

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Measure #	Measure Name	Report Structure
Pre-Ordering / Ordering		
1.1	Average Response Time for Manual Loop Make-Up Information	S
1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders	S
2	Percent Responses Received Within "X" Seconds – OSS Interfaces	S
4	OSS Interface Availability	S
5	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours	S
5.2	Percentage of Unsolicited FOCs by Reason Code	S
6	Average Time To Return FOC	S
7	Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System	S
7.1	Percent Mechanized Completions Returned Within One Day Of Work Completion	S
8	Average Time to Return Mechanized Completions	S
9	Percent Rejects	S
10	Percent Mechanized Rejects Returned within 1 hour of receipt of reject in Mor	S
10.1	Percent Mechanized Rejects Returned within One Hour of receipt of Order	S
10.2	Percent Manual Rejects Received Electronically and Returned Within Five Hours	S
10.3	Percent Manual Rejects Received Manually and Returned Within Five Hours	S
10.4	Percentage of Orders Given Jeopardy Notices (prev. MI 1)	
11	Mean Time to Return Mechanized Rejects	S
11.1	Mean Time to Return Manual Rejects that are Received via an Interface	S
11.2	Mean Time to Return Manual Rejects that are Received thru the Manual Process	S
12	Mechanized Provisioning Accuracy	S
13	Order Process Percent Flow Through	S
13.1	Total Order Process Percent Flow Through	S
Billing		
14	Billing Accuracy	CO
15	Percent of Accurate and Complete Formatted Mechanized Bills Via EDI or BDT	S
16	Percent of Usage Records Transmitted Correctly	S
17	Billing Completeness	S
18	Billing Timeliness (Wholesale Bill)	S
19	Daily Usage Feed Timeliness	CO
20	Unbillable Usage	CO
Miscellaneous Administrative		
21.1	Average Time Placed on Hold at LSC	CO
22	Local Service Center (LSC) Grade Of Service (GOS)	S
24.1	Average Time Placed on Hold at LOC	CO
25	Local Operations Center (LOC) Grade Of Service (GOS)	S
Provisioning – Resale POTS		
27	Mean Installation Interval	S
28	Percent POTS/UNE-P Installations Completed Within the Customer Requested Due Date	S
29	Percent Ameritech Caused Missed Due Dates	S
30	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
31	Average Delay Days For Missed Due Dates Due To Lack Of Facilities	S
32	Average Delay Days For Ameritech Caused Missed Due Dates	S
33	Percent Ameritech Caused Missed Due Dates > 30 days	S
Maintenance – Resale POTS		
37	Trouble Report Rate	S
37.1	Trouble Report Rate Net of Installation and Repeat Reports	S

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Measure #	Measure Name	Report Structure
38	Percent Missed Repair Commitments	S
39	Receipt To Clear Duration	S
40	Percent Out Of Service (OOS) < 24 Hours	S
41	Percent Repeat Reports	S
42	Percent No Access (Percent of Trouble Reports with No Access)	S
<i>Provisioning – Resale Specials & UNE Loop And Port Combinations</i>		
43	Average Installation Interval	S
44	Percent Specials Installations Completed Within Customer Requested Due Date	S
45	Percent Ameritech Caused Missed Due Dates	S
46	Percent Trouble Reports Within 30 Days (I-30) of Installation	S
47	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
48	Average Delay Days for Missed Due Dates Due to Lack Of Facilities	S
49	Average Delay Days For Ameritech Caused Missed Due Dates	S
50	Percent Ameritech Caused Missed Due Dates > 30 days	S
<i>Maintenance - Resale Specials & UNE Loop And Port Combinations</i>		
52	Mean Time To Restore	S
53	Percent Repeat Reports	S
54	Failure Frequency	S
54.1	Trouble Report Rate Net of Installation and Repeat Reports	S
<i>Provisioning - Unbundled Network Elements</i>		
55	Average Installation Interval	S
55.1	Average Installation Interval – DSL	S
55.2	Average Installation Interval – LNP with a Loop	
55.3	Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters.	S
56	Percent Installations Completed Within Customer Requested Due Date	S
56.1	Percent Installations Completed Within the Customer Requested Due Date	S
58	Percent Ameritech Caused Missed Due Dates	
59	Percent Trouble Reports within 30 Days of Installation	S
60	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
61	Average Delay Days for Missed Due Dates Due To Lack Of Facilities	S
62	Average Delay Days For Ameritech Caused Missed Due Dates	S
63	Percent Ameritech Caused Missed Due Dates > 30 days	S
<i>Maintenance - Unbundled Network Elements</i>		
65	Trouble Report Rate	S
65.1	Trouble Report Rate Net of Installation and Repeat Reports	S
66	Percent of Missed Appointments	S
67	Mean Time to Restore	S
68	Percent Out of Service <24 Hours	S
69	Percent Repeat Reports	S
<i>Interconnection Trunks</i>		
70	Percentage of Trunk Blockage (Call Blockage)	S
70.1	Trunk Blocking Exclusions	S
70.2	Percentage of Trunk Blockage (Trunk Groups)	S
71	Common Transport Trunk Group Blockage	S
73	Percentage Missed Due Dates – Interconnection Trunks	S
74	Average Delay Days For Missed Due Dates – Interconnection Trunks	S
75	Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks	S
76	Average Trunk Restoration Interval – Interconnection Trunks	S

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Measure #	Measure Name	Report Structure
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups	S
78	Average Interconnection Trunk Installation Interval	S
Directory Assistance & Operator Services		
79	Directory Assistance Grade Of Service	S
80	Directory Assistance Average Speed Of Answer	S
81	Operator Services Grade Of Service	S
82	Operator Services Speed Of Answer	S
83	Percentage of Calls Abandoned	S
Local Number Portability		
91	Percent of LNP Due Dates within Industry Guidelines	S
92	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	S
93	Percentage of Customer Accounts Restructured by the LNP Due Date	S
95	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes	S
96	Percentage Pre-mature Disconnects for LNP Orders	S
97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	S
98	Percentage Trouble LNP (I-Reports) in 30 Days	S
99	Average Delay Days for Ameritech Missed Due Dates (For Stand-Alone LNP Orders)	S
100	Average Time of Out of Service for LNP Conversions	S
101	Percent Out of Service < 60 minutes	S
911		
102	Average Time To Clear Errors (Reported in IL, IN, OH, WI; MI #6 reported in MI)	S
103	Percent Accuracy for 911 Database Updates (Facility-Based Providers) (Reported in IL, IN, OH, WI; MI #7 reported in MI)	S
104	Average Time Required to Update 911 Database (Facility Based Providers) (Reported in IL, IN, OH, WI; MI #8 reported in MI)	
104.1	The average time it takes to unlock the 911 record	S
Poles, Conduit & Right of Way		
105	Percentage of Requests Processed Within 35 Days	S
106	Average Days Required to Process a Request	S
Collocation		
107	Percent Missed Collocation Due Dates	S
108	Average Delay Days for Ameritech Missed Due Dates	S
109	Percent of Requests Processed Within the Established Timelines	S
Directory Assistance Database		
110	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	S
111	Average Update Interval for DA Database for Facility Based CLECs	S
112	Percentage DA Database Accuracy For Manual Updates	S
113	Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention	S
Coordinated Conversions		
114	Percentage of Premature Disconnects (Coordinated Cutovers)	S
114.1	CHC/FDT LNP with Loop Provisioning Interval	S
115	Percentage of Ameritech Caused Delayed Coordinated Cutovers	S
115.1	Percent Provisioning Trouble Reports	S
115.2	Mean Time to Restore – Provisioning Trouble Report (PTR)	S

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Measure #	Measure Name	Report Structure
NXX		
117	Percent NXXs loaded and tested prior to the LERG effective date	S
118	Average Delay Days for NXX Loading and Testing	S
119	Mean Time to Repair	S
Bona Fide Request Process (BFRs)		
120	Percentage of Requests Processed Within 30 Business Days	S
121	Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days	S
Additional Measures		
MI 2	Percentage of Orders given Jeopardy Notices within 24 hours of the Due Date	S
MI 3	Coordinated Conversions Outside of the Interval	S
MI 4	Average Time to Provide a Collocation Arrangement	S
MI 5	Structure Requests Completed Outside of Interval	S
MI 6	Erred Customer Record Update File Not Returned by Next Business Day (Michigan Specific E911 Measure, reported in lieu of PM #102)	NR
MI 7	Errors in Customer Record Update Files (Michigan Specific E911 Measure, reported in lieu of PM #103)	NR
MI 8	Customer Record Update Files Not Updated by the Next Business Day (Michigan Specific E911 Measure, reported in lieu of PM #104)	NR
MI 9	Percentage Missing FOCs	S
MI 10	Percent Time-Out Transactions	S
MI 11	Average Interface Outage Notification	CO
MI 12	Average Time to Clear Service Order Errors	S
MI 13	Percent Loss Notification w/in 1 Hour of Service Order Completion	S
MI 14	Percent Completion Notifications Returned w/in "x" hours of Completion of Maintenance Trouble Ticket	S
MI 15	Change Management	S
MI 16	Percentage Rejected Query Notices	S
WI 1	Percent No-Access for UNE Loops – Provisioning	S
WI 2	Percent No-Access for UNE Loops - Maintenance	S
WI 9	Percent Facility Modification Orders	S
CLEC WI 1	Average Delay in original FOC due Date	S
CLEC WI 4	Accuracy of Processing CLEC Corrections based on review of Directory Information	S
CLEC WI 5	Percentage of Protectors not moved after Technician Visit	S
CLEC WI 6	FMOD Process: Percent of Form A received w/in the interval	S
CLEC WI 7	FMOD Process: Percent of Form B, C, D, and E received w/in 72 hours of Form A	S
CLEC WI 8	FMOD Process: Percent of Form B returned FOC within 24 hours	S
CLEC WI 9	FMOD Process: Percent of Form C return quote w/in the interval	S
CLEC WI 11	FMOD Process: Percent Due Date Met	S
IN 1	Percent Loop Acceptance Test Completed on or Prior to the Completion Date	S

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Reference:

- CO = Ameritech will be reporting this measure on an Ameritech Company basis, across all five states.
- S = Ameritech will be reporting this measure on a state specific basis.
- NR = Ameritech is not required to report on this measurement

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RESALE POTS, RESALE SPECIALS AND UNES

Pre-Ordering/Ordering

1.1. Measurement:	
Average Response Time for Manual Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for xDSL.	
Exclusions:	
Manual request for loop makeup information not initiated by the CLEC. However, manual loop makeup requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.	
Business Rules:	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC. For Manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual system	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\sum(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received}) / \text{Total loop qualifications}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
	IL IN MI OH WI
Tier 1	Low Low Med Low Low
Tier 2	Med Med Med Med Med
Benchmark:	
Parity with Ameritech Affiliate	

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1.2 Measurement:																			
Accuracy of Actual Loop Makeup Information Provided for DSL Orders																			
Definition:																			
The percent of accurate DSL actual Loop Makeup Information provided to the CLEC.																			
Exclusions:																			
None																			
Business Rules:																			
This measurement tracks accuracy of the loop makeup information provided to the CLEC. It compares reported loop makeup information to actual loop makeup information on the loop provided to the CLEC, and it captures both the clerical error and underlying data error.																			
Levels of Disaggregation:																			
DSL actual Loop Makeup Information provided <ul style="list-style-type: none"> • Manually • Electronically 																			
Calculation:	Report Structure:																		
(# of orders for which Loop makeup information provided by AIT is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100	Reported on a CLEC, all CLECs, AIT Affiliate basis by interface for EDI, or manually, depending on method of provision of actual loop makeup information.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>Med</td> <td>Med</td> <td>Med</td> <td>Med</td> <td>Med</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	Med	Med	Med	Med	Med
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	Med	Med	Med	Med	Med														
Benchmark:																			
Parity with Ameritech DSL Affiliate																			

