

ILLINOIS COMMERCE COMMISSION

83 IL Adm. Code Parts 730 and 732

**Section 730.115 and
Section 732.60**

**Service Quality
and
Customer Credit Reporting**

USER MANUAL

January 30, 2008

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How do I sign up for an account?

Introduction

Telecommunication carriers that provide local exchanges service in Illinois are required to provide quarterly reports to the Commission that include monthly performance data for basic local exchange service obligations as outlined in Code Part 730. It is advisable to have more than one person in the office fill out this form. The reason being if you are the only person with an external user account and you are unavailable to enter the data no one else will be able to use your ID and Password.

Steps to sign up for as account

1. Browse to the ICC's web site at <http://www.icc.illinois.gov>

The screenshot displays the Illinois Commerce Commission website. The browser window title is "Illinois Commerce Commission - Microsoft Internet Explorer provided by Illinois Commerce Commission". The address bar shows "http://www.icc.illinois.gov/". The website header features the Illinois Commerce Commission logo and the name of the Governor, Rod R. Blagojevich, dated January 25, 2008. The main content area is titled "Welcome" and contains a mission statement, news items, and links for "Consumer Information" and "Commission Information". A sidebar on the left lists various services and industries. A sidebar on the right contains promotional banners for "File a Complaint", "Plug In Illinois", "Unified Carrier Registration", "Are you Moving?", "Electric Rate Information", and "9-1-1 Program". The bottom of the page shows "Local intranet | Protected Mode: On" and a 100% zoom level.

2. Click on the “Telephone Service Quality and Customer Credit Reporting” bumper sticker.

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- News:** A list of recent news items, including "ICC approves highway-rail safety project near Raymond" and "ICC Commissioner Erin O'Connell-Diaz earns second term".
- Consumer Information:** A list of links for "Controlling Your Energy Bills", "Electric Rate Information", "File a Complaint", "Find a Licensed Household Goods Mover", and "Plug In Illinois".
- Case Number Search:** A search box with a "Go" button and an example: "Example: 00-0001 for a Public Utility or T00-0001 for a Transportation case".
- Commission Information:** A list of recent reports and dockets, such as "This Week At The Illinois Commerce Commission" and "Weekly Docket: 01/24/2008".

The right-hand sidebar contains several promotional banners and links:

- January 25, 2008
- ICC Features
- File a Complaint
- Plug In Illinois Power of Choice
- Unified Carrier Registration
- CALL BEFORE YOU DIG. SIMPLY CALL 811 or 1-800-892-4123
- Are you Moving? Click Here
- Telephone Service Quality and Customer Credit Reporting (highlighted with a red circle)
- Electric Rate Information
- 9-1-1 Program
- OPERATION LIFESAVER ILLINOIS
- State Features
- State of Illinois

The bottom of the page shows a status bar with "Local intranet | Protected Mode: On" and a zoom level of "100%".

3. Click on the “External User Account Form” link.

The screenshot shows the Illinois Commerce Commission website. The breadcrumb trail is: Home > Industry > Public Utility > Telecommunications > Service Quality and Customer Credit Reporting. The page title is "Service Quality and Customer Credit Reporting".

The main content area contains the following text:

Code Part 730 of Title 83 Public Utilities Chapter 1: Illinois Commerce Commission Subchapter f, states that telecommunications carriers that provide local exchange service in Illinois are required to meet certain basic local exchange service quality standards. Additionally, Code Part 732 outlines remedies for violations of the standards in the form of customer credits.

Telecommunication carriers that provide local exchanges service in Illinois are required to provide quarterly reports to the Commission that include monthly performance data for basic local exchange service obligations as outlined in Code Part 730.

Instructions for Filing the 730 & 732 Quarterly Reports:

- Print the **External User Account Request** form. Complete this form, notarize it and return it to the Illinois Commerce Commission at the address found on the form.
- The ICC will send you an account id and password via email after receiving your completed form above. Once you have received your account id and password you may [login here](#).
- Should you require Technical Assistance gaining access to this application, please contact the [ICC Help Desk](#) by email or you may call 217-782-9230.

The mandatory reporting information is listed on the first page of each report. Most reports consist of this page only. However, some carriers may provide additional information on subsequent pages.

1 2 3 4

Company	Quarter 1	Quarter 2	Quarter 3	Quarter 4
1-800-RECONEX, Inc. d/b/a UStel		Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
Access Media 3, Inc.				
Access One, Inc.		Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
ACN Communication Services, Inc.	Dec 31, 2007 ⚠	Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
Adams Telephone Co-Operative	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Adams TelSystems, Inc.	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Aero Communications, LLC	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Airdis, LLC d/b/a Airdis Telecom	Dec 31, 2007 ⚠			Mar 31, 2007
Alhambra-Grantfork Telephone Company		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
American Fiber Network, Inc. d/b/a 'AFN'		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
American Telephone Company LLC	Dec 31, 2007 ⚠	Sep 30, 2007 ⚠		
AMI Communications, Inc.		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
AT&T Communications of Illinois, Inc.		Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
B & S Telecom, Inc. d/b/a Quick Connect USA d/b/a Consumers Telephone Company				
Bergen Telephone Company	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007

4. Complete the "ICC External User Account Request Form"

- Select "Telecom Reporting" for System Name

externaluserform[1].pdf (SECURED) - Adobe Acrobat Standard

File Edit View Document Comments Forms Tools Advanced Window Help

Create PDF Combine Files Export Secure Sign Review & Comment

1 / 1 121% Find

Please fill out the following form. Highlight Fields

State of Illinois
Illinois Commerce Commission Attn: Help Desk 527 E. Capitol Avenue, Springfield, IL 62701 217/782-9230

ICC External User Account Request Form

Anyone wishing to access an Illinois Commerce Commission e-government application must have an active account and password. To establish your account, please complete the information below and return the form to the address listed at the bottom of the page. If you have questions, call the ICC Help Desk at 217-782-9230, between our normal business hours of 8:00 a.m. and 5:00 p.m.
For e-Docket accounts call 217-782-5777.

System Name: Choose from the following list...

First Name: Choose from the following list...

Business Name: Choose from the following list...

Primary Business: Choose from the following list...

City: Choose from the following list...

Business e-Mail: Choose from the following list...

Primary Phone Number: DropDownList1

Challenge Question: _____

Challenge Answer: _____

Applicant Signature: _____

Applicant Printed Name: _____

Primary Business Purpose for System Access: _____

Under penalties as provided by law, the undersigned swears that the statements set forth in this request for an Illinois Commerce Commission External User Account are true and correct, except as to such matters therein stated to be on information and belief and as to such matters the undersigned swears as aforesaid that he/she believes the same to be true.

Subscribed and sworn to before me _____ Signature of Requesting Person _____

- Click the "Print Form" button on the bottom of the form, then sign the form, and have it notarized.

