**Section 732.20 Local Exchange Service Obligations**

Each telecommunications carrier must do all of the following:

a) *Install basic local exchange service within 5 business days after receipt of an order from the customer unless the customer requests an installation date that is beyond 5 business days after placing the order for basic service. If installation of service is requested on or by a date more than 5 business days in the future, the telecommunications carrier shall install service by the date requested. A telecommunications carrier offering basic local exchange service utilizing the network or network elements of another carrier shall install new lines for basic local exchange service within 3 business days after provisioning of the line or lines by the carrier whose network or network elements are being utilized is complete. This subsection does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone.*

b) *Restore basic local exchange service for a customer within 30 hours after receiving notice that a customer is out of service, including those service disruptions that occur when a customer switches existing basic local exchange service from one carrier to another.*

c) *Keep all repair and installation appointments for basic local exchange service, when a customer premises visit requires a customer to be present.*

d) *Inform a customer when a repair or installation appointment requires the customer to be present.* [220 ILCS 5/13-712(d)]

e) At the time installation, repair or an appointment is requested, inform the customer of its duty to install, repair, and meet appointments within the specific timeframes set forth in this Part, as relevant to the customer's request. Additionally, the telecommunications carrier shall inform the customer at the time a request for installation, repair and/or an appointment is made, whether or not the telecommunications carrier has the requisite information to complete the request. If the telecommunications carrier requires additional information or is waiting for the customer to provide information before the installation, repair, and appointment can be completed, the customer shall be informed at the time the request is made that the order is incomplete and what information is needed from the customer to complete the order. Telecommunications carriers that install service through multiple platforms and that need additional information at the time of a customer request for installation shall inform the customer by telephone not later than 2 business days after the receipt of the installation request of its duty to install service by a specific date.

(Source: Amended at 36 Ill. Reg. 15013, effective October 1, 2012)