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2. Measurement:	
Percent Responses Received Within “X” Seconds – OSS Interfaces	
Definition:	
The percent of responses completed in “x” seconds for pre-order interfaces by function.	
Exclusions:	
Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s Performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
The clock starts on the date/time when the request is received by Ameritech, and the clock stops on the date/time when Ameritech has completed the transmission of the response to the CLEC. The measurement is taken at the SWBT Ameritech side of the ECN (Electronic Commerce Network). This is just inside the Ameritech firewall. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (Ameritech will not schedule system maintenance during normal business hours -- 8:00 a.m. to 5:30 p.m. Monday through Friday.)	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Address Verification. • Request For Customer Service Record (CSR). • Directory Listing Inquiry • Service Feature Availability - Offered via the Internet • Service Appointment Scheduling (Due Date) – Reported in “Dispatch Required” for EDI/Internet LSOG 1 as these functions are combined by Ameritech. • Dispatch Required – Ameritech combines “Service Appointment Scheduling” and “Dispatch Required” functions for EDI/Internet LSOG 1PIC • PIC - Offered via the internet. • DSL Loop Qualification • DSL Loop Qualification (Archived Actuals) • NC/NCI Service Availability • CFA Availability 	
Calculation:	Report Structure:
(# of responses within each time interval ÷ total responses) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	

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	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
Measurement	EDI/Internet LSOG 1	EDI LSOG 4 / CORBA	Web Verigate		
Address Verification	90% in ≤ 8.0 seconds 95% in ≤ 12.0 seconds	90% in ≤ 8.0 seconds 95% in ≤ 12.0 seconds	80% in ≤ 5.0 seconds 90% in ≤ 7.0 seconds		
Request For Telephone Number	90% in ≤ 7.0 seconds 95% in ≤ 9.5 seconds	90% in ≤ 7.0 seconds 95% in ≤ 9.5 seconds	80% in ≤ 4.0 seconds 90% in ≤ 6.0 seconds		
Request For Customer Service Record (CSR)	90% in ≤ 8.0 seconds 95% in ≤ 13.0 seconds	90% in ≤ 8.0 seconds 95% in ≤ 13.0 seconds	80% in ≤ 7.0 seconds 90% in ≤ 10.0 seconds		
Directory Listing Inquiry	Not Available as a Separate Transaction	Diagnostic – Interim benchmark for measurement purposes 90% in ≤ 8.0 seconds 95% in ≤ 13.0 seconds	Diagnostic – Interim benchmark for measurement purposes 80% in ≤ 7.0 seconds 90% in ≤ 10.0 seconds		
Service Feature Availability	90% in ≤ 12.0 seconds 95% in ≤ 16.0 seconds	90% in ≤ 12.0 seconds 95% in ≤ 16.0 seconds	80% in ≤ 11.0 seconds 90% in ≤ 13.0 seconds		
Service Appointment Scheduling (Due Date)	Reported in “Dispatch Required”	90% in ≤ 1.0 seconds 95% in ≤ 2.0 seconds	80% in ≤ 2.0 seconds 90% in ≤ 3.0 seconds		
Dispatch Required	90% in ≤ 15.0 seconds 95% in ≤ 25.0 seconds	90% in ≤ 15.0 seconds 95% in ≤ 25.0 seconds	80% in ≤ 17.0 seconds 90% in ≤ 19.0 seconds		
PIC	90% in ≤ 39 seconds 95% in ≤ 60 seconds	90% in ≤ 27 seconds 95% in ≤ 41 seconds	80% in ≤ 25.0 seconds 90% in ≤ 27.0 seconds		

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DSL Loop Qualification	90% in \leq 51.6 seconds 95% in \leq 59.2 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 90% in \leq 51.6 seconds 95% in \leq 59.2 seconds	Diagnostic – To Be Determined at the six-month review. To calculate use: 80% in \leq 51.6 seconds 90% in \leq 59.2 seconds
DSL Loop Qualification (Archive Actuals)	Not available in EDI LSOG 1	Diagnostic - To be determined at six month review – To calculate use: 90% in \leq 25.0 seconds 95% in \leq 35.0 seconds	Diagnostic – To Be Determined at the six-month review. To calculate use: 80% in \leq 13.5 seconds 90% in \leq 15.0 seconds
NC/NCI Service Availability	90% in \leq 41 seconds 95% in \leq 47 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 90% in \leq 41 seconds 95% in \leq 47 seconds	Diagnostic – To Be Determined at the six-month review. To calculate use: 80% in \leq 41 seconds 90% in \leq 47 seconds
CFA Availability	90% in \leq 79 seconds 95% in \leq 91 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 90% in \leq 79 seconds 95% in \leq 91 seconds	Diagnostic – To Be Determined at the six-month review. To calculate use: 80% in \leq 79 seconds 90% in \leq 91 seconds

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4. Measurement:
OSS Interface Availability
Definition:
Percent of time OSS interface is available compared to scheduled availability.
Exclusions:
Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
<p>The total “number of hours functionality to be available” is the cumulative number of hours (by date and time on a 24 hour clock) over which Ameritech plans to offer and support CLEC access to Ameritech’s operational support systems (OSS) functionality during the reporting period. “Hours Functionality is Available” is the actual number of hours, during scheduled available time, that the Ameritech interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the “Percent system availability” measure. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)). Additional levels of Dissaggregation for gateway servers are in the process of being added.</p> <p>When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SBC’s Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. Ameritech shall calculate the availability time rounded to the nearest minute.</p>
Levels of Disaggregation:

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- TCNET
- AEMS
- EDI
- EBTA
- EBTA – GUI
- ARIS
- BOP-GUI (as it is implemented in the Ameritech region)
- Web Verigate
- Web LEX
- EDI LSOG 4
- EDI Protocol (Van)
- EDI Protocol (SSL3)
- EDI Protocol (NDM)
- Web Toolbar
- ARAF
- EDI Pre-Order
- CORBA Pre-Order
- AEMS LSOG 4

Calculation:

(Hours functionality is available during the scheduled available hours ÷ Scheduled system available hours)] * 100

Report Structure:

Reported on an aggregate CLEC basis by interface and Ameritech Affiliate.

Measurement Type:

	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	High	High	Med	High	High

Benchmark:

99.5%. The critical z allowance does not apply.

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5. Measurement:
Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours
Definition:
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.
Exclusions:
<ul style="list-style-type: none">• Rejected (manual and electronic) service requests.• Ameritech retail disconnect orders in conjunction with wholesale migrations.• Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.• Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.• DSL orders rejected for incomplete or incorrect LSR.• DSL orders denied for pair gain.• Ameritech Only Disconnect orders
Business Rules:
<p>Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardies.</p> <p>Orders for the Broadband Service product are included in the disaggregated measures.</p> <p><i>Manually Submitted Requests:</i></p> <p>Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the CLEC will establish the actual end date/time.</p>

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For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system. The End date and time is when the fax is sent back to the CLEC.

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation. For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the Start time for the FOC is the date and time the loop makeup information is available in the LoopQual system. The End date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the CLEC.

Manually and Electronically Submitted Requests:

For Interconnection Trunk Orders, Ameritech will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until Ameritech institutes a reject process for these type orders.

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Levels of Disaggregation:

Manually Submitted Requests:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports < 24 Hours
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- UNE-P Simple Res and Bus < 24 Hours < 24 Hours
- UNE-P Complex Business (1-200 Lines) < 24 Hours
- UNE-P) Complex Business (>200 Lines) < 48 Hours
- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours
- Simple Residence and Business LNP Only (1-19 Lines) < 24 Clock Hours
- LNP with Loop (1-19 Loops) < 24 Clock Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe Within 24 Clock Hours

Electronically Submitted Requests:

- Simple Res. And Bus. – Manually Processed < 5 Hours
- Simple Res. And Bus. – Electronically Processed < 2 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) – Manually Processed < 5 Hours
- UNE Loop (1-49 Loops) – Electronically Processed < 2 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports Manually Processed < 5 Hours
- Switch Ports Electronically Processed < 2 Hours
- Unbundled Local (Dedicated)Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated)Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- UNE-P Simple Res and Bus – Manually Processed < 5 Hours
- UNE-P Simple Res and Bus – Electronically Processed < 2 Hours
- UNE-P Complex Business (1-200 Lines) < 24 Hours
- UNE-P Complex Business (>200 Lines) < 48 Hours
- UNE xDSL Capable Loop (1- 19 Loops) < 6 Business Hours
- UNE xDSL Capable Loop (> 19 Loops) < 14 Business Hours

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- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours
- Simple Residence and Business LNP Only (1-19 Lines) – Electronically Processed < 2 Business Hours
- Simple Residence and Business LNP Only (1-19 Lines) – Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) Electronically Processed < 2 Business Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

Manually and Electronically Submitted Requests:

- Interconnection Trunks (< 5 DS1) < 6 days
- Interconnection Trunks (>= 5 DS1) and all orders identified as part of a pre-planned project < 8 days

NOTE: Orders are measured according to how the Service Order was received via Ameritech (i.e. electronically or manually) and are included in these disaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardizes.

Calculation:	Report Structure:																		
$\frac{(\# \text{ of FOCs returned within "x" hours}}{\div \text{ total FOCs sent)} * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>IL</th> <th>IN</th> <th>MI</th> <th>OH</th> <th>WI</th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td style="text-align: right;">Tier 2</td> <td>Med</td> <td>Med</td> <td>Med</td> <td>Med</td> <td>Med</td> </tr> </tbody> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	Med	Med	Med	Med	Med
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	Med	Med	Med	Med	Med														
Benchmark:																			
All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95% / Interconnection Trunks 95%/ULT 95%, the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark. CIA Centrex at 95%																			

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5.2 Measurement:	
Percentage of Unsolicited FOCs by Reason Code	
Definition:	
The number of Unsolicited FOCs sent to the CLECs generally categorized by reason codes identified in the levels of disaggregations, divided by Total Unsolicited FOCs	
Exclusions:	
CLEC Caused Errors	
Business Rules:	
This measure reports on the breakdown, by general Reason Code category, of the various Unsolicited FOCs that are sent to the CLEC.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Cancel Customer Order • Add Service Order Number and or Line • Cancel Service Order • Service Order Due Date Change • Service Order Line Change 	
Calculation:	Report Structure:
Number of Unsolicited FOCs per general category / Total # of Unsolicited FOCs	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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6. Measurement:
Average Time To Return FOC
Definition:
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.
Exclusions:
<ul style="list-style-type: none">• Ameritech retail disconnect orders conjunction with wholesale migrations.• Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.• Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.• DSL orders rejected for incomplete or incorrect LSR.• DSL orders denied for pair gain.• Ameritech Only Disconnect orders
Business Rules:

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Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardies.

Orders for the Broadband Service product are included in the disaggregated measures.

Manually Submitted Requests:

Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the CLEC will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system. The End date and time is when the fax is sent back to the CLEC.

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Electronically Submitted Requests:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the Start time for the FOC is the date and time the loop makeup information is available in the LoopQual system. The End date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the CLEC.

Manually and Electronically Submitted Requests:

For Interconnection Trunk Orders, Ameritech will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until Ameritech institutes a reject process for these type orders.

Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.