5. Mail the signed and notarized form to the address listed on the bottom of the form.

- We are only allowed to accept original forms; no copies please.
- Keep a copy of the form for your records.
- Mail the form so you have a tracking number. Send the Tracking number to Russ Murray via email to rmurray@icc.illinois.gov. This will allow the ICC to verify we have received the form.
- Within a week you should receive an email with your External User id and password. If you do not receive this email please contact Russ Murray at 217-558-4172.

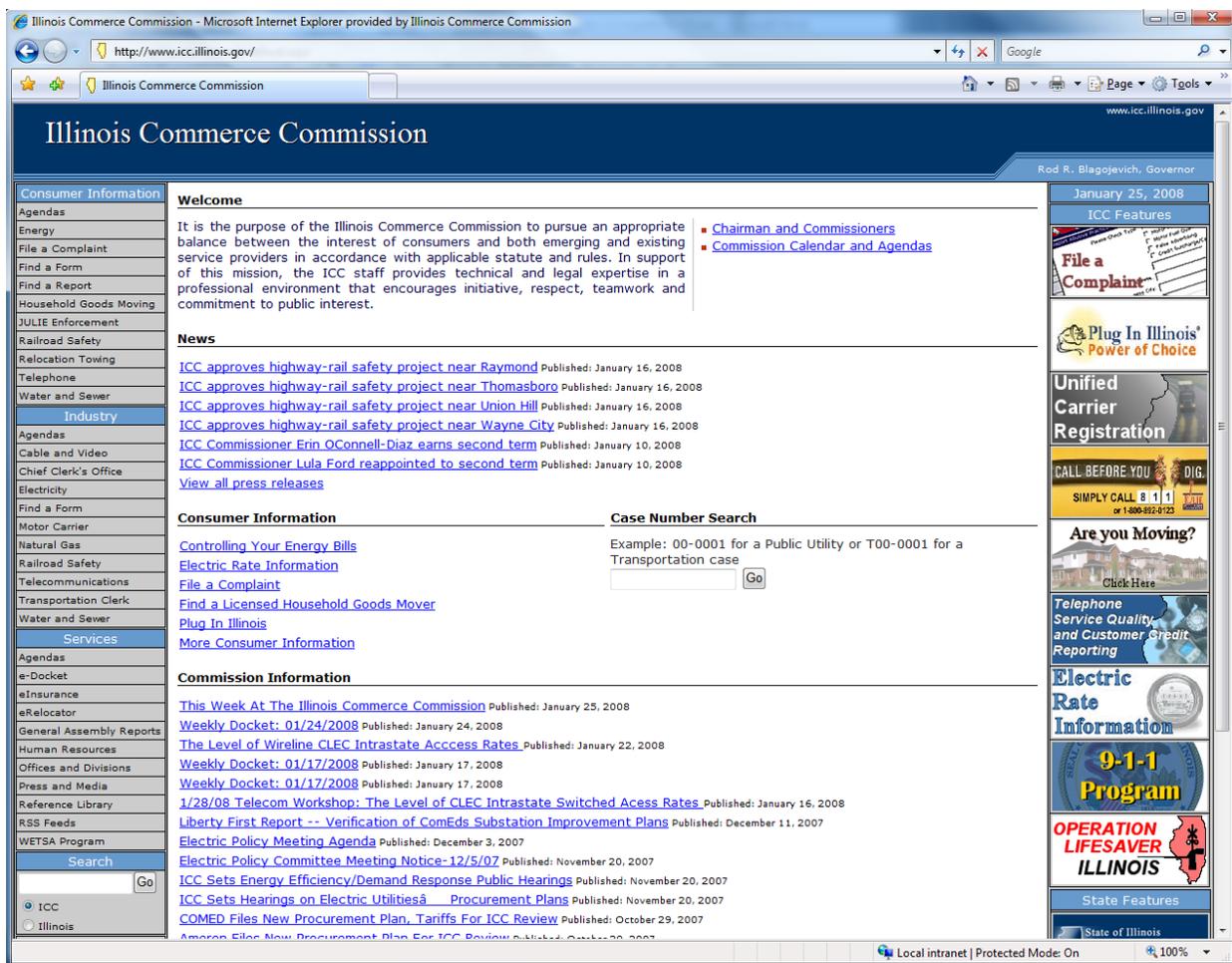
How do I print Code Part 730 and Code Part 732?

Introduction

Telecommunication carriers that provide local exchanges service in Illinois are required to provide quarterly reports to the Commission that include monthly performance data for basic local exchange service obligations as outlined in Code Parts 730 and 732. It is advisable to print out a copy of Code Parts 730 and 732.

Steps to Print Code Parts 730 and 732

1. Browse to the ICC's web site at <http://www.icc.illinois.gov>



2. Click on the “Telephone Service Quality and Customer Credit Reporting” bumper sticker.

The screenshot shows the Illinois Commerce Commission website in Microsoft Internet Explorer. The browser's address bar displays <http://www.icc.illinois.gov/>. The page header includes the Illinois Commerce Commission logo and the name of the Governor, Rod R. Blagojevich. The main content area is divided into several sections:

- Welcome:** A paragraph stating the commission's purpose to balance consumer interests with service providers, supported by technical and legal expertise.
- News:** A list of recent news items, including approvals of highway-rail safety projects near Raymond, Thomasboro, and Union Hill, and the reappointment of Commissioner Lula Ford.
- Consumer Information:** A list of links for services such as Controlling Your Energy Bills, Electric Rate Information, and File a Complaint.
- Case Number Search:** A search box with a "Go" button and an example: "Example: 00-0001 for a Public Utility or T00-0001 for a Transportation case".
- Commission Information:** A list of recent reports and dockets, such as "This Week At The Illinois Commerce Commission" and "Weekly Docket: 01/24/2008".

The right-hand sidebar contains several promotional banners and links, including:

- January 25, 2008
- ICC Features
- File a Complaint
- Plug In Illinois® Power of Choice
- Unified Carrier Registration
- CALL BEFORE YOU DIG. SIMPLY CALL 811 or 1-800-892-4123
- Are you Moving? Click Here
- Telephone Service Quality and Customer Credit Reporting** (highlighted with a red circle)
- Electric Rate Information
- 9-1-1 Program
- OPERATION LIFESAVER ILLINOIS
- State Features

The bottom of the page shows a status bar with "Local intranet | Protected Mode: On" and a zoom level of 100%.

3. Click on the "Code Part 730" link.

The screenshot shows the Illinois Commerce Commission website. The breadcrumb trail is: Home > Industry > Public Utility > Telecommunications > Service Quality and Customer Credit Reporting. The 'Code Part 730' link is circled in red. Below the breadcrumb trail, there is a paragraph explaining that Code Part 730 of Title 83 Public Utilities Chapter 1: Illinois Commerce Commission Subchapter f, states that telecommunications carriers that provide local exchange service in Illinois are required to meet certain basic local exchange service quality standards. Additionally, Code Part 732 outlines remedies for violations of the standards in the form of customer credits.

