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March 30, 2020

Ms. Elizabeth A. Rolando  
Chief Clerk  
Illinois Commerce Commission  
527 East Capitol Avenue  
Springfield, Illinois 62794

**FILED**

**APR 17 2020**

*Cathy Johnson*  
COUNTY CLERK  
VERMILION CO. IL.

Re: AT&T Illinois Annual Consumer Video Services Report

Dear Ms. Rolando:

This Annual Consumer Video Services Report issued by Illinois Bell Telephone Company (AT&T Illinois) is transmitted to you for filing.

This filing complies with the annual reporting requirements in the Cable and Video Consumer Protection Law (the "Act") (220 ILCS 5/22-501).<sup>1</sup>

On October 24, 2007, the Illinois Commerce Commission (the "Commission") approved the "Application for State-issued Authorization to Provide Video Service," filed by AT&T Illinois and granted it authority to provide video service in the requested video service area footprint. AT&T Illinois began providing video service in January 2008.

The Act applies to all cable and video providers in the State, including those operating under a local franchise as that term is used in 47 U.S.C 522(9), those operating under authorization pursuant to Section 5-1095 of the Counties Code, and those operating under a State-issued authorization pursuant to the Cable and Video Competition Law of 2007. Accordingly, AT&T Illinois is subject to the customer service requirements and privacy protections in Section 22-501 of the Act, and is required to file annual reports consistent with Section 22-501(g).

This annual report provides the information required by Section 22-501(g) of the Act. That provision requires a video provider, such as AT&T Illinois, to make an annual report stating that it is meeting the standards specified in the Act, identifying the number of complaints it received over the prior year in the State, specifying the number of complaints it received over the prior year in the State, and specifying the number of complaints related to each of the following: (1) billing, charges, refunds, credits; (2) installation or termination of service; (3) quality of service and repair; (4) programming; and (5) miscellaneous complaints that do not fall within these categories.

<sup>1</sup> This section was renumbered as §22-501 by P.A. 95-876, §220, *eff. Aug. 21, 2008* from §70-501 as added by P.A. 95-9, *Art. 15, §15-25, eff. June 30, 2007*.

Prior to offering video services, AT&T Illinois implemented procedures and processes designed to comply with the standards specified in the Act.<sup>2</sup> In addition, it has implemented systems to track its performance with regard to those standards that have specified metrics. Where the company has failed to comply with the standards, it has identified corrective actions to bring it into compliance going forward. To the extent that AT&T Illinois has failed to comply with certain standards, it has issued credits to customers in the amounts required by Section 22-501(s) of the Act.

AT&T Illinois received 571 complaints regarding its U-verse video service during 2019. Section 22-501(g) of the Act requires the tracking and reporting of customer complaints as follows:

- Billing, charges, refunds, credits – 229
- Installation or termination of service – 30
- Quality of service and repair – 45
- Programming – 48
- Miscellaneous complaints – 219

We respectfully request Commission acceptance of this Report.

Any questions and correspondence regarding this filing should be directed to Deno Perdiou, Director-External & Regulatory Affairs, who may be reached at:

AT&T Illinois  
555 East Cook St., Floor 1E  
Springfield, IL 62703  
Tel. No.: (217) 789-5174

Please acknowledge receipt of this Report by returning the extra copy of this letter.

Sincerely,



Deno Perdiou  
Director-External & Regulatory Affairs

cc: Illinois Attorney General  
Illinois Local Units of Government

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<sup>2</sup> These standards are described in detail in Exhibit 7 to the Affidavit of Paul La Schiazza, submitted to the Commission in Docket No. 07-0493 as part of the AT&T Illinois' Application for State-Issued Authorization to Provide Video Service. This description of the standards is incorporated by reference.