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Levels of Disaggregation:

Manually Submitted Requests:

- All Res. And Bus.
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops)
- UNE Loop (>= 50 Loops)
- Switch Ports
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- UNE P All Res. And Bus.
- UNE P Complex Business (1-200 Lines)
- UNE P Complex Business (>200 Lines)
- UNE xDSL Capable Loop (1-49 Loops)
- UNE xDSL Capable Loop (> 49 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (>49)
- Simple Residence and Business LNP Only (1-19 Lines)
- LNP with Loop (1-19 Loops)
- Simple Residence and Business LNP Only (20+ lines)
- LNP with Loop (20+ Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (20-50 Lines)
- LNP Complex Business (50+ Lines)

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Electronically Submitted Requests:

- All Res. And Bus. – Electronically Processed
- All Res. And Bus. – Manually Processed
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops) – Electronically Processed
- UNE Loop (1-49 Loops) – Manually Processed
- UNE Loop (>= 50 Loops)
- Switch Ports Electronically Processed
- Switch Ports Manually Processed
- Unbundled Local (Dedicated)Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated)Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- UNE P All Res. And Bus. – Electronically Processed
- UNE P All Res. And Bus. – Manually Processed
- UNE P Complex Business (1-200 Lines)
- UNE P Complex Business (>200 Lines)
- UNE xDSL Capable Loop (1-49 Loops)
- UNE xDSL Capable Loop (> 49 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (>49)
- Simple Residence and Business LNP Only (1-19 Lines) – Electronically Processed
- Simple Residence and Business LNP Only (1-19 Lines) – Manually Processed
- LNP with Loop (1-19 Loops)
- Simple Residence and Business LNP Only (20+ lines)
- LNP with Loop (20+ Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (20-50 Lines)
- LNP Complex Business (50+ Lines)

Manually and Electronically Submitted Requests:

- Interconnection Trunks

Calculation:	Report Structure:
$\frac{\Sigma[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})]}{\text{Total FOCs}}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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7. Measurement:																			
Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems																			
Definition:																			
Percent mechanized completions returned within one hour of completion.																			
Exclusions:																			
Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.																			
Business Rules:																			
<p>The elapsed time for an order is calculated based on the time of the last service order, which establishes service, being completed in the ordering system to the actual time MOR receives notification and the completion is sent to the CLEC. For example, if a multi-line order has 10 lines, the stop time would be when the last of the 10 lines is completed in the ordering system. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.</p> <p><i>NOTE:</i> All completion notifications are returned via a mechanized interface (EDI or EDI-to-Fax).</p>																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Resale • UNEs • Combinations 																			
Calculation:	Report Structure:																		
(# of mechanized completions returned to CLEC within 1 hour ÷ total mechanized completions) * 100	Reported for CLEC all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin: auto; border: none;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>			IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
97% for IN, MI, OH, WI; 99% for IL																			

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7.1 Measurement:	
Percent Mechanized Completions Returned Within One Day Of Work Completion	
Definition:	
Percent mechanized completions returned within one day.	
Exclusions:	
<ul style="list-style-type: none"> • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. • CLEC-caused misses and delays 	
Business Rules:	
<p>Days are calculated by subtracting the date the completion notification was returned to the CLEC minus the work completion date. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.</p> <p>Note: All completion notifications are returned via a mechanized interface(EDI or EDI-to-Fax).</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNEs • Combinations • LNP Only 	
Calculation:	Report Structure:
(# of mechanized completions returned to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC all CLECs, and Ameritech Affiliate.
Measurement Type:	
<p>Tier 1 - None</p> <p>Tier 2 – None</p>	
Benchmark:	
97% for IN, MI, OH, WI; 99% for IL	

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8. Measurement:																			
Average Time to Return Mechanized Completions																			
Definition:																			
Average time required to return a mechanized completion.																			
Exclusions:																			
Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.																			
Business Rules:																			
<p>The elapsed time for an order is calculated based on the time of the last service order, which establishes service, being completed in the ordering system to the actual time MOR receives notification and the completion is sent to the CLEC. For example, if a multi-line order has 10 lines, the stop time would be when the last of the 10 lines is completed in the ordering system. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.</p> <p><i>NOTE:</i> All completion notifications are returned via a mechanized interface (EDI or EDI-to-Fax).</p>																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Resale • UNEs • Combinations 																			
Calculation:	Report Structure:																		
$\frac{\Sigma[(\text{Date and Time of Notice Of Completion Issued to the CLEC}) - (\text{Date and Time of Work Completion})] \div \text{Total Mechanized Completions}}$	Reported for CLEC, all CLECs, and Ameritech Affiliate																		
Measurement Type:																			
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	IL	IN	MI	OH	WI														
Tier 1	None	None	None	None	None														
Tier 2	None	None	None	None	None														
Benchmark:																			
Diagnostic																			

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9. Measurement:	
Percent Rejects	
Definition:	
The number of rejects compared to the issued orders for orders submitted via the electronic interfaces	
Exclusions:	
<ul style="list-style-type: none"> • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
<p>A rejected order does not pass edit checks or other edits prior to the order being distributed. This measure includes all orders that are submitted through an electronic interface, regardless of whether the order was processed electronically or manually.</p> <p><u>NOTE:</u> All rejects are returned to the CLEC via a mechanized interface (EDI or EDI-to-Fax).</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • CLEC Caused Reject • Ameritech Caused Rejects (Re-flowed Orders) 	
Calculation:	Report Structure:
(# of rejects ÷ total unique orders and supplements for electronic interfaces) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
<p>Tier 1 – None</p> <p>Tier 2 – None</p>	
Benchmark:	
Diagnostic	

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10. Measurement:																			
Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR																			
Definition:																			
Percent mechanized rejects returned within one hour of the receipt of the reject in MOR .																			
Exclusions:																			
<ul style="list-style-type: none"> • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s Performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 																			
Business Rules:																			
The start time used is the date and time the reject is available to MOR and the end time is the date and time the reject notice is sent to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually).																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of mechanized rejects sent within 1 hour ÷ total mechanized rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
97% within 1 hour of the receipt of a reject in MOR.																			

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10.1 Measurement:	
Percent Mechanized Rejects Returned within One Hour of Receipt of Order	
Definition:	
Percentage of mechanized rejects returned within one hour of the receipt of order from CLEC.	
Exclusions:	
<ul style="list-style-type: none"> • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
The start time is the time the order is received in the LSC and the end time is the date and time the reject notice. Sent to the CLEC. This measure includes all rejects that were submitted via an electronic interface and processed mechanically (Auto-Auto).	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of mechanized rejects sent within 1 hour of receipt of order ÷ total mechanized rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% within 1 hour of the receipt of a reject in MOR.	

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10.2 Measurement:	
Percent Manual Rejects Received Electronically and Returned Within Five Hours	
Definition:	
Percentage of manual rejects of orders received electronically where the reject notification is sent within five hours of the receipt of the order from the CLEC. A “manual reject” is any reject that results from the manual processing of an order.	
Exclusions:	
<ul style="list-style-type: none"> • Manual rejects for orders received manually • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
The start time is the time the order is electronically received and logged into the ordering system. The end time is the date and time the reject notice is sent back to the CLEC. This measure includes all orders received electronically and processed manually that resulted in a reject.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of manual rejects returned within 5 hours of receipt of electronic order ÷ total manual rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% within 5 Hours.	

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10.3 Measurement:	
Percent Manual Rejects Received Manually and Returned Within Five Hours	
Definition:	
Percentage of manual rejects for orders received manually and returned to the CLEC within 5 hours. A “manual reject” is any reject that results from the manual processing of an order.	
Exclusions:	
<ul style="list-style-type: none"> • Manual rejects for orders received electronically. • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
The start time is the time the manual LSR order is received in the LSC via fax, and the end time is the date and time the reject notice is sent back to the CLEC via EDI-to-Fax. This measure includes all orders submitted manually that resulted in a reject.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of manual rejects returned within 5 hours of receipt of manual orders ÷ total manual rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% within 5 hours.	

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10.4 Measurement:	
Percentage of Orders Given Jeopardy Notices	
Definition:	
Percentage of orders given jeopardy notices measures the number of 870s sent to customers as a percentage of the total number of orders completed in the period.	
Exclusions:	
CLEC End User-Initiated Jeopardy Codes.	
Business Rules:	
An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's confirmed due date is in jeopardy of being missed. Unsolicited FOCs will be counted as Jeopardies.	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- Non-Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- Non-Field Work (NFW) <p>Resale Specials</p> <ul style="list-style-type: none"> • Field Work (FW) • Non-Field Work (NFW) <p>Unbundled Local Switching</p> <p>Unbundled Loops</p> <ul style="list-style-type: none"> -- With LNP -- Without LNP <p>UNE-Ps</p>	
Calculation:	Report Structure:
[(# of orders receiving jeopardy notices) / (Total orders <u>due</u> in the calendar month)] *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1	IL IN MI OH WI
Tier 2	None None None None None
Benchmark:	
Diagnostic - Parity with Ameritech Retail: <ol style="list-style-type: none"> 1. Wholesale-POTS/ Retail-POTS 2. Unbundled Loops/ POTS with FW 3. UNE-Ps/ Retail-POTS(ALL) 	

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11. Measurement:	
Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to return a mechanized reject.	
Exclusions:	
<ul style="list-style-type: none"> • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
The start time used is the date and time the reject is available to MOR and the end time is the date and time the reject notice is sent to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually).	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time reject sent}) - (\text{Date and Time of Order receipt})] \div \text{total mechanized rejects}$	Reported for CLEC all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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11.1 Measurement:	
Mean Time to Return Manual Rejects that are Received via an Electronic Interface	
Definition:	
Average time to return manual rejects received via an electronic interface.	
Exclusions:	
<ul style="list-style-type: none"> • Manual rejects for orders received manually • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
The start time is the time the order is electronically received and logged into the ordering system. The end time is the date and time the reject notice is sent back to the CLEC. This measure includes all orders received electronically and processed manually that resulted in a reject.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\{\sum(\text{date and time reject sent} - \text{date and time of order receipt}) \div \text{total manual rejects}\}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Five Hours	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

11.2 Measurement:	
Mean Time to Return Manual Rejects that are Received thru the Manual Process	
Definition:	
Average time to return manual rejects received thru the manual process (Fax).	
Exclusions:	
<ul style="list-style-type: none"> • Manual rejects for orders received electronically. • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
The start time is the time the manual LSR order is received in the LSC via fax, and the end time is the date and time the reject notice is sent back to the CLEC via EDI-to-Fax. This measure includes all orders submitted manually that resulted in a reject.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\{\sum(\text{date and time rejects sent} - \text{date and time of order receipt}) \div \text{total manual rejects}\}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Five Hours	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

12. Measurement:	
Mechanized Provisioning Accuracy	
Definition:	
Percent of mechanized orders completed as ordered.	
Exclusions:	
Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
This measurement compares the USOCs ordered on a mechanized order, to the copy of the order which updates the customer billing database.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of orders completed as ordered ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1	IL IN MI OH WI Low Low Med Low Low
Tier 2	Low Low Med Low Low
Benchmark:	
Parity	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

13. Measurement:																			
Order Process Percent Flow Through																			
Definition:																			
Percent of orders from receipt to distribution that progress mechanically through to Ameritech provisioning systems.																			
Exclusions:																			
<ul style="list-style-type: none"> • Orders both electronically generated and rejected if error is caused by CLEC. • Manually received orders • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. 																			
Business Rules:																			
The number of eligible orders, that flow through Ameritech’s ordering systems without manual intervention, divided by the total number of eligible electronically generated orders within the reporting period. Manually intervened orders that are electronically generated are considered failed pass-through. Orders that fall out after receipt, but are not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences. This measure is based on orders designed to flow through.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • UNE Loops • Resale • UNE-P • LNP • LSNP - when available and added to disaggregations for business rule (schedule determined by Two-Year Flowthrough Improvement Plan) 																			
Calculation:	Report Structure:																		
(# of orders that flow through ÷ total eligible electronic orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
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Tier 1	Low	Low	Med	Low	Low														
Tier 2	High	High	Med	High	High														
Benchmark:																			
95% for UNE Loops; Parity with Ameritech Retail for other disaggregations.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

13.1 Measurement:	
Total Order Process Percent Flow Through	
Definition:	
Percent of EDI orders from entry to distribution that progress through Ameritech ordering systems without manual intervention.	
Exclusions:	
Excludes rejected orders	
Business Rules:	
The number of orders that flow through Ameritech's ordering systems and are distributed in the Service Order System without manual intervention, divided by the total number of orders submitted via EDI within the reporting period.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNE Loops • LNP • LSNP • UNE-P 	
Calculation:	Report Structure:
(# of orders that flow through ÷ total orders) * 100	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Billing

14. Measurement:	
Billing Accuracy	
Definition:	
Ameritech performs audits on three billing systems: ACIS (Retail), RBS (Wholesale) and CABS (Access) to ensure the accuracy of the bills rendered to its customers.	
Exclusions:	
None	
Business Rules:	
The purpose of these audits are to review and recalculate for services billed in the five states. This is to ensure that monthly bills sent to the CLECs, and retail customers are rated accurately according to the billing tables. This is performed by extracting recurring, non-recurring, and usage elements from the above listed billing systems and comparing the billed elements to expected results. For all validations performed, the number of elements that have been released prior to correction (bills are audited for accurate calculations) are counted as an error against the total elements audited.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale Monthly Recurring/Non-recurring • Resale Usage/Unbundled Local Switching • Other Unbundled Network Elements 	
Calculation:	Report Structure:
(# of elements not corrected prior to bill release ÷ total elements audited) * 100	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate. Reported on an Ameritech Company basis.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
<u>Parity</u>	<u>Retail Comparison</u>
1. Resale Monthly Recurring/Non-Recurring	Retail
2. Resale Usage/Unbundled Local Switching	Retail
3. Other Unbundled Network Elements	Access