Below this paragraph, there is a section titled 'Instructions for Filing the 730 & 732 Quarterly Reports:' with a bulleted list of instructions:

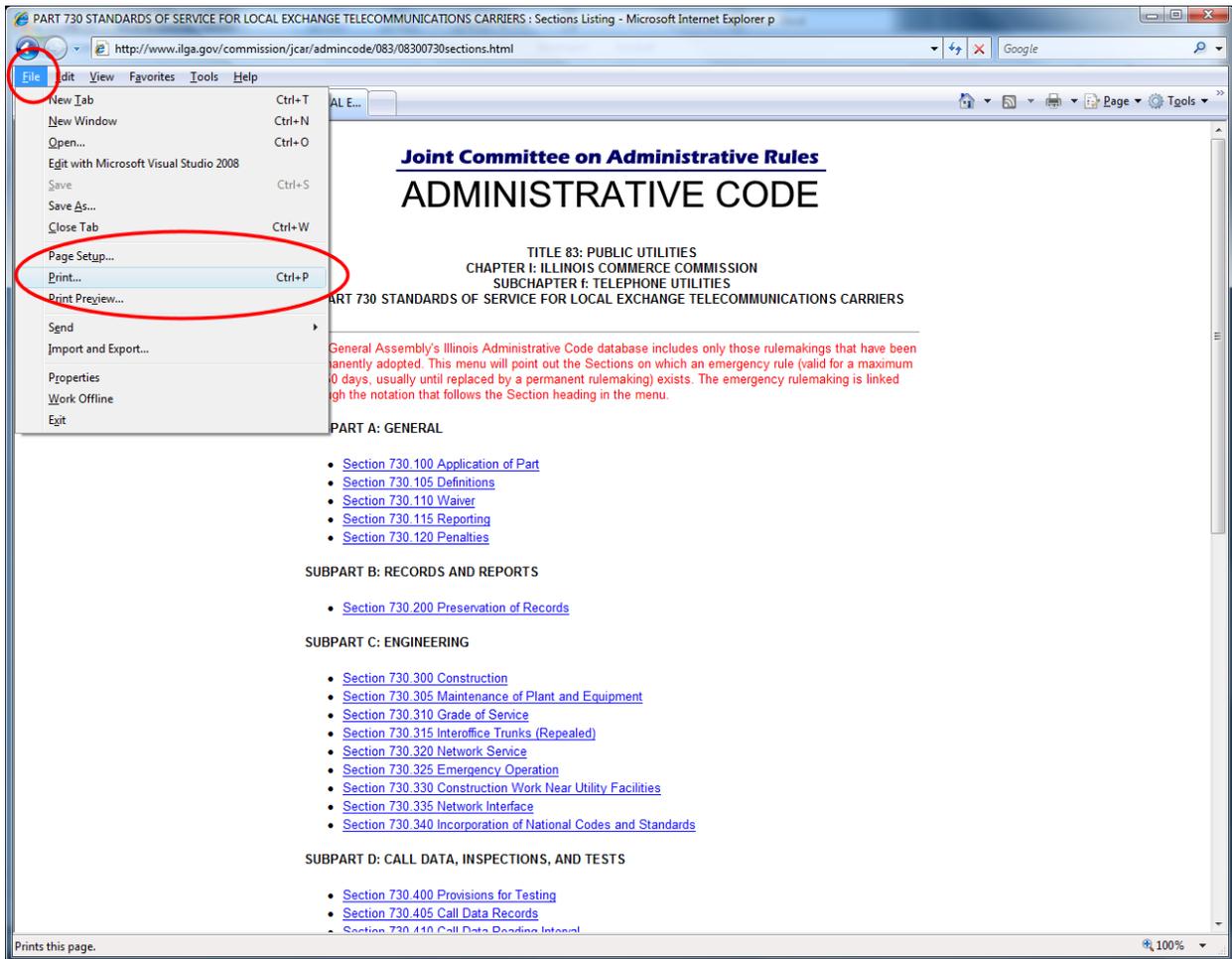
- Print the [External User Account Request](#) form. Complete this form, notarize it and return it to the Illinois Commerce Commission at the address found on the form.
- The ICC will send you an account id and password via email after receiving your completed form above. Once you have received your account id and password you may [login here](#).
- Should you require Technical Assistance gaining access to this application, please contact the [ICC Help Desk](#) by email or you may call 217-782-9230.

Below the instructions, there is a bolded statement: **The mandatory reporting information is listed on the first page of each report. Most reports consist of this page only. However, some carriers may provide additional information on subsequent pages.**

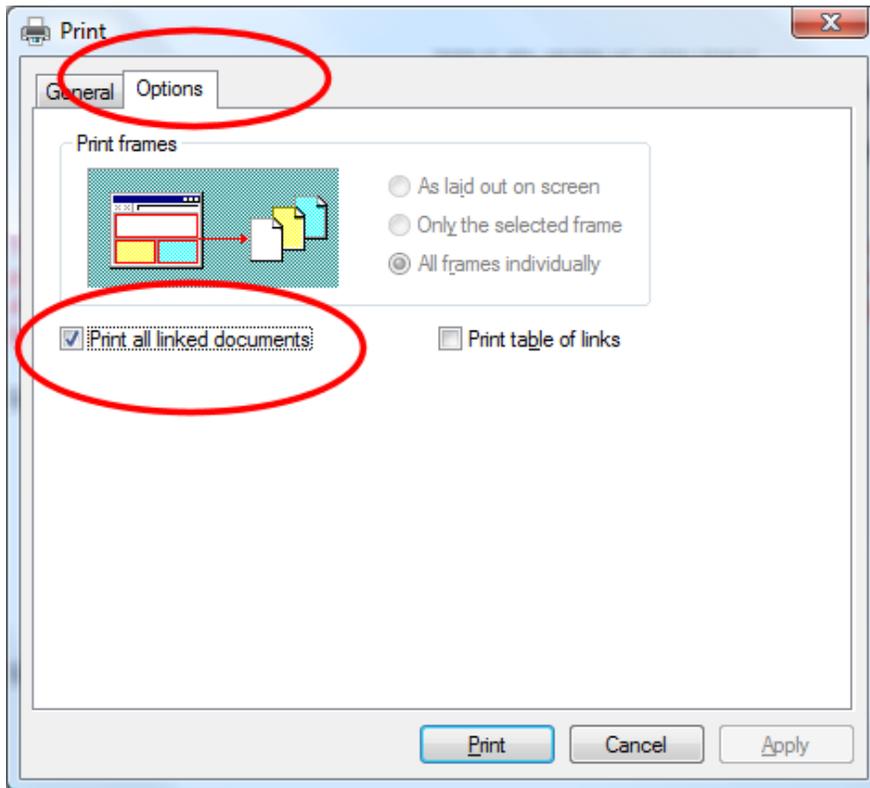
Below this statement, there is a table with the following columns: Company, Quarter 1, Quarter 2, Quarter 3, and Quarter 4. The table lists various companies and their reporting dates for each quarter, with some dates marked with a yellow warning triangle icon.

