**Section 732.60 Reporting**

a) All reports required to be submitted to either the Staff or to the Commission under this Part 732 shall be certified by an authorized agent of the reporting carrier. All such reports will be public records available for inspection, copying, and posting to the Commission's website.

b) Each telecommunications carrier shall provide to the Commission, on a quarterly basis and in a form suitable for posting on the Commission's website, a report that includes monthly performance data for basic local exchange service obligations as required to be collected and reported pursuant to this Part. The report shall be provided to the Commission within 30 days after the end of each calendar quarter. The monthly performance data shall be disaggregated for each customer class in each geographic area for which the telecommunications carrier internally monitored performance data as of March 2, 2001. The report shall include, at a minimum:

1) With regard to credits due in accordance with Section 732.30(a) (Out of Service More than 30 Hours):

A) Total dollar amount of any customer credits paid;

B) Number of credits issued for repairs between 30-48 hours;

C) Number of credits issued for repairs between 48-72 hours;

D) Number of credits issued for repairs between 72-96 hours;

E) Number of credits used for repairs between 96-120 hours;

F) Number of credits issued for repairs greater than 120 hours; and

G) Number of exemptions claimed for each of the categories identified in Section 732.30(e).

2) With regard to credits due in accordance with Section 732.30(b) (Failure to Install Basic Local Exchange Service):

A) Total dollar amount of any customer credits paid;

B) Number of installations after 5 business days;

C) Number of installations after 10 business days;

D) Number of installations after 11 business days; and

E) Number of exemptions claimed for each of the categories identified in Section 732.30(e).

3) With regard to credits due in accordance with Section 732.30(c) (Missed Appointments):

A) Total dollar amount of any customer credits paid;

B) Number of any customers receiving credits; and

C) Number of exemptions claimed for each of the categories identified in Section 732.30(e).

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