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

15. Measurement:	
Percent of Accurate and Complete Formatted Mechanized Bills Via EDI or BDT	
Definition:	
The percent of monthly bills sent to the CLECs via the mechanized AEBS process and the paper billing process that are accurate and complete.	
Exclusions:	
None	
Business Rules:	
Billing accuracy is based upon many factors including: totaling, formatting, content and syntax. Both the electronic and paper bill are validated in unison and are not counted separately in the calculation.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • EDI • BDT 	
Calculation:	Report Structure:
(# of accurate and complete formatted bills ÷ total bills) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
	IL IN MI OH WI
Tier 1	Low Low Med Low Low
Tier 2	High High Med High High
Benchmark:	
99%	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

16. Measurement:																			
Percent of Usage Records Transmitted Correctly																			
Definition:																			
The percent of usage records transmitted correctly on the Daily Usage extract feed.																			
Exclusions:																			
CLEC-caused errors.																			
Business Rules:																			
Controls and edits within the billing process uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month. The usage records retransmitted due to Ameritech caused errors are counted in this measure.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of usage records transmitted correctly ÷ total usage records transmitted) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
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	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
95%																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

17. Measurement:																			
Billing Completeness																			
Definition:																			
Percent of on-time service orders (SOs) in both ACIS and CABS that post within a 30 day billing cycle.																			
Exclusions:																			
<ul style="list-style-type: none"> • Feature Group A • Feature Group B • Feature Group D • Wireless 																			
Business Rules:																			
On time SOs are SOs that reached “Updated” (3U) status in 19 cycles or less. A SO that was updated in 20 cycles or more has missed at least one bill. Twenty cycles is approximately 30 calendar days. The start date is the date the SO is available for billing and the end date is the date (Update date) the SO reaches the “Updated” status. This time span is measured in cycles. SOs are reported by the month of their Update.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of on-time updated SOs in current month ÷ total updated SOs in current month) *100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
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Tier 1	Low	Low	Med	Low	Low														
Tier 2	Med	Med	Med	Med	Med														
Benchmark:																			
Parity with Ameritech Retail.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

18. Measurement:																			
Billing Timeliness (Wholesale Bill)																			
Definition:																			
Billing Timeliness measures the length of time from the wholesale billing date (end of billing period) to the time it is electronically transmitted to the CLEC.																			
Exclusions:																			
Weekends and Holidays.																			
Business Rules:																			
The transmission date is used to gather the data for the reporting period. The measure compares the transmission date of the bill to the transmission due date. The transmission due date is six business days after the wholesale bill period. For example, a CLEC with a wholesale billing date of Monday the 1 st , the transmission due date would be on the following Monday, the 8 th assuming no weekday holidays.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • AEBS. • CABS. 																			
Calculation:	Report Structure:																		
(# of bills transmitted on time ÷ total bills released) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
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Tier 1	Low	Low	Med	Low	Low														
Tier 2	High	High	Med	High	High														
Benchmark:																			
95% within 6 th workday for IN, MI, OH, WI Parity with Ameritech Retail for IL.																			

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19. Measurement:	
Daily Usage Feed Timeliness	
Definition:	
Usage information is sent to the CLECs on a daily basis. This usage data must be sent to the CLEC within 6 work days in order to be considered timely.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
The measure uses the actual EMI usage records that are sent to the CLECs. Data date is the recording date of the usage and is part of the EMI usage record. Cycle date is the day the Daily Usage file is sent to the CLEC. Cycle date is found on the pack header record of the Daily Usage file.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of usage records transmitted on time ÷ total usage records) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate. Reported on an Ameritech Company basis.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
95% within 6 th workday	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

20. Measurement:	
Unbillable Usage	
Definition:	
The percent usage data that is unbillable.	
Exclusions:	
None	
Business Rules:	
The total dollars written off by MEC (Message Error Correction) and the total CABS uncollectable dollars are divided by the total billed revenue in the calendar month.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Total unbillable revenue ÷ total billed revenue) * 100	Reported on an Ameritech Company basis (aggregated).
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Miscellaneous Administrative

21.1 Measurement:	
Average Time Placed on Hold at LSC	
Definition:	
The average time a customer is placed on hold after the LSC has directed the call to a specific person or group.	
Exclusions:	
Weekends and Holidays	
Business Rules:	
This measurement is driven by the Ameritech call management (ACD) system and accumulates hold time data based on the primary que. Calls are answered during normal business hours and reported via ACD reporting capabilities.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNE • DSL 	
Calculation:	Report Structure:
Total time on hold ÷ total calls answered	Reported for all calls to the LSC for all CLECs (aggregated)
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

22. Measurement:																			
Local Service Center (LSC) Grade Of Service (GOS)																			
Definition:																			
Percent of calls answered by the Local Service Center (LSC) within 20 seconds.																			
Exclusions:																			
Weekends and Holidays.																			
Business Rules:																			
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Resale • UNE • DSL 																			
Calculation:	Report Structure:																		
# of calls answered by the LSC within a specified period of time ÷ Total calls answered	Reported for LSC, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	None	None	None	None	None	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	None	None	None	None	None														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity with Ameritech Retail.																			

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24.1 Measurement:	
Average Time Placed on Hold at LOC	
Definition:	
The average time a customer is placed on hold (in seconds) after the LOC has directed the call to a specific person or group.	
Exclusions:	
Weekends and Holidays	
Business Rules:	
This measurement is driven by the Ameritech call management (ACD) system and accumulates hold time data based on the primary que. Calls are answered during normal business hours and reported via ACD reporting capabilities.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNE • DSL 	
Calculation:	Report Structure:
Total time on hold ÷ total calls answered	Reported for all calls to the LOC for all CLECs (aggregated)
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

25. Measurement:																			
Local Operations Center (LOC) Grade Of Service (GOS)																			
Definition:																			
Percent of calls answered by the Local Operations Center (LOC) within 20 seconds.																			
Exclusions:																			
None																			
Business Rules:																			
<p>The clock starts when the customer enters the queue and the clock stops when the Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LOC hours of operation are posted on the internet.</p>																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • DSL Calls • All Other Calls 																			
Calculation:	Report Structure:																		
# of calls answered by the LOC within a specified period of time ÷ total calls answered	Reported for LOC, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	None	None	None	None	None	Tier 2	High	High	Med	High	High
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Tier 1	None	None	None	None	None														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity with Ameritech Retail.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS BY Ameritech

Provisioning

27. Measurement:
Mean Installation Interval
Definition:
Average business days from application date to completion date for N, T, C orders.
Exclusions:
<ul style="list-style-type: none"> • CLEC caused misses. • Field Work orders – excludes customer requested due dates beyond the offer date. • No Field Work orders – excluded if order applied for before 3:00 p.m. and the due date requested is not same day; and if order applied for after 3:00 p.m. and the due date requested is beyond the next business day. • CIA Centrex excluded if customer requested due dates greater than 5 business days. • Orders that are not N, T, and C orders. • Orders where CLECs are charged expedite charges • UNE-P Orders if included in a project (order > 250 lines, circuits and/or telephone numbers, or mutually agreed to)
Business Rules:
<p>The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order except in the case of a manually-submitted order (facsimile, US Mail, or other hard-copy delivery service), when the clock starts at FOC date/time. The clock stops on the Completion Date, which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion – Application Date). If the order is Next Day Due, then the interval is [(Completion – Next Business Day) + 1]. UNE-Ps are also reported at order level.</p> <p>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</p>
Levels of Disaggregation:

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • CIA Centrex <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) UNE P <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW)	
Calculation:	Report Structure:
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total orders completed})}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE-P Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). CIA Centrex parity between Field Work compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to a 4 day interval.	

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28. Measurement:
Percent POTS/UNE-P Installations Completed Within the Customer Requested Due Date
Definition:
Measure of orders completed within the customer requested due date when that date is later than or equal to the offered due date/interval or, if expedited (accepted or not accepted), the date agreed to by Ameritech.
Exclusions:
<ul style="list-style-type: none">• CLEC caused misses.• Field Work orders – excludes customer requested due dates beyond the offer date.• No Field Work orders – excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day.• CIA Centrex excluded if customer requested due dates greater than 5 business days.• All orders except N, T, and C orders. Orders where CLECs are charged expedite charges
Business Rules:
<p>The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order. The clock stops on the Completion Date which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion – Application Date). If the order is Next Day Due, then the interval is [(Completion – Next Business Day) + 1]. UNE-Ps are also reported at order level.</p> <p>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</p>
Levels of Disaggregation:

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Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • CIA Centrex <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) UNE P <ul style="list-style-type: none"> • Business class of service (Orders included in Projects excluded) <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service (Orders included in Projects excluded) <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) Projects <ul style="list-style-type: none"> -- UNE-P (Orders > 250 lines, circuits and/or telephone numbers, or mutually agreed to) 																			
Calculation:	Report Structure:																		
$\left(\frac{\text{\# of orders installed the requested interval}}{\text{total number of orders not subject to exclusions}} \right) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin: auto; border: none;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>			IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE-P Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types) CIA Centrex parity between Field Work compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to 95% within a 5 day interval. UNE-P Projects – 95% within customer-requested due date.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

29. Measurement:	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percent of N, T, and C orders where installation was not completed by the due date as a result of a Ameritech caused missed due date.	
Exclusions:	
<ul style="list-style-type: none"> • Orders that are not N, T, or C. • CLEC caused misses. 	
Business Rules:	
<p>This includes orders completed after the Due Date, due to an Ameritech reason. This measurement is reported at an order level. UNE-Ps are also reported at an order level. If Ameritech reschedules the original due date without the consent of the CLEC the original due date will be the one measured against.</p> <p>This measure includes, in both the numerator and denominator, the number of orders cancelled after an Ameritech-caused missed due date.</p>	
Levels of Disaggregation:	
<p>Geographic (See Appendix Four)</p> <p>POTS</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) <p>UNE P</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) 	
Calculation:	Report Structure:
(# of orders not completed by the due date or canceled after the due date as a result of an Ameritech cause ÷ total orders plus total orders canceled after the due date as a result of an Ameritech cause) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE-P Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

30. Measurement:																			
Percent Ameritech Missed Due Dates Due To Lack Of Facilities																			
Definition:																			
Percent N, T, and C orders with missed committed due dates due to lack of facilities.																			
Exclusions:																			
<ul style="list-style-type: none"> • Orders that are not N, T, or C. • No Field Work (NFW) Orders. 																			
Business Rules:																			
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at an order level. UNE-Ps are also reported at an order level.																			
Levels of Disaggregation:																			
Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Residence class of service <ul style="list-style-type: none"> -- > 30 calendar days -- > 90 calendar days • Business class of service <ul style="list-style-type: none"> -- > 30 calendar days -- > 90 calendar days UNE P <ul style="list-style-type: none"> • Residence class of service <ul style="list-style-type: none"> -- > 30 calendar days -- > 90 calendar days • Business class of service <ul style="list-style-type: none"> -- > 30 calendar days -- > 90 calendar days 																			
Calculation:	Report Structure:																		
(# of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100	Reported for CLEC, all CLECs Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
Resale POTS parity compared to Ameritech (N, T, and C order types). UNE-P Parity compared to Ameritech (N, T, C order types).																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

31. Measurement:	
Average Delay Days For Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed orders due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Orders that are not N, T, or C. • No Field Work (NFW) Orders. 	
Business Rules:	
Includes orders missed due to Company reasons other than lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE-Ps are also reported at an order level.	
Levels of Disaggregation:	
Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE P <ul style="list-style-type: none"> • Business class of service • Residence class of service 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{due date}) \div$ (total completed orders with a Ameritech caused missed due date due to lack of facilities)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS parity compared to Ameritech (N, T, and C order types). UNE-P Parity compared to Ameritech (N, T, and C order types).	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