Company	Quarter 1	Quarter 2	Quarter 3	Quarter 4
1-800-RECONEX, Inc. d/b/a UStel		Sep 30, 2007 ⚠	Jun 30, 2007	Mar 31, 2007
Access Media 3, Inc.				
Access One, Inc.		Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
ACN Communication Services, Inc.	Dec 31, 2007 ⚠	Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
Adams Telephone Co-Operative	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Adams TelSystems, Inc.	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Aero Communications, LLC	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Airdis, LLC d/b/a Airdis Telecom	Dec 31, 2007 ⚠			Mar 31, 2007
Alhambra-Grantfork Telephone Company		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
American Fiber Network, Inc. d/b/a 'AFN'		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
American Telephone Company LLC	Dec 31, 2007 ⚠	Sep 30, 2007 ⚠		
AMI Communications, Inc.		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
AT&T Communications of Illinois, Inc.		Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
B & S Telecom, Inc. d/b/a Quick Connect USA d/b/a Consumers Telephone Company				
Bergen Telephone Company	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007

4. On the menu bar, click "File" then "Print".



5. Click the “Options” tab and select “Print all linked documents”.



6. Report steps 1 through 5 for Code Part 732.

How do I make a filing?

Introduction

You must first sign up for an external account, before you may make a filing.

Steps to Make a Filing

1. Browse to the ICC's web site at <http://www.icc.illinois.gov>

The screenshot shows the Illinois Commerce Commission website in a Microsoft Internet Explorer browser window. The address bar displays <http://www.icc.illinois.gov/>. The website header includes the text "Illinois Commerce Commission" and "Rod R. Blagojevich, Governor".

The main content area is divided into several sections:

- Welcome:** A paragraph stating the ICC's purpose: "It is the purpose of the Illinois Commerce Commission to pursue an appropriate balance between the interest of consumers and both emerging and existing service providers in accordance with applicable statute and rules. In support of this mission, the ICC staff provides technical and legal expertise in a professional environment that encourages initiative, respect, teamwork and commitment to public interest." Links for [Chairman and Commissioners](#) and [Commission Calendar and Agendas](#) are provided.
- News:** A list of recent news items with dates, including "ICC approves highway-rail safety project near Raymond" (Jan 16, 2008), "ICC approves highway-rail safety project near Thomasboro" (Jan 16, 2008), "ICC approves highway-rail safety project near Union Hill" (Jan 16, 2008), "ICC approves highway-rail safety project near Wayne City" (Jan 16, 2008), "ICC Commissioner Erin O'Connell-Diaz earns second term" (Jan 10, 2008), and "ICC Commissioner Lula Ford reappointed to second term" (Jan 10, 2008). A link for [View all press releases](#) is also present.
- Consumer Information:** A list of links including [Controlling Your Energy Bills](#), [Electric Rate Information](#), [File a Complaint](#), [Find a Licensed Household Goods Mover](#), [Plug In Illinois](#), and [More Consumer Information](#).
- Case Number Search:** A search box with a "Go" button. An example text reads: "Example: 00-0001 for a Public Utility or T00-0001 for a Transportation case".
- Commission Information:** A list of recent reports and dockets, including "This Week At The Illinois Commerce Commission" (Jan 25, 2008), "Weekly Docket: 01/24/2008" (Jan 24, 2008), "The Level of Wireline CLEC Intrastate Access Rates" (Jan 22, 2008), "Weekly Docket: 01/17/2008" (Jan 17, 2008), "Weekly Docket: 01/17/2008" (Jan 17, 2008), "1/28/08 Telecom Workshop: The Level of CLEC Intrastate Switched Access Rates" (Jan 16, 2008), "Liberty First Report -- Verification of ComEds Substation Improvement Plans" (Dec 11, 2007), "Electric Policy Meeting Agenda" (Dec 3, 2007), "Electric Policy Committee Meeting Notice-12/5/07" (Nov 20, 2007), "ICC Sets Energy Efficiency/Demand Response Public Hearings" (Nov 20, 2007), "ICC Sets Hearings on Electric Utilities' Procurement Plans" (Nov 20, 2007), "COMED Files New Procurement Plan, Tariffs For ICC Review" (Oct 29, 2007), and "Ameren Files New Procurement Plan For ICC Review" (Oct 29, 2007).

The left sidebar contains a navigation menu with categories: Consumer Information, Industry, Services, and Search. The right sidebar features various promotional banners and links, including "File a Complaint", "Plug In Illinois Power of Choice", "Unified Carrier Registration", "Are you Moving?", "Electric Rate Information", "9-1-1 Program", and "OPERATION LIFESAVER ILLINOIS".

2. Click on the “Telephone Service Quality and Customer Credit Reporting” bumper sticker.

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- 9-1-1 Program
- OPERATION LIFESAVER ILLINOIS
- State Features
- State of Illinois

The bottom of the page shows a status bar with "Local intranet | Protected Mode: On" and a zoom level of "100%".

3. Click the "login here" link.

Illinois Commerce Commission - Public Utility - Telecommunications - Service Quality & Customer Credit Reporting - Microsoft Internet Explorer p

http://www.icc.illinois.gov/industry/publicutility/telecommunications/reporting/

Illinois Commerce Commission - Public Utility - ...

www.icc.illinois.gov

Rod R. Blagojevich, Governor

Home > Industry > Public Utility > Telecommunications > Service Quality and Customer Credit Reporting

[Code Part 730](#) of Title 83 Public Utilities Chapter 1: Illinois Commerce Commission Subchapter f, states that telecommunications carriers that provide local exchange service in Illinois are required to meet certain basic local exchange service quality standards. Additionally, [Code Part 732](#) outlines remedies for violations of the standards in the form of customer credits.

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- The ICC will send you an account id and password via email after receiving your completed form above. Once you have received your account id and password you may [login here](#).
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Access One, Inc.		Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
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Adams Telephone Co-Operative	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Adams TelSystems, Inc.	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Aero Communications, LLC	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
Airdis, LLC d/b/a Airdis Telecom	Dec 31, 2007 ⚠			Mar 31, 2007
Alhambra-Grantfork Telephone Company		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
American Fiber Network, Inc. d/b/a 'AFN'		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
American Telephone Company LLC	Dec 31, 2007 ⚠	Sep 30, 2007 ⚠		
AMI Communications, Inc.		Sep 30, 2007	Jun 30, 2007	Mar 31, 2007
AT&T Communications of Illinois, Inc.		Sep 30, 2007 ⚠	Jun 30, 2007 ⚠	Mar 31, 2007 ⚠
B & S Telecom, Inc. d/b/a Quick Connect USA d/b/a Consumers Telephone Company				
Bergen Telephone Company	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	Mar 31, 2007

Local intranet | Protected Mode: On 100%

4. Enter your login information as shown below.

The screenshot shows the Illinois Commerce Commission login page in a Microsoft Internet Explorer browser. The page title is "Illinois Commerce Commission" and the URL is "https://wwwtest.icc.illinois.gov/eAccount/login.aspx?SiteUrl=/TelecomReporting&ReturnUrl=%2ftelcomreporting%2fDefault.aspx". The page header includes "www.icc.illinois.gov" and "Rod R. Blagojevich, Governor".

