

Maximum/Minimum Levels of Service:

The following table represents "Maximum Level of Service (Ceilings)" and "Minimum Level of Service (Floors)" for each respective measure/sub-measure. Without regard to parity, AT&T Midwest will not pay remedies to a CLEC if the result for that CLEC meets or exceeds the ceiling and AT&T Midwest will pay remedies to a CLEC if the result for that CLEC does not meet the floor. Parity applies when the result for that CLEC falls between the ceiling and the floor. Floors and Ceilings do not apply to any product subject to a benchmark standard, and do not apply to Interconnection Trunks, Resold Specials, DSL Loops, and LNP Only products.

AT&T Midwest will be excused from application of the Floor for determination of any liquidated damages liability should performance fall below the Floor as a result of specific events beyond the control of AT&T. Examples of such events are cable cuts by a third-party (not contracted by AT&T) and severe weather. In such situations AT&T will calculate any liquidated damages liability against the parity comparison, and pay any such liability on or before the due date of such payment. Any additional amount that might be owed for a calculation to the Floor will be withheld while AT&T pursues a waiver of liability with the particular State Commission. Should the Commission rule against AT&T in such a filing, any additional liquidated damages will be paid to the CLEC within 30 days with interest.

Measure #:	Measure:	Sub-measure:	Ceiling:	Floor:
PM – 29	Percent AT&T Midwest Missed Due Dates	Each	≤ 2%	> 10%
PM – 30	Percent AT&T Midwest Missed Due Dates Due to Lack of Facilities	Each	≤ 2%	> 10%
PM – 35	Percent Trouble Reports within 30 Days (I-30) of Installation	Each	≤ 4%	> 20%
PM – 37.1	Trouble Report Rate Net of Installation and Repeat Reports	Each	≤ 4/100 lines (≤4%)	> 20/100 lines (>20%)
PM – 38	Percent Missed Repair Commitments	Each	≤ 5%	> 15%
PM – 39	Mean Time to Restore Interval	Resale POTS - OOS	≤ 8 hours	> 30 hours
PM – 39	Mean Time to Restore Interval	Resale POTS - AS	≤ 8 hours	> 60 hours
PM – 39	Mean Time to Restore Interval	UNE Loops < DS1	< 8 hours	> 36 hours
PM – 39	Mean Time to Restore Interval	UNE Loops ≥ DS1	≤ 4 hours	> 10 hours
PM – 40	Percent Out of Service (OOS) < 24 Hours	Each	≥ 96%	< 85%
PM – 41	Percent Repeat Reports	Each	≤ 4%	> 20%