32. Measurement:																			
Average Delay Days For Ameritech Caused Missed Due Dates																			
Definition:																			
Average calendar days from due date to completion date on company missed orders.																			
Exclusions:																			
<ul style="list-style-type: none"> • Orders that are not N, T, or C. • Company delayed orders as a result of lack of facilities. 																			
Business Rules:																			
Includes orders missed due to lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE-Ps are also reported at an order level.																			
Levels of Disaggregation:																			
Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) UNE P <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) 																			
Calculation:	Report Structure:																		
$\Sigma(\text{Completion date} - \text{due date}) \div$ (total completed orders with a Ameritech caused missed due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Med	Med	Med	Med	Med	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Med	Med	Med	Med	Med														
Tier 2	None	None	None	None	None														
Benchmark:																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE-P Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

33. Measurement:																			
Percent Ameritech Caused Missed Due Dates > 30 days																			
Definition:																			
Percent of orders where installation was completed greater than 30 days following the due date.																			
Exclusions:																			
Orders that are not N, T, or C.																			
Business Rules:																			
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at an order level. UNE-Ps are also reported at an order level.																			
Levels of Disaggregation:																			
<p>Geographic (See Appendix Four)</p> <p>POTS</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) <p>UNE P</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) 																			
Calculation:	Report Structure:																		
$\frac{(\# \text{ of orders completed greater than 30 calendar days following the due date} \div \text{total orders completed}) * 100}{}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None	
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE-P Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

35. Measurement:	
Percent Trouble Reports Within 30 Days (I-30) of Installation	
Definition:	
Percent of N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. • Disposition codes “11”, “12”, & “13” reports (excludable reports) • Reports caused by customer provided equipment (CPE) or wiring. • Trouble report received on the due date before service order completion. • Orders that are not N, T, or C. 	
Business Rules:	
Includes trouble reports received the day after Ameritech personnel complete the service order through 30 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. However, the denominator will at a minimum be equal to the numerator. The numerator is the number of trouble reports received within 30 days after service order completion. These will be reported in the month they close. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.	
Levels of Disaggregation:	
<p>Geographic (See Appendix Four)</p> <p>POTS</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) <p>UNE P</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- No Field Work (NFW) 	
Calculation:	Report Structure:
Count of initial electronic and manual trouble reports issued on or within 30 days after service order completion ÷ (total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE-P Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)					

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Maintenance

37. Measurement:	
Trouble Report Rate	
Definition:	
The number of customer trouble reports per 100 lines.	
Exclusions:	
<ul style="list-style-type: none"> • Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • All disposition codes “11”, “12”, & “13” reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. 	
Business Rules:	
CLEC and Ameritech repair reports are entered into and tracked in the WFA or LMOS systems. Reports are counted in the month they are closed.	
Levels of Disaggregation:	
Geographic (See Appendix Four)	
POTS	
<ul style="list-style-type: none"> • Business class of service • Residence class of service • UNE-P • Business class of service • Residence class of service 	
Calculation:	Report Structure:
[# of customer trouble reports ÷ (total lines in service ÷ 100)]	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
	IL IN MI OH WI
Tier 1	None None None None None
Tier 2	None None None None None
Benchmark:	
POTS – Parity with Ameritech Retail.	
UNE-P – Parity with Ameritech Residence and parity with Ameritech Business.	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

37.1 Measurement:																			
Trouble Report Rate Net of Installation and Repeat Reports																			
Definition:																			
The number of electronic or manual customer trouble reports per 100 lines.																			
Exclusions:																			
<ul style="list-style-type: none"> • Trouble reports caused by customer provided equipment (CPE) or wiring. • All disposition “11”, “12”, and “13” trouble reports (excludable reports). • Trouble reports included in PM 35. • Trouble reports included in PM 41 																			
Business Rules:																			
CLEC and AIT repair reports are entered into and tracked in the LMOS system. Reports are counted in the month they post to LMOS.																			
Levels of Disaggregation:																			
POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE-P <ul style="list-style-type: none"> • Business class of service • Residence class of service 																			
Calculation:	Report Structure:																		
[Total number of customer trouble reports ÷ (total lines in service ÷ 100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and Amertitech.																		
Measurement Type:																			
<table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>			IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
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Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
POTS – Parity with Ameritech Retail. UNE-P – Parity with Ameritech Business and Residence combined.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

38. Measurement:																			
Percent Missed Repair Commitments																			
Definition:																			
Percent of trouble reports not cleared by the commitment time due to Ameritech reasons.																			
Exclusions:																			
<ul style="list-style-type: none"> • Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • All disposition codes “11”, “12”, & “13” reports (excludable reports) 																			
Business Rules:																			
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that Ameritech personnel clear the repair activity and complete the trouble report in the work and force systems. If this is after the commitment time, the report is flagged as a “Missed Commitment.”																			
Levels of Disaggregation:																			
Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Dispatch -- No Dispatch • Residence class of service <ul style="list-style-type: none"> -- Dispatch -- No Dispatch UNE-P <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Dispatch -- No Dispatch • Residence class of service <ul style="list-style-type: none"> -- Dispatch -- No Dispatch 																			
Calculation:	Report Structure:																		
(# of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
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Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

POTS – Parity with Ameritech Retail.

UNE-P – Parity with Ameritech Residence and parity with Ameritech Business.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

39. Measurement:
Receipt To Clear Duration
Definition:
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.
Exclusions:
<ul style="list-style-type: none">• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.• Reports caused by customer provided equipment (CPE) or wiring.• Disposition codes “11”, “12”, & “13” reports (excludable reports)
Business Rules:
The clock starts on the date and time Ameritech receives a trouble report. The clock stops on the date and time that Ameritech personnel clear the repair activity and complete the trouble report in WFA or LMOS.
Levels of Disaggregation:

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Geographic (See Appendix Four)

POTS

- Business class of service
 - Dispatch
 - . Affecting Service
 - . Out of Service
 - No Dispatch
 - . Affecting Service
 - . Out of Service
- Residence class of service
 - Dispatch
 - . Affecting Service
 - . Out of Service
 - No Dispatch
 - . Affecting Service
 - . Out of Service

UNE- P

- Business class of service
 - Dispatch
 - . Affecting Service
 - . Out of Service
 - No Dispatch
 - . Affecting Service
 - . Out of Service
- Residence class of service
 - Dispatch
 - . Affecting Service
 - . Out of Service
 - No Dispatch
 - . Affecting Service
 - . Out of Service

Calculation:	Report Structure:																		
$\frac{\sum[(\text{Date and time Ameritech clears trouble report}) - (\text{Date and time trouble report is received})] \div \text{Total customer trouble reports}}{1}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
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	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			

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Resale POTS Dispatch parity compared to Ameritech Dispatch (N, T, C order types) and No Dispatch compared to Ameritech Retail No Dispatch (N, T, C order types). UNE-P Dispatch Parity compared to Ameritech Dispatch(N, T, C order types) and No Dispatch compared to Ameritech Retail No Dispatch(N, T, C order types).

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40. Measurement:																			
Percent Out Of Service (OOS) < 24 Hours																			
Definition:																			
Percent of OOS trouble reports cleared in less than 24 hours.																			
Exclusions:																			
<ul style="list-style-type: none"> • Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes “11”, “12”, & “13” reports (excludable reports). • Affecting Service reports. • Reports caused by customer provided equipment (CPE) or wiring. 																			
Business Rules:																			
Utilize state specific Business Rule or Standard clock hours as appropriate.																			
Levels of Disaggregation:																			
Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE-P <ul style="list-style-type: none"> • Business class of service • Residence class of service 																			
Calculation:	Report Structure:																		
$\left(\frac{\text{\# of OOS trouble reports < 24 hours}}{\text{total OOS trouble reports}} \right) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
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Tier 1	Med	Med	Med	Med	Med														
Tier 2	None	None	None	None	None														
Benchmark:																			
POTS – Parity with Ameritech Retail. UNE-P – Parity with Ameritech Residence and parity with Ameritech Business.																			

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41. Measurement:																			
Percent Repeat Reports																			
Definition:																			
Percent of customer trouble reports received within 30 calendar days of a previous customer report.																			
Exclusions:																			
<ul style="list-style-type: none"> • Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes “11”, “12”, & “13” reports (excludable reports) • Reports caused by customer provided equipment (CPE) or wiring. 																			
Business Rules:																			
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.																			
Levels of Disaggregation:																			
Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE-P <ul style="list-style-type: none"> • Business class of service • Residence class of service 																			
Calculation:	Report Structure:																		
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
POTS – Parity with Ameritech Retail. UNE-P – Parity with Ameritech Residence and parity with Ameritech Business .																			

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42. Measurement:	
Percent No Access (Percent of Trouble Reports with No Access)	
Definition:	
Percentage of dispatched customer trouble reports with a status of “No Access.”	
Exclusions:	
<ul style="list-style-type: none"> • Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes “11”, “12”, & “13” reports (excludable reports). • Reports caused by customer provided equipment (CPE) or wiring. • Reports that are not dispatched. 	
Business Rules:	
Ameritech personnel set the “No Access” flag when access cannot be obtained at the customer’s premises. Reports are counted the month they are closed.	
Levels of Disaggregation:	
Geographic (See Appendix Four) POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE=P <ul style="list-style-type: none"> • Business class of service • Residence class of service 	
Calculation:	Report Structure:
(# of trouble reports with a status of “No Access” ÷ Total dispatched customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE-P – Parity with Ameritech Residence and parity with Ameritech Business .	

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**RESALE SPECIALS AND UNE LOOP AND PORT
COMBINATIONS COMBINED BY Ameritech (EXCLUDES
“ACCESS” ORDERS)**

Provisioning

43. Measurement:
Average Installation Interval
Definition:
Average business days from LSR receipt application date to completion date for N, T, and C orders.
Exclusions:
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Circuits that have a customer requested Due Date greater than 20 business days. • Official company service from Retail. • Orders where CLECs are charged expedite charges • Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
Business Rules:
<p>The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.</p> <p>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</p>
Levels of Disaggregation:
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI – Other combinations

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Calculation:	Report Structure:																	
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total circuits completed})}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																	
Measurement Type:																		
	<table style="margin-left: auto; margin-right: auto; border: none;"> <thead> <tr> <th style="padding: 0 10px;">IL</th> <th style="padding: 0 10px;">IN</th> <th style="padding: 0 10px;">MI</th> <th style="padding: 0 10px;">OH</th> <th style="padding: 0 10px;">WI</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px 10px;">Tier 1</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">Med</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">High</td> </tr> <tr> <td style="padding: 5px 10px;">Tier 2</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">Med</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">High</td> </tr> </tbody> </table>	IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
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Tier 2	High	High	Med	High	High													
Benchmark:																		
Parity with Ameritech Retail.																		

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44. Measurement:	
Percent Specials Installations Completed Within Customer Requested Due Date	
Definition:	
Percent Specials installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval or, if expedited (accepted or not accepted), the date agreed to by Ameritech.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Circuits that have a customer requested Due Date greater than 20 business days. • Official company service from Retail. • Orders where CLECs are charged expedite charges • Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
<p>The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.</p> <p>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 	
Calculation:	Report Structure:

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(# of circuits installed within the customer requested due date ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

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45. Measurement:	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percentage of N, T, and C orders by circuit where installations were not completed by the due date as a result of an Ameritech caused missed due date.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Official company service from Retail. 	
Business Rules:	
<p>This includes items completed after the Due Date, due to an Ameritech reason. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.</p> <p>This measure includes, in both the numerator and denominator, the number of orders cancelled after an Ameritech-caused missed due date.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 	
Calculation:	Report Structure:
(# of circuits with Ameritech caused missed due dates or canceled after the due date that were caused by Ameritech ÷ total circuits installed and those canceled after the due date that were caused by Ameritech) * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	

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	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:
Parity with Ameritech Retail.

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46. Measurement:	
Percent Trouble Reports Within 30 Days (I-30) of Installation	
Definition:	
Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Trouble report received on the due date before service order completion. • Trouble reports that are coded to Customer Premise Equipment (CPE), Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
<p>A trouble report is counted if it is flagged in WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.</p> <p>The denominator for this measure is the total count of orders by circuit posted within the reporting month. However, the denominator will at a minimum equal the numerator. The numerator is the number of trouble reports received on or within 30 days after service order completion and closed within the reporting month.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 	
Calculation:	Report Structure:

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[# of circuits that receive a network customer trouble report on or within 30 calendar days after service order completion (excluding trouble reports received on the due date) ÷ total circuits installed] * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
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Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity with Ameritech Retail.																			