The main content area is titled "Logon Screen" and contains the following fields and instructions:

- User Name:** A text input field with the placeholder text "Enter your ICC user ID here." and a red arrow pointing to it.
- Password:** A text input field with the placeholder text "Enter your ICC password here." and a red arrow pointing to it.
- Domain:** A text input field with the placeholder text "Enter your ICC external domain here." and a red arrow pointing to it.
- Image Verification:** A section titled "Please enter the text from image below." showing a distorted image of the characters "L U H D X C B Q P J". Below the image is a text input field with the placeholder text "Enter the character from the left." and a red arrow pointing to it. A link "Refresh image and page" is provided below the image.

Below the input fields, there are two status indicators: a red asterisk "Indicates required field" and a green checkmark "Indicates validated field". There are "OK" and "Cancel" buttons, and links for "Reset your password?" and "End User Licensing Agreement".

A notice states: "Notice: A password is case sensitive. Please be sure that the Caps Lock is turned off."

How to Apply for an Account
Anyone wishing to access an Illinois Commerce Commission eGovernment application must have an active account and password. If you do not have an account, please download the [Application for an Account](#) form, type in the necessary information (please do not use hand writing), print it out, have it notarized, then mail it to the Illinois Commerce Commission at 527 East Capitol Avenue, Springfield, IL 62701. If you have questions please call the ICC Help Desk at 217-782-9230 during ICC business hours of 8:00 am to 5:00 pm.

The footer contains copyright information: "Copyright © 2004 Illinois Commerce Commission" and links for "Site Map", "ICC Privacy Statement", "Illinois Privacy Information", "Kids Privacy", "Web Accessibility", and "Contact Us". The browser status bar shows "Local intranet | Protected Mode: On" and "100%".

5. Read and click “I Accept” on the EULA

Illinois Commerce Commission - End User Licensing Agreement - Microsoft Internet Explorer provided by Illinois Commerce Commiss

https://wwwtest.icc.illinois.gov/eAccount/accept.aspx?SiteUrl=/TelecomReporting&ReturnUrl=/telecomreporting/Default.aspx

Illinois Commerce Commission - End User Licens...

Illinois Commerce Commission www.icc.illinois.gov
Rod R. Blagojevich, Governor

End User Licensing Agreement

The Illinois Commerce Commission has specific conditions of use. The following information applies to the use of Illinois Commerce Commissions applications through this Web site.

End User License Agreement
POLICY FOR PUBLIC USE OF ICC TECHNOLOGY RESOURCES
(End User License Agreement)

STATEMENT OF POLICY

It is the policy of Illinois Commerce Commission (ICC) that all of the Agency's technology resources (hardware, software and data) be secure from unauthorized use, removal, or damage; and that the software and information contained therein be secure from unauthorized

Please acknowledge that you have read, understand and agree to the above conditions. To enter the site, you must click **I Accept**.

Copyright © 2004 Illinois Commerce Commission [Site Map](#) | [ICC Privacy Statement](#) | [Illinois Privacy Information](#) | [Kids Privacy](#) | [Web Accessibility](#) | [Contact Us](#)

Done Local intranet | Protected Mode: On 100%

6. Select the company you are filing for.

Illinois Commerce Commission - Microsoft Internet Explorer provided by Illinois Commerce Commission

https://wwwtest.icc.illinois.gov/TelecomReporting/

Illinois Commerce Commission

www.icc.illinois.gov

Rod R. Blagojevich, Governor

Company Filings for [EXICC\ccrtest]

Company	Quarter 1	Quarter 2	Quarter 3	Quarter 4
ABC Telecom, Inc.	Dec 31, 2007	Sep 30, 2007	Jun 30, 2007	

Click on the "S" to select the company you would like to file for.

Copyright © 2006, Illinois Commerce Commission

Site Map | ICC Privacy Statement | Illinois Privacy Information | Kids Privacy | Web Accessibility | Contact Us

Done Local intranet | Protected Mode: On 100%

- Click the orange box with the white “S” () to select the company you are filing for.

7. Click the “Submit New Filing” button.

The screenshot shows a web browser window displaying the Illinois Commerce Commission website. The page title is "Illinois Commerce Commission" and the URL is "https://wwwtest.icc.illinois.gov/TelecomReporting/company.aspx". The page content is organized into sections:

- Company Information:** Displays details for "ABC Telecom, Inc.", including "Active: Yes" and "Code Part 731 Level 2 Carriers: No".
- Filings:** Contains a button labeled "Submit New Filing" which is circled in red. Below the button, the text "No filings available." is displayed.
- Filers:** A table listing filers with columns for "Name" and "Network Id".

Name	Network Id
Test, CCTest	EXICC\CCTest

At the bottom of the page, there is a footer with copyright information and navigation links: "Copyright © 2006 Illinois Commerce Commission", "Site Map", "ICC Privacy Statement", "Illinois Privacy Information", "Kids Privacy", "Web Accessibility", and "Contact Us". The browser status bar shows "Error on page." and "Local intranet | Protected Mode: On".

8. Select the appropriate Filing Quarter and enter your data.

Illinois Commerce Commission - Microsoft Internet Explorer provided by Illinois Commerce Commission

https://wwwtest.icc.illinois.gov/TelecomReporting/file.aspx

Illinois Commerce Commission

www.icc.illinois.gov

Rod R. Blagojevich, Governor

Service Quality & Customer Credit Reporting

Company Name: ABC Telecom, Inc.
 Active: Yes
 Code Part 731 Level 2 Carriers: No

Reporting Data for Quarter Ending: 12/31/2007

All fields are required except for the disclaimer. Shaded fields in the totals column calculate automatically; All others require entry of an average or a weighted average.

