Commission rules, or (6) the carrier lacking facilities at the service location.

For repairs of out of service conditions, the calculation of the automatic credit is based upon the following:

24 – 48 Hours	pro-rata credit
48 – 72 Hours	33% recurring monthly charges
72 – 96 Hours	67% recurring monthly charges
96 – 120 Hours	100% recurring monthly charges
>120 Hours	alternative telephone service or \$20 per day (at the customer's option)

For installation, the calculation of the automatic credit is based on the following:

after 5 business days**	50% installation charges (Link Up credit of \$25)
after 10 business days**	100% installation charges (Link Up credit of \$50)
> 10 days	100% installation charges (Link Up credit of \$50) and alternative telephone service or \$20 per day (at the customer's option)

If the local exchange telephone company misses an appointment without providing 24 hour notice to the customer an automatic credit of \$50 will be issued.

If you have any questions about these service quality requirements, you should call your local telephone company's business office.

* The above requirements are based on 83 Illinois Administrative Code 732. They are subject to change by the Illinois Commerce Commission.

** The different scenarios in the first bullet are applicable in the calculation of the credit.