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47. Measurement:																			
Percent Ameritech Missed Due Dates Due To Lack Of Facilities																			
Definition:																			
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.																			
Exclusions:																			
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Orders that are not N, T, or C. 																			
Business Rules:																			
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all specials. Count any unsolicited FOC which modifies the due date as a missed due date.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations <p><i>NOTE:</i> Above disaggregations also reported for > 30 calendar days & > 90 calendar days.</p>																			
Calculation:	Report Structure:																		
(# of circuits with missed committed due dates due to lack of facilities ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
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Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity with Ameritech Retail.																			

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48. Measurement:	
Average Delay Days for Missed Due Dates Due to Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed circuits due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Orders that are not N, T, or C. 	
Business Rules:	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{Committed circuit due date}) \div (\text{Total completed circuits with Ameritech caused missed due dates due to lack of facilities})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate. .
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

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49. Measurement:																			
Average Delay Days For Ameritech Caused Missed Due Dates																			
Definition:																			
Average calendar days from due date to completion date on company missed circuits.																			
Exclusions:																			
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Orders that are not N, T, or C. 																			
Business Rules:																			
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 																			
Calculation:	Report Structure:																		
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\text{Total completed circuits with a Ameritech caused missed due date})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
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Tier 1	Med	Med	Med	Med	Med														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity with Ameritech Retail.																			

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50. Measurement:																			
Percent Ameritech Caused Missed Due Dates > 30 days																			
Definition:																			
Percentage of circuits where installation was completed greater than 30 days following the due date.																			
Exclusions:																			
<ul style="list-style-type: none"> • CLEC caused misses. • UNE and Interconnection Trunks. • Orders that are not N, T, or C. 																			
Business Rules:																			
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at a circuit level for all Specials.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 																			
Calculation:	Report Structure:																		
(# of circuits completed greater than 30 days following the due date ÷ total installed circuits) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
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Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity with Ameritech Retail.																			

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Maintenance

52. Measurement:																			
Mean Time To Restore																			
Definition:																			
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.																			
Exclusions:																			
<ul style="list-style-type: none"> • UNE and Interconnection Trunk. • No Access Time. • Delayed Maintenance Time. 																			
Business Rules:																			
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 																			
Calculation:	Report Structure:																		
$\frac{\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>IL</th> <th>IN</th> <th>MI</th> <th>OH</th> <th>WI</th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td style="text-align: right;">Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </tbody> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity with Ameritech Retail.																			

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53. Measurement:																			
Percent Repeat Reports																			
Definition:																			
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.																			
Exclusions:																			
UNE and Interconnection Trunk																			
Business Rules:																			
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 																			
Calculation:	Report Structure:																		
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin: auto; border: none;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
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Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														

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Benchmark:
Parity with Ameritech Retail.

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54. Measurement:																			
Failure Frequency																			
Definition:																			
The number of network customer trouble reports within a calendar month per 100 circuits.																			
Exclusions:																			
UNE and Interconnection Trunks.																			
Business Rules:																			
CLEC and Ameritech repair reports are entered into and tracked via WFA. Measured reports are counted in the month they close.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI -- Other combinations 																			
Calculation:	Report Structure:																		
$\frac{(\# \text{ of network trouble reports} \div \text{Total in service circuits}) \div 100}{}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	None	None	None	None	None	Tier 2	None	None	None	None	None	
	IL	IN	MI	OH	WI														
Tier 1	None	None	None	None	None														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity with Ameritech Retail.																			

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54.1: Measurement:																			
Trouble Report Rate net of Installation and repeat Reports																			
Definition:																			
The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 circuits.																			
Exclusions:																			
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Trouble Reports included in PM 46. • Customer Trouble Reports included in PM 53. 																			
Business Rules:																			
CLEC and Ameritech repair reports are entered into and tracked via WFA. Reports are counted in the month they post.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI – Other combinations 																			
Calculation:	Report Structure:																		
[Count of trouble reports exclusive of installation and repeat reports ÷ (Total in-service circuits ÷ 100)]	Reported by CLEC, all CLECs and Ameritech.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity with Ameritech Retail.																			

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UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

55. Measurement:
Average Installation Interval
Definition:
Average business days from application date to completion date for N, T, and C orders. The “X” business days is determined based on quantity of UNE stand-alone loops ordered and the associated standard interval.
Exclusions:
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• UNE-Ps captured in the POTS or Specials measurements.• Orders that are not N, T, or C.• CLEC requested due dates greater than “X” business days as set out below.• CLEC caused misses.• Orders where CLECs are charged expedite charges• Orders included in Measure 55.2• Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
Business Rules:
The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration). If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.
Levels of Disaggregation:

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Geographic (See Appendix Four) <ul style="list-style-type: none"> • 2 Wire Analog (1-10) • 2 Wire Analog (11-20) • 2 Wire Analog (20+) • 2 Wire Digital (1-10) • 2 Wire Digital (11-20) • 2 Wire Digital (20+) • DS1 loop(includes PRI) • Switch Ports – Analog Port • Switch Ports – BRI Port (1-50) • Switch Ports – BRI Port (50+) • Switch Ports – PRI Port (1-20) • Switch Ports – PRI Port (20+) • DS1 Trunk Port (1 to 10) • DS1 Trunk Port (11 to 20) • DS1 Trunk Port (20+) • Dedicated Transport (DS0, DS1, and DS3) (1 to 10) • Dedicated Transport (DS0, DS1, and DS3) (11 to 20) • Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types 	
Calculation:	Report Structure:
$\frac{[\sum(\text{Completion Date} - \text{Application Date})]}{(\text{Total items completed})}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	

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The standard offered interval is defined in business days as follows:

- 2 Wire Analog (1-10) – 3 Days
- 2 Wire Analog (11-20) – 7 Days
- 2 Wire Analog (20+) – 10 Days
- 2 Wire Digital (1-10) – 3 Days
- 2 Wire Digital (11-20) – 7 Days
- 2 Wire Digital (20+) – 10 Days
- DS1 loop(includes PRI) – 3 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB

IN, MI, OH and WI require a benchmark for an average. IL requires parity.

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55.1. Measurement:	
Average Installation Interval - DSL	
Definition:	
Average business days from application date to completion date for N, T, and C orders.	
Exclusions:	
<ul style="list-style-type: none"> • Orders that are not N, T, or C. • CLEC requested due dates greater than the offered interval. • CLEC caused misses. • <u>Orders where CLECs are charged expedite charges</u> 	
Business Rules:	
<p>The Application Date is the day that the CLEC authorizes Ameritech to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, Ameritech will initiate the service order when the loop qualification is returned from Ameritech engineering but the date the order was received will be the application date. If conditioning is required, Ameritech will reject the order back to the CLEC and wait for a supplement from the CLEC notifying Ameritech of the appropriate action to take. If the CLEC supplements the DSL order, Ameritech will issue the order and the application date will be the date that Ameritech receives the supplement. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.</p> <p>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</p>	
Levels of Disaggregation:	
<p>Geographic (See Appendix Four)</p> <p>Loops requiring conditioning</p> <ul style="list-style-type: none"> • Line Sharing • No Line Sharing <p>Loops requiring no conditioning</p> <ul style="list-style-type: none"> • Line Sharing • No Line Sharing <p>Broadband DSL</p> <ul style="list-style-type: none"> • Line Sharing • No Line Sharing 	
Calculation:	Report Structure:
$\frac{[\sum(\text{Completion Date} - \text{Application Date})]}{(\text{Total items completed})}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	

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	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

- Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.
- Loops with line sharing – Parity.
- Loops with no line sharing – 5 Business Days.

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55.2 Measurement:																										
Average Installation Interval for Loop With LNP																										
Definition:																										
Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than “X” business days. The “X” business days is determined based on quantity of UNE loops ordered and the associated standard interval.																										
Exclusions:																										
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE-P captured in the POTS or Specials measurements • Orders that are not N, T, or C • Customer requested due dates greater than “X” business days. X is defined as follows: <div style="text-align: right; margin-top: 10px;"> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: left;"><u>Std. Interval</u></th> <th style="text-align: left;"><u>“X” Days</u></th> </tr> </thead> <tbody> <tr> <td colspan="2" style="padding-top: 10px;">Non-CHC/Non-FDT Excluding FDT</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (1-10) – 3 days</td> <td style="text-align: right;">4 days</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (11-20) – 7 days</td> <td style="text-align: right;">8 days</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (21+) – 10 days</td> <td style="text-align: right;">11 days</td> </tr> <tr> <td colspan="2" style="padding-top: 10px;">CHC</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (1-10) – 5 days</td> <td style="text-align: right;">6 days</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (11-20) – 7 days</td> <td style="text-align: right;">8 days</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (21+) – 10 days</td> <td style="text-align: right;">11 days</td> </tr> <tr> <td colspan="2" style="padding-top: 10px;">FDT</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (1-10) 5 days</td> <td style="text-align: right;">6 days</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (11-20) 7 days</td> <td style="text-align: right;">8 days</td> </tr> <tr> <td style="padding-left: 20px;">▪ Loop with LNP (21+) 10 days</td> <td style="text-align: right;">11 days</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> • Customer caused misses • NPAC caused delays unless caused by Ameritech • Orders where CLECs are charged expedite charges • Service requests/order involving major projects mutually agreed upon by CLECs and Ameritech. For Loop with LNP, a project is defined as >100 lines, circuits and/or telephone numbers. 	<u>Std. Interval</u>	<u>“X” Days</u>	Non-CHC/Non-FDT Excluding FDT		▪ Loop with LNP (1-10) – 3 days	4 days	▪ Loop with LNP (11-20) – 7 days	8 days	▪ Loop with LNP (21+) – 10 days	11 days	CHC		▪ Loop with LNP (1-10) – 5 days	6 days	▪ Loop with LNP (11-20) – 7 days	8 days	▪ Loop with LNP (21+) – 10 days	11 days	FDT		▪ Loop with LNP (1-10) 5 days	6 days	▪ Loop with LNP (11-20) 7 days	8 days	▪ Loop with LNP (21+) 10 days	11 days
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Non-CHC/Non-FDT Excluding FDT																										
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▪ Loop with LNP (11-20) – 7 days	8 days																									
▪ Loop with LNP (21+) – 10 days	11 days																									
CHC																										
▪ Loop with LNP (1-10) – 5 days	6 days																									
▪ Loop with LNP (11-20) – 7 days	8 days																									
▪ Loop with LNP (21+) – 10 days	11 days																									
FDT																										
▪ Loop with LNP (1-10) 5 days	6 days																									
▪ Loop with LNP (11-20) 7 days	8 days																									
▪ Loop with LNP (21+) 10 days	11 days																									
Business Rules:																										

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The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that Ameritech personnel complete the service order activity. From an interval perspective, an LSR received before 3PM is considered to be received on that day, an LSR received after 3PM is considered to be received the next day. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:

Geographic (See Appendix Four)

CHC

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

Non CHC/FDT Excluding FDT

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

FDT

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

Calculation:

$$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$$

Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

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55.3 Measurement:	
Percent xDSL-Capable Loop Orders Requiring the Removal of Load Coils and or Repeaters.	
Definition:	
The percentage of all xDSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision xDSL services.	
Exclusions:	
<ul style="list-style-type: none"> ▪ Loops under 12,000 feet ▪ Loops conditioned through the FMOD process 	
Business Rules:	
<p>The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by the CLEC.</p> <p>This PM is measuring loops conditioned based on pre-qualification data rather than loop conditioning required by the FMOD process. In other words, loops that are conditioned through the FMOD process SHOULD NOT be counted in this measure.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Loops between 12,000 feet and 17,500 feet • Loops over 17,500 feet 	
Calculation:	Report Structure:
$\left[\frac{\sum(\text{number of xDSL-capable loops requesting the removal of load coils or repeaters})}{(\text{Total number of orders for xDSL-capable loops UNEs completed})} \right] * 100$	Reported for CLEC, Ameritech DSL Affiliate, and all CLECs.
Measurement Type:	
<p>Tier 1 – None</p> <p>Tier 2 – None</p>	
Benchmark:	
Diagnostic	