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answer Time - Toll and Assistance - Section 730.510(a)(1):				
B. Operator Answer Time - Information - Section 730.510(a)(1):				
C. Repair Office Answer Time - Section 730.510(b)(1):				
D. Business or Customer Service Answer Time - Section 730.510(b)(1):				
E. Percent of Service Installations - Section 730.540(a):				
F. Percent of Out of Service Lines Repaired in < 24 hours - Section 730.535(a):				
G. Trouble Reports per 100 Access Lines - Section 730.545(a):				
H. Percent of Repeat Trouble Reports - Section 730.545(c):				
I. Percent of Installation Trouble Reports - Section 730.545(f):				
J. Missed Repair Appointments - Section 730.545(h):				
K. Missed Installation Appointments - Section 730.540(d):				

Credit due in accordance with Section 732.30(a)

	October	November	December	Totals
A. Total dollar amount of all customer credits paid:				
B. Number of credits issued for repairs - 24-48 hours:				
C. Number of credits issued for repairs - 48-72 hours:				

Done Local intranet | Protected Mode: On 100%

9. Click the “Submit” button after completing the filing.

Illinois Commerce Commission - Microsoft Internet Explorer provided by Illinois Commerce Commission

https://wwwtest.icc.illinois.gov/TelecomReporting/file.aspx

Illinois Commerce Commission

	October	November	December	Totals
Out of Service More Than 24 Hours:				
A. Total dollar amount of all customer credits paid:	0	0	0	
B. Number of credits issued for repairs - 24-48 hours:	0	0	0	
C. Number of credits issued for repairs - 49-72 hours:	0	0	0	
D. Number of credits issued for repairs - 72-96 hours:	0	0	0	
E. Number of credits issued for repairs - 96-120 hours:	0	0	0	
F. Number of credits issued for repairs > 120 hours:	0	0	0	
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e):	0	0	0	
H. Number of customers receiving alternate phone service rather than receiving a credit:	0	0	0	

Credit due in accordance with Section 732.30(b)

	October	November	December	Totals
Failure to install Basic Local Exchange Service:				
A. Total dollar amount of all customer credits paid:	0	0	0	
B. Number of installations after 5 business days:	0	0	0	
C. Number of installations after 10 business days:	0	0	0	
D. Number of installations after 11 business days:	0	0	0	
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e):	0	0	0	
F. Number of customers receiving alternate phone service rather than receiving a credit:	0	0	0	

Credit due in accordance with Section 732.30(c)

	October	November	December	Totals
Missed Appointments:				
A. Total dollar amount of all customer credits paid:	0	0	0	
B. Number of customers receiving credits:	0	0	0	
C. Number of exemptions claimed for each of the categories identified in section 732.30(3):	0	0	0	

Additional Information

Disclaimer (limit of 255 characters)

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Done | Local intranet | Protected Mode: On | 100%

10. Fix any errors found with the filing.

Illinois Commerce Commission - Microsoft Internet Explorer provided by Illinois Commerce Commission

https://wwwtest.icc.illinois.gov/TelecomReporting/file.aspx

Illinois Commerce Commission

www.icc.illinois.gov

Rod R. Blagojevich, Governor

Service Quality & Customer Credit Reporting

Company Name: ABC Telecom, Inc.
 Active: Yes
 Code Part 731 Level 2 Carriers: No

Reporting Data for Quarter Ending: 12/31/2007

Please check the marked fields below for completeness and format. All fields should be filled in with valid data.

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answer Time - Toll and Assistance - Section 730.510(a)(1):	6.00	6.00	6.00	6.00
B. Operator Answer Time - Information - Section 730.510(a)(1):	5.00	5.00	5.00	5.00
C. Repair Office Answer Time - Section 730.510(b)(1):	3.00	4.00	3.00	3.33
D. Business or Customer Service Answer Time - Section 730.510(b)(1):	3.00	4.00	3.00	3.33
E. Percent of Service Installations - Section 730.540(a):	56.00%	100.00%	96.00%	90.00%
F. Percent of Out of Service Lines Repaired in < 24 hours - Section 730.535(a):	93.00%	83.00%	100.00%	91.00%
G. Trouble Reports per 100 Access Lines - Section 730.545(a):	1.00	1.00	1.00	1.00
H. Percent of Repeat Trouble Reports - Section 730.545(c):	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports - Section 730.545(f):	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments - Section 730.545(h):	0	0	0	0
K. Missed Installation Appointments - Section 730.540(d):	0	0	0	0

Field is required.

Credit due in accordance with Section 732.30(a)

	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours:	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours:	0	0	0	0

- A red circle with a white arrow (↖) will show next to fields that were left blank.
- A red circle with a yellow arrow (↙) will show if there is a problem with the data entered.
- You may hover (move the mouse) over the arrow and the tooltip will give you an error message.
- Click the “Submit” button after fixing any errors.

11. You must click the “Accept” button after verifying the filing is accurate.

Illinois Commerce Commission - Microsoft Internet Explorer provided by Illinois Commerce Commission
 https://wwwtest.icc.illinois.gov/TelecomReporting/file.aspx

	October	November	December	Totals
Out of Service More Than 24 Hours:				
A. Total dollar amount of all customer credits paid:	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours:	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours:	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours:	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours:	0	0	0	0
F. Number of credits issued for repairs > 120 hours:	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e):	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit:	0	0	0	0

Credit due in accordance with Section 732.30(b)

	October	November	December	Totals
Failure to install Basic Local Exchange Service:				
A. Total dollar amount of all customer credits paid:	\$0.00	\$0.00	\$0.00	0
B. Number of installations after 5 business days:	0	0	0	0
C. Number of installations after 10 business days:	0	0	0	0
D. Number of installations after 11 business days:	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e):	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit:	0	0	0	0

Credit due in accordance with Section 732.30(c)

	October	November	December	Totals
Missed Appointments:				
A. Total dollar amount of all customer credits paid:	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits:	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in section 732.30(3):	0	0	0	0