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56. Measurement:
Percent Installations Completed Within Customer Requested Due Date
Definition:
Percent installations completed within customer requested due date when that date is later than or equal to the standard offered interval as defined in the CLEC manual or, if expedited (accepted or not accepted), the date agreed to by Ameritech..
Exclusions:
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• UNE-Ps captured in the POTS or Specials measurements.• Orders that are not N, T, or C.• CLEC caused misses.• Orders where CLECs are charged expedite charges• Orders included in Measurement 56.1•
Business Rules:
<p>The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).</p> <p>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</p>
Levels of Disaggregation:

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- Geographic (See Appendix Four)
- 2 Wire Analog
 - (1-10) – 3 Days
 - (11-20) – 7 Days
 - (20+) – 10 Days
- 2 Wire Digital
 - (1-10) – 3 Days
 - (11-20) – 7 Days
 - (20+) – 10 Days
- DS1 loop(includes PRI) – 3 Days
- Switch Ports
 - Analog Port – 2 Days
 - BRI Port (1-50) – 3 Days
 - BRI Port (50+) – 5 Days
 - PRI Port (1-20) – 5 Days
 - PRI Port (20+) – 10 Days
- DS1 Trunk Port
 - (1 to 10) – 3 Days
 - (11 to 20) – 5 Days
 - (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3)
 - (1 to 10) – 3 Days
 - (11 to 20) – 5 Days
 - (20+) and all other types – ICB
- DSL with no Line Sharing
 - Non Conditioned – 5 Days
 - Conditioned – 10 Days
- DSL with Line Sharing Parity with ASI
- UNE Loop Projects (Service requests/orders with > 100 lines, circuits and/or telephone numbers, or mutually agreed to) – all orders included in the Projects disaggregation are excluded from any other disaggregations

Calculation:	Report Structure:																		
$\left(\frac{\text{\# of items installed within the customer requested due date}}{\text{total items}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin: auto; border: none;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td style="text-align: right;">Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td style="text-align: right;">Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			

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95% within "X" days = IN, MI, OH, WI; IL requires parity.

- 2 Wire Analog
 - (1-10) – 3 Days
 - (11-20) – 7 Days
 - (20+) – 10 Days
- 2 Wire Digital
 - (1-10) – 3 Days
 - (11-20) – 7 Days
 - (20+) – 10 Days
- DS1 loop(includes PRI) – 3 Days
- Switch Ports
 - Analog Port – 2 Days
 - BRI Port (1-50) – 3 Days
 - BRI Port (50+) – 5 Days
 - PRI Port (1-20) – 5 Days
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- DS1 Trunk Port
 - (1 to 10) – 3 Days
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 - (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3)
 - (1 to 10) – 3 Days
 - (11 to 20) – 5 Days
 - (20+) and all other types – ICB
- DSL with no Line Sharing
 - Non Conditioned – 5 Days
 - Conditioned – 10 Days
- DSL with Line Sharing Parity with ASI
- UNE Loop Projects – As negotiated/ICB

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56.1 Measurement
Percent Installations Completed Within the Customer Requested Due Date for Loop With LNP
Definition:
Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or, if expedited (accepted or not accepted), the date agreed to by SWBT
Exclusions:
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• UNE-P captured in the POTS or Specials measurements.• Orders that are not N, T, or C.• Customer caused misses.• NPAC caused delays unless caused by SWBT.
Business Rules:
<p>The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3 day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4 day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.</p> <p>For partial LNP conversions that require restructuring of customer account:</p> <ul style="list-style-type: none">• 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.• >30 TNs, including entire NXX: The due dates are negotiated.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Aggregate <ul style="list-style-type: none"> • Loop with LNP (1-10) • Loop with LNP (11-20) • Loop with LNP (>20) • CHC - Diagnostic <ul style="list-style-type: none"> • Loop with LNP (1-10) • Loop with LNP (11-20) • Loop with LNP (>20) • FDT – Diagnostic <ul style="list-style-type: none"> • Loop with LNP (1-10) • Loop with LNP (11-20) • Loop with LNP (>20) • Projects <ul style="list-style-type: none"> • Loop with LNP (Service request/order with >100 lines, circuits and/or telephone numbers, or mutually agreed to) – all service requests/orders included in Projects disaggregation are excluded from any other disaggregation. 																			
Calculation:	Report Structure:																		
Count of N, T, C orders installed within customer requested due date ÷ total N, T, C orders excluding those requested earlier than the standard offered interval) * 100	Reported for CLEC and all CLECs.																		
Measurement Type:																			
<table style="margin: auto; border: none;"> <thead> <tr> <th style="border: none;"></th> <th style="border: none;">IL</th> <th style="border: none;">IN</th> <th style="border: none;">MI</th> <th style="border: none;">OH</th> <th style="border: none;">WI</th> </tr> </thead> <tbody> <tr> <td style="border: none;">Tier 1</td> <td style="border: none;">High</td> <td style="border: none;">High</td> <td style="border: none;">Med</td> <td style="border: none;">High</td> <td style="border: none;">High</td> </tr> <tr> <td style="border: none;">Tier 2</td> <td style="border: none;">High</td> <td style="border: none;">High</td> <td style="border: none;">Med</td> <td style="border: none;">High</td> <td style="border: none;">High</td> </tr> </tbody> </table>			IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
95% within the customer requested due date for Aggregate and Projects only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

58. Measurement:
Percent Ameritech Caused Missed Due Dates
Definition:
Percentage of items where installations are not completed by the negotiated due date.
Exclusions:
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• UNE-Ps captured in the POTS or Specials measurements.• Orders that are not N, T, or C.• CLEC caused misses• Orders included in CLEC WI 11 – FMOD Missed Due Dates
Business Rules:
<p>This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.</p> <p>The number of items on orders cancelled after an Ameritech-caused missed due date is included in both the numerator and denominator</p>
Levels of Disaggregation:
<ul style="list-style-type: none">• Geographic (See Appendix Four)• 8.0 dB Loops<ul style="list-style-type: none">-- With Test Access-- Without Test Access• BRI Loop With Test Access• ISDN BRI Port• DS1 Loop<ul style="list-style-type: none">-- With Test Access• Dedicated Transport<ul style="list-style-type: none">-- DS1-- DS3• Subtending Channel<ul style="list-style-type: none">-- 23B-- 1D• Analog Trunk Port• Subtending Digital Direct Combination Trunks• Dark Fiber• DSL Loops<ul style="list-style-type: none">-- Line Sharing-- No Line Sharing• Broadband DSL<ul style="list-style-type: none">-- Line Sharing-- No Line Sharing

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Calculation:	Report Structure:																		
(# of UNEs with missed due dates and the number of UNEs canceled after the due date as result of an Ameritech cause ÷ total items installed and total items canceled as result of an Ameritech cause) *100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin: auto; border: none;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
<p><u>Parity:</u></p> <ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <p><u>NOTE:</u> The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state</p> <ul style="list-style-type: none"> • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	<p><u>Retail Comparison:</u></p> <p>POTS (Res/Bus and FW)</p> <p>ISDN BRI</p> <p>ISDN BRI</p> <p>DS1 & ISDN PRI</p> <p>DS1</p> <p>DS3</p> <p>DDS</p> <p>DDS</p> <p>VGPL</p> <p>VGPL</p> <p>DS3</p> <p>Parity w/Ameritech Affiliate 5% (No critical z-value applies)</p> <p>Parity w/Ameritech Affiliate 5% (No critical z-value applies)</p>																		

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

59. Measurement:
Percent Trouble Reports Within 30 Days (I-30) of Installation
Definition:
Percentage of items that receive a network customer trouble report within 30 calendar days of service order completion.
Exclusions:
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• Non-measured reports (CPE, Interexchange, and Information reports).• UNE-Ps captured in the POTS or Specials measurements.• Trouble report received on the due date before service order completion.• Orders that are not N, T, or C.• PTRs as defined in PM 115.1
Business Rules:
A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an “add” in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs.
Levels of Disaggregation:
<ul style="list-style-type: none">• Geographic (See Appendix Four)• 8.0 dB Loops<ul style="list-style-type: none">-- With Test Access-- Without Test Access• BRI Loop With Test Access• ISDN BRI Port• DS1 Loop<ul style="list-style-type: none">-- With Test Access• Dedicated Transport<ul style="list-style-type: none">-- DS1-- DS3• Subtending Channel<ul style="list-style-type: none">-- 23B-- 1D• Analog Trunk Port• Subtending Digital Direct Combination Trunks• Dark Fiber• DSL Loops<ul style="list-style-type: none">-- Line Sharing-- No Line Sharing• Broadband DSL<ul style="list-style-type: none">-- Line Sharing-- No Line Sharing

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Calculation:	Report Structure:																		
(# of UNEs that receive a network customer trouble report within 30 calendar days of service order completion ÷ total items installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High	
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
<p><u>Parity:</u></p> <ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <u>NOTE:</u> The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	<p><u>Retail Comparison:</u></p> <ul style="list-style-type: none"> POTS (Res/Bus and FW) ISDN BRI ISDN BRI DS1 & ISDN PRI DS1 DS3 DDS DDS VGPL VGPL DS3 Parity w/Ameritech Affiliate 6% (No critical z-value applies) Parity w/Ameritech Affiliate 6% (No critical z-value applies) 																		

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

60. Measurement:	
Percent Ameritech Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of items with missed committed due dates due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • UNE-Ps captured in the POTS or Specials measurements. • Orders that are not N, T, or C. 	
Business Rules:	
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing <p><i>NOTE:</i> The above disaggregations are reported for > 30 calendar days & > 90 calendar days</p>	
Calculation:	Report Structure:
(# of UNEs with missed committed due dates due to lack of facilities ÷ total items installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	

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	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

NOTE: The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state

- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing

Retail Comparison:

- POTS (Res/Bus and FW)
- ISDN BRI
- ISDN BRI
- DS1 & ISDN PRI
- DS1
- DS3
- DDS
- DDS
- VGPL
- VGPL
- DS3
- Parity w/Ameritech Affiliate
- 5% (No critical z-value applies)

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61. Measurement:	
Average Delay Days for Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed items due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • UNE-Ps captured in the POTS or Specials measurements. • Orders that are not N, T, or C. 	
Business Rules:	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) <ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	
Calculation:	Report Structure:

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Σ (Completion date - UNE(8db loops are measured at the order level) due date) ÷ (total closed items with Ameritech caused missed due dates due to lack of facilities)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate. .		
Measurement Type:			
Tier 1 – None Tier 2 – None			
Benchmark:			
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding-bottom: 10px;"> <p><u>Parity:</u></p> <ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • <u>NOTE:</u> The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing </td> <td style="width: 50%; vertical-align: top; padding-bottom: 10px;"> <p><u>Retail Comparison:</u></p> <ul style="list-style-type: none"> POTS (Res/Bus and FW) ISDN BRI ISDN BRI DS1 & ISDN PRI DS1 DS3 DDS DDS VGPL VGPL DS3 Parity w/Ameritech Affiliate </td> </tr> </table>		<p><u>Parity:</u></p> <ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • <u>NOTE:</u> The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	<p><u>Retail Comparison:</u></p> <ul style="list-style-type: none"> POTS (Res/Bus and FW) ISDN BRI ISDN BRI DS1 & ISDN PRI DS1 DS3 DDS DDS VGPL VGPL DS3 Parity w/Ameritech Affiliate
<p><u>Parity:</u></p> <ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • <u>NOTE:</u> The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	<p><u>Retail Comparison:</u></p> <ul style="list-style-type: none"> POTS (Res/Bus and FW) ISDN BRI ISDN BRI DS1 & ISDN PRI DS1 DS3 DDS DDS VGPL VGPL DS3 Parity w/Ameritech Affiliate 		

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

62. Measurement:	
Average Delay Days For Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed items.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • UNE-Ps captured in the POTS or Specials measurements. • Orders that are not N, T, or C. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	
Calculation:	Report Structure:
$\frac{\sum(\text{Completion date} - \text{UNE due date})}{\div (\text{total closed items with Ameritech caused missed due dates})}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	