Additional Information

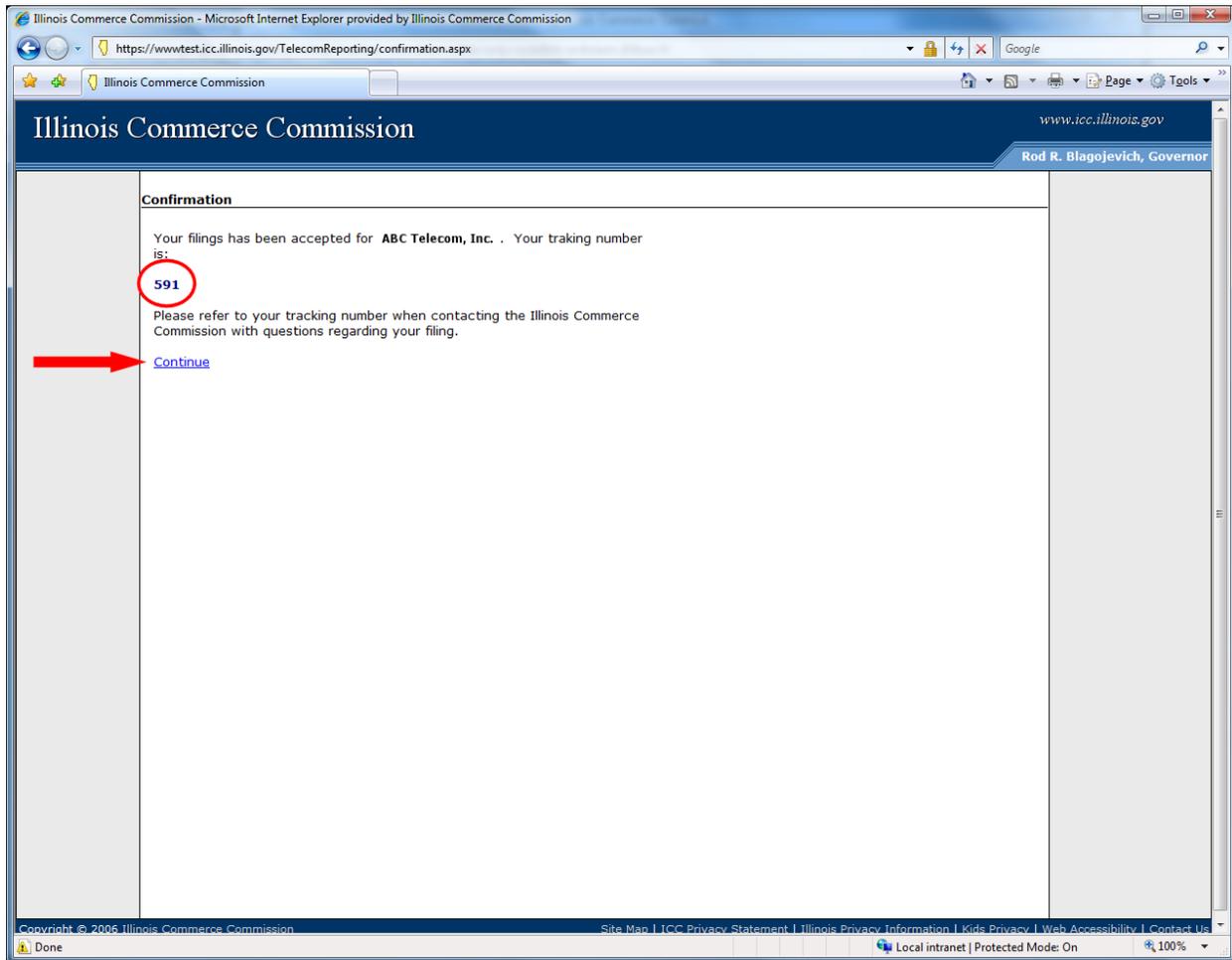
Disclaimer (limit of 255 characters)

Accept Change

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Done | Local intranet | Protected Mode: On | 100%

12. After completing your filing you receive a Tracking Number.



- If you do not receive a tracking number, you must assume that the ICC did not receive your filing.
- If you need to contact the ICC about a filing, please use the tracking number as a reference.
- After receiving your tracking number, click the “Continue” link.

13. You may add an attachment, by clicking the green box with the white "A" (A).

The screenshot shows the Illinois Commerce Commission website in Microsoft Internet Explorer. The page title is "Illinois Commerce Commission" and the URL is "https://wwwtest.icc.illinois.gov/TelecomReporting/company.aspx". The page displays "Company Information" for ABC Telecom, Inc., with details on its active status and carrier type. Below this is a "Filings" section with a "Submit New Filing" button and a table of existing filings. A red arrow points to a green box with a white "A" icon next to the first filing record. The "Filings" table has the following data:

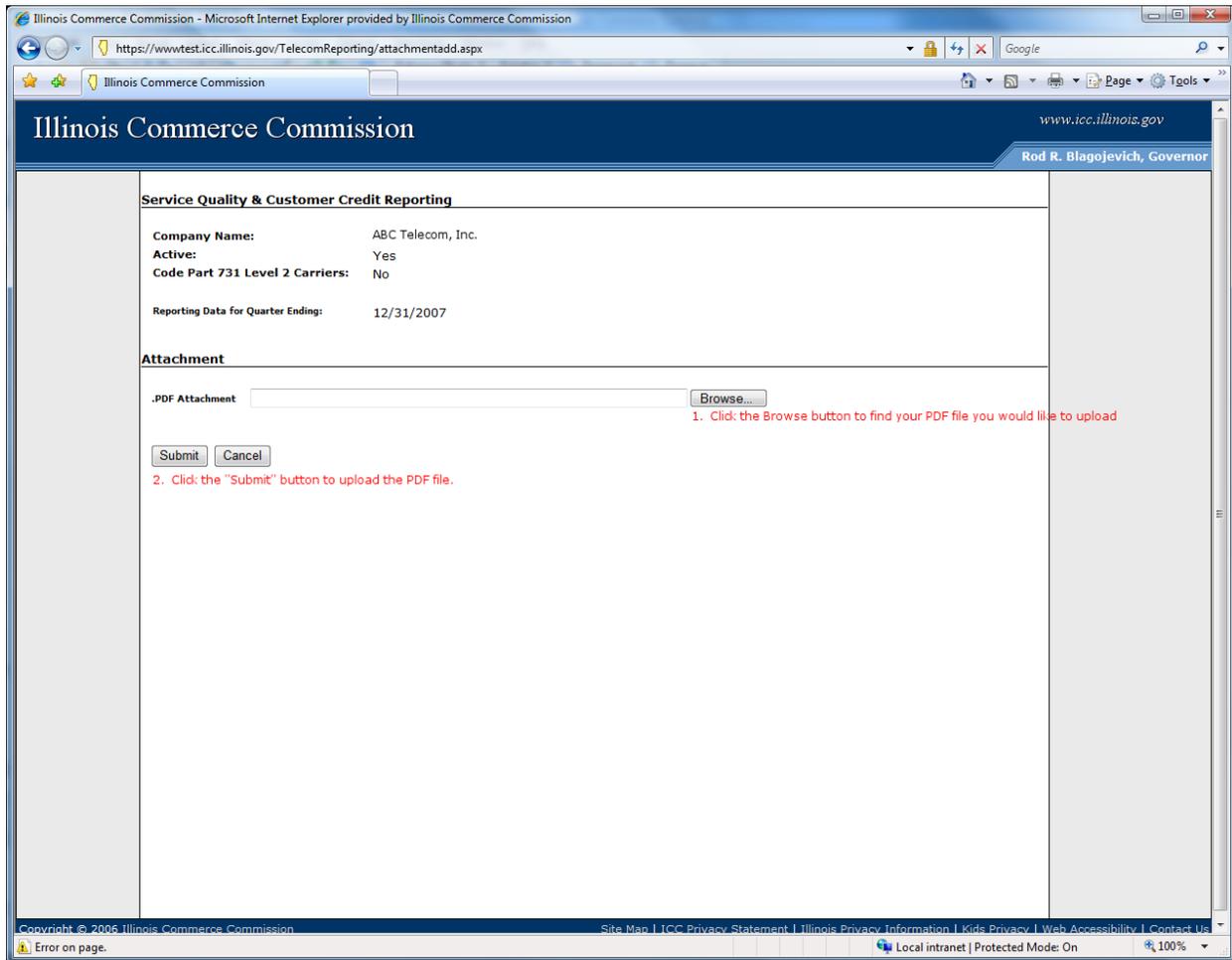
Tracking Number	Filing End Date	Updated By	Datestamp
591	12/31/2007	EXICC\CCRTTest	1/29/2008

Below the filings table is a "Filers" section with a table:

Name	Network Id
Test, CCRTTest	EXICC\CCRTTest

The footer of the page includes copyright information for 2006, a site map, privacy statements, and a local intranet link. An "Error on page" message is visible in the bottom left corner.

14. Add the PDF file you would like to attach to the filing.



The screenshot shows a web browser window displaying the Illinois Commerce Commission website. The page title is "Illinois Commerce Commission" and the URL is "https://wwwtest.icc.illinois.gov/TelecomReporting/attachmentadd.aspx". The page content includes a header with the Illinois Commerce Commission logo and the name of the Governor, Rod R. Blagojevich. Below the header, there is a section titled "Service Quality & Customer Credit Reporting" with the following information:

Company Name:	ABC Telecom, Inc.
Active:	Yes
Code Part 731 Level 2 Carriers:	No
Reporting Data for Quarter Ending:	12/31/2007

Below this information, there is an "Attachment" section with a ".PDF Attachment" label and a text input field. To the right of the input field is a "Browse..." button. Below the input field are "Submit" and "Cancel" buttons. Red text instructions are present: "1. Click the Browse button to find your PDF file you would like to upload" and "2. Click the 'Submit' button to upload the PDF file."

- Click the "Browse" button to find your PDF file you would like to upload.
- Click the "Submit" button to upload the PDF file.

15. If you would like to remove the attachment, click the red box with the White "X" (X).

The screenshot shows the Illinois Commerce Commission website in Microsoft Internet Explorer. The page title is "Illinois Commerce Commission" and the URL is "https://wwwtest.icc.illinois.gov/TelecomReporting/company.aspx". The page displays "Company Information" for ABC Telecom, Inc., with details: Company Name: ABC Telecom, Inc.; Active: Yes; Code Part 731 Level 2 Carriers: No. Below this is the "Filings" section, which includes a "Submit New Filing" button and a table of filings. The table has columns for Tracking Number, Filing End Date, Updated By, and Datestamp. One filing is listed with Tracking Number 591, Filing End Date 12/31/2007, Updated By EXICC\CCRTTest, and Datestamp 1/29/2008. Below the table, there is an "Attachment Name" column with the entry "Safety.pdf", a "Size" of 19562, and a "Content Type" of application/pdf. A red arrow points to a red box with a white "X" next to the attachment name. Below the attachments is the "Filers" section, which includes a table with columns for Name and Network Id, listing "Test, CCRTTest" with Network Id EXICC\CCRTTest. The footer contains copyright information and links to Site Map, ICC Privacy Statement, Illinois Privacy Information, Kids Privacy, Web Accessibility, and Contact Us. The status bar shows "Error on page." and "Local intranet | Protected Mode: On | 100%".

Tracking Number	Filing End Date	Updated By	Datestamp
591	12/31/2007	EXICC\CCRTTest	1/29/2008

Attachment Name	Size	Content Type
Safety.pdf	19562	application/pdf

Name	Network Id
Test, CCRTTest	EXICC\CCRTTest

What are the Calculation Rules?

Code Part 730 - Performance Data contains 4 questions that are to be calculated as weighted averages. Questions E, F, H, and I. are shown below.

Illinois Commerce Commission - Microsoft Internet Explorer provided by Illinois Commerce Commission

https://www.icc.illinois.gov/telecomreporting/file.aspx

File Edit View Favorites Tools Help

Illinois Commerce Commission

	October	November	December	Quarterly Average
A. Operator Answer Time - Toll and Assistance - Section 730.510(a)(1):				
B. Operator Answer Time - Information - Section 730.510(a)(1):				
C. Repair Office Answer Time - Section 730.510(b)(1):				
D. Business or Customer Service Answer Time - Section 730.510(b)(1):				
E. Percent of Service Installations - Section 730.540(a):				
F. Percent of Out of Service Lines Repaired in < 24 hours - Section 730.535(a):				
G. Trouble Reports per 100 Access Lines - Section 730.545(a):				
H. Percent of Repeat Trouble Reports - Section 730.545(c):				
I. Percent of Installation Trouble Reports - Section 730.545(f):				
J. Missed Repair Appointments - Section 730.545(h):				
K. Missed Installation Appointments - Section 730.540(d):				

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours:	October	November	December	Totals
A. Total dollar amount of all customer credits paid:				
B. Number of credits issued for repairs - 24-48 hours:				
C. Number of credits issued for repairs - 48-72 hours:				
D. Number of credits issued for repairs - 72-96 hours:				
E. Number of credits issued for repairs - 96-120 hours:				
F. Number of credits issued for repairs > 120 hours:				
G. Number of exemptions claimed for each of				

Done Local intranet 100%

E. Percent of Service Installations Section 730.540(a)

Please read the entire Section 730.540(a), this could affect your monthly and quarterly totals.

Calculation for the monthly percentage of installations

Take the number of monthly installations within the required time frame and divide by the number of monthly requests. Multiply the total by 100.

October

9 completed installations within the required timeframe

16 requested installations

9 divided by 16 = .56 x 100 = 56%

November

22 completed installations within the required timeframe

22 requested installations

22 divided by 22 = 1 x 100 = 100%

December

54 completed installations within the required timeframe

56 requested installations

54 divided by 56 = .96 x 100 = 96%

Calculation the quarterly total

Add the monthly completions

Add the monthly requests

Divide the total number of monthly completions by the total number of requests multiply by 100. This will give you the total percent of installations for that quarter

9 + 22 + 54 = 85 (monthly completions)

16 + 22 + 56 = 94 (monthly requests)

85 divided by 94 = .90 x 100 = 90% this is the quarterly average for installations.

F. Percent of Out of Service Lines Repaired in <24 hours Section 730.535(a)

Calculation for the monthly percentage

Same as above.

The number out of service troubles repaired in less than 24 hours divided by the total number of trouble reports.

October

14 out of service troubles repaired < 24 hours

15 total trouble reports

14 divided by 15 = .93 x 100 = 93%

November

5 out of service troubles repaired < 24 hours

6 total trouble reports

5 divided by 6 = .83 x 100 = 83%

December

2 out of service troubles repaired < 24 hours

2 total trouble reports

2 divided by 2 = 1 x 100 = 100%

Calculation for the quarterly total

Add the monthly out of service troubles repaired < 24 hours

Add the monthly total trouble reports

Divide the total number of monthly out of service troubles repaired < 24 hours by the total number of monthly total trouble reports and then multiply by 100. This will give you the total percent of installations for that quarter.

14 + 5 + 2 = 19 (monthly service troubles repaired)

15 + 6 + 2 = 23 (monthly trouble reports)

Divide 19 by 23 = $.91 \times 100 = 91\%$ this is the quarterly average for Out of Service Troubles Repaired <24 hours.

H. Percent of Repeat Trouble Reports Section 730.545(c)

Same procedure as E & F for Repeat Trouble Reports.

I. Percent of Installation Trouble Reports Section 730.545(f)

Same procedure as E & F for Installation Trouble Reports.