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	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	None	None	None	None	None

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

NOTE: The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state

- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing

Retail Comparison:

- POTS (Res/Bus and FW)
- ISDN BRI
- ISDN BRI
- DS1 & ISDN PRI
- DS1
- DS3
- DDS
- DDS
- VGPL
- VGPL
- DS3
- Parity w/Ameritech Affiliate
- 6.5% (No critical z-value applies)

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63. Measurement:	
Percent Ameritech Caused Missed Due Dates > 30 days	
Definition:	
Percentage of items where installation was completed greater than 30 days following the due date.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • CLEC caused misses. 	
Business Rules:	
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	
Calculation:	Report Structure:
(# of UNEs completed greater than 30 days following the due date ÷ total items) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

NOTE: The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state

- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing

Retail Comparison:

- POTS (Res/Bus and FW)
- ISDN BRI
- ISDN BRI
- DS1 & ISDN PRI
- DS1
- DS3
- DDS
- DDS
- VGPL
- VGPL
- DS3
- Parity w/Ameritech Affiliate

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Maintenance

65. Measurement:	
Trouble Report Rate	
Definition:	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Non-measured reports (CPE, Interexchange, and Information reports). • PTRs as defined in PM 115.1 	
Business Rules:	
Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing • Interconnection Trunks • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	
Calculation:	Report Structure:
[# of network trouble reports ÷ (Total UNEs in service ÷ 100)]	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	

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	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	None	None	None	None	None

Benchmark:

Parity:

Retail Comparison:

- | | |
|--|--|
| <ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access | <p>POTS (Bus)</p> |
| <p><u>NOTE:</u> The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state</p> | |
| <ul style="list-style-type: none"> • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing • Interconnection Trunks • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing | <p>ISDN BRI</p> <p>ISDN BRI</p> <p>DS1 & ISDN PRI</p>
<p>DS1</p> <p>DS3</p>
<p>DDS</p> <p>DDS</p> <p>VGPL</p>
<p>VGPL</p> <p>DS3</p>
<p>Parity w/Ameritech Affiliate
3% (No critical z-value applies)</p> <p>Inter-office Trunks</p>
<p>Parity w/Ameritech Affiliate
3% (No critical z-value applies)</p> |

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65.1 Measurement:
Trouble Report Rate net of installation and repeat reports
Definition:
The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 UNEs.
Exclusions:
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• UNE-Ps captured in the POTS or Specials measurements.• Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational• Excludes PTRs as defined in PM 115• Excludes any trouble reports counted in PM 59 or PM 69.
Business Rules:
Repair reports are tracked by trouble ticket type. Reports are counted in the month they post.
Levels of Disaggregation:
<ul style="list-style-type: none">• Geographic (See Appendix Four)• 8.0 dB Loops<ul style="list-style-type: none">-- With Test Access-- Without Test Access• BRI Loop With Test Access• ISDN BRI Port• DS1 Loop<ul style="list-style-type: none">-- With Test Access• Dedicated Transport<ul style="list-style-type: none">-- DS1-- DS3• Subtending Channel<ul style="list-style-type: none">-- 23B-- 1D• Analog Trunk Port• Subtending Digital Direct Combination Trunks• Dark Fiber• DSL Loops<ul style="list-style-type: none">-- Line Sharing-- No Line Sharing• Broadband DSL<ul style="list-style-type: none">-- Line Sharing-- No Line Sharing

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Calculation:	Report Structure:															
[Count of trouble reports less installation and repeat reports ÷ (Total UNEs in service ÷ 100)]	Reported for CLEC, all CLECs and SWBT and SWB affiliates.															
Measurement Type:																
	<table style="margin: auto; border: none;"> <tr> <td style="padding: 0 10px;">IL</td> <td style="padding: 0 10px;">IN</td> <td style="padding: 0 10px;">MI</td> <td style="padding: 0 10px;">OH</td> <td style="padding: 0 10px;">WI</td> </tr> <tr> <td style="padding: 0 10px;">Tier 1</td> <td style="padding: 0 10px;">High</td> <td style="padding: 0 10px;">High</td> <td style="padding: 0 10px;">Med</td> <td style="padding: 0 10px;">High</td> </tr> <tr> <td style="padding: 0 10px;">Tier 2</td> <td style="padding: 0 10px;">High</td> <td style="padding: 0 10px;">High</td> <td style="padding: 0 10px;">Med</td> <td style="padding: 0 10px;">High</td> </tr> </table>	IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	Tier 2	High	High	Med	High
IL	IN	MI	OH	WI												
Tier 1	High	High	Med	High												
Tier 2	High	High	Med	High												
Benchmark:																
<p><u>Parity:</u></p> <ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing • Interconnection Trunks • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	<p><u>Retail Comparison:</u></p> <ul style="list-style-type: none"> POTS (Bus) ISDN BRI ISDN BRI DS1 & ISDN PRI DS1 DS3 DDS DDS VGPL VGPL DS3 Parity w/Ameritech Affiliate 3% (No critical z-value applies) Inter-office Trunks Parity w/Ameritech Affiliate 3% (No critical z-value applies) 															

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66. Measurement:																			
Percent Missed Repair Commitments																			
Definition:																			
Percentage of trouble reports not cleared by the commitment time due to Ameritech reasons.																			
Exclusions:																			
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • All Combos other than 8dB loops. • Non-measured reports (CPE, Interexchange, and Information reports). 																			
Business Rules:																			
The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. Reports are counted the month they are closed.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • 2-Wire Analog 8dB Loop. • DSL Line Sharing • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 																			
Calculation:	Report Structure:																		
(# of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity with Ameritech POTS Business for 2-Wire Analog 8dB Loop. Parity with Ameritech Affiliate for DSL line sharing and no line sharing.																			

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67. Measurement:
Mean Time To Restore
Definition:
Average duration of network CLEC trouble reports from the receipt of the CLEC trouble report to the time the trouble report is cleared.
Exclusions:
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• Non-measured reports (CPE, Interexchange, and Information reports).• No Access Time.• Delayed Maintenance Time.
Business Rules:
The start time is when the report is received. The stop time is when the report is cleared in WFA.
Levels of Disaggregation:
<ul style="list-style-type: none">• Geographic (See Appendix Four)• 8.0 dB Loops<ul style="list-style-type: none">-- With Test Access-- Without Test Access• BRI Loop With Test Access• ISDN BRI Port• DS1 Loop<ul style="list-style-type: none">-- With Test Access• Dedicated Transport<ul style="list-style-type: none">-- DS1-- DS3• Subtending Channel<ul style="list-style-type: none">-- 23B-- 1D• Analog Trunk Port• Subtending Digital Direct Combination Trunks• Dark Fiber• DSL Loops<ul style="list-style-type: none">-- Line Sharing-- No Line Sharing• Broadband DSL<ul style="list-style-type: none">-- Line Sharing-- No Line Sharing <p><i><u>NOTE:</u></i> Above disaggregations also reported for Dispatch and No Dispatch</p>

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Calculation:	Report Structure:																		
$\frac{\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}}{1}$	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High	
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
<p><u>Parity:</u></p> <ul style="list-style-type: none"> • 8.0 dB Loops -- Dispatched <ul style="list-style-type: none"> -- With Test Access -- Without Test Access • 8.0 dB Loops – Non-Dispatched <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <p><u>NOTE:</u> The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state</p> <ul style="list-style-type: none"> • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop <ul style="list-style-type: none"> -- With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	<p><u>Retail Comparison:</u></p> <ul style="list-style-type: none"> POTS (Res/Bus and FW) POTS (Res/Bus and NFW) ISDN BRI ISDN BRI DS1 & ISDN PRI DS1 DS3 DDS DDS VGPL VGPL DS3 Parity w/Ameritech Affiliate 9 Hours (No critical z-value applies) Parity w/Ameritech Affiliate 9 Hours (No critical z-value applies) 																		

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68. Measurement:																			
Percent Out Of Service (OOS) < “24” Hours																			
Definition:																			
Percentage of OOS trouble reports cleared in less than 24 hours.																			
Exclusions:																			
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • All Combos other than 8dB loops. • Non-measured reports (CPE, Interexchange, and Information reports). 																			
Business Rules:																			
The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Geographic (See Appendix Four) • 2-Wire Analog 8dB Loop. 																			
Calculation:	Report Structure:																		
(# of OOS trouble reports < 24 hours ÷ total OOS trouble reports) * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Med	Med	Med	Med	Med	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Med	Med	Med	Med	Med														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity with Ameritech POTS Business and Residence combined.																			

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69. Measurement:
Percent Repeat Reports
Definition:
Percentage of network customer trouble reports received within 30 calendar days of a previous customer trouble report.
Exclusions:
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• Non-measured reports (CPE, Interexchange, and Information reports).
Business Rules:
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.
Levels of Disaggregation:

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- Geographic (See Appendix Four)
- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Calculation:	Report Structure:															
$\left(\frac{\text{\# of network customer trouble reports received within 30 calendar days of a previous customer trouble report}}{\text{total network customer trouble reports}} \right) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.															
Measurement Type:																
	<table style="margin: auto; border: none;"> <thead> <tr> <th style="padding: 0 10px;">IL</th> <th style="padding: 0 10px;">IN</th> <th style="padding: 0 10px;">MI</th> <th style="padding: 0 10px;">OH</th> <th style="padding: 0 10px;">WI</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px 10px;">Tier 1</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">Med</td> <td style="padding: 5px 10px;">High</td> </tr> <tr> <td style="padding: 5px 10px;">Tier 2</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">High</td> <td style="padding: 5px 10px;">Med</td> <td style="padding: 5px 10px;">High</td> </tr> </tbody> </table>	IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	Tier 2	High	High	Med	High
IL	IN	MI	OH	WI												
Tier 1	High	High	Med	High												
Tier 2	High	High	Med	High												
Benchmark:																

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<u>Parity:</u>	<u>Retail Comparison:</u>
<ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <p><i>NOTE:</i> The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state</p>	POTS (Res/Bus and FW)
<ul style="list-style-type: none"> • BRI Loop With Test Access 	ISDN BRI
<ul style="list-style-type: none"> • ISDN BRI Port 	ISDN BRI
<ul style="list-style-type: none"> • DS1 Loop <ul style="list-style-type: none"> -- With Test Access 	DS1 & ISDN PRI
<ul style="list-style-type: none"> • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 	DS1 DS3
<ul style="list-style-type: none"> • Subtending Channel <ul style="list-style-type: none"> -- 23B -- 1D 	DDS DDS
<ul style="list-style-type: none"> • Analog Trunk Port 	VGPL
<ul style="list-style-type: none"> • Subtending Digital Direct Combination Trunks 	VGPL
<ul style="list-style-type: none"> • Dark Fiber 	DS3
<ul style="list-style-type: none"> • DSL Loops <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	Parity w/Ameritech Affiliate 12% (No critical z-value applies)
<ul style="list-style-type: none"> • Interconnection Trunks 	Parity w/Retail Equivalent
<ul style="list-style-type: none"> • Broadband DSL <ul style="list-style-type: none"> -- Line Sharing -- No Line Sharing 	Parity w/Ameritech Affiliate 6% (No critical z-value applies)

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Interconnection Trunks

70. Measurement:																			
Percentage of Trunk Blockage (Call Blockage)																			
Definition:																			
Percentage of calls blocked on outgoing traffic from Ameritech end office to CLEC end office and from Ameritech tandem to CLEC end office.																			
Exclusions:																			
<ul style="list-style-type: none"> • Weekends and Holidays • If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control. • Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. • If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by Ameritech or in the timeframe specified in the ICA. • If CLEC fails to provide a forecast. • If CLEC's actual trunk usage, as shown by Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement. <p>The exclusions do not apply if Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.</p>																			
Business Rules:																			
Blocked calls and total calls are gathered during 20 business days.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Ameritech end office to CLEC end office. • Ameritech tandem to CLEC end office. 																			
Calculation:	Report Structure:																		
(# of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			

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Dedicated Trunk Groups not to exceed blocking standard of B.01 = IL, IN, MI, OH, WI; Parity with Ameritech Retail = to be reported in Illinois, though performance greater than or equal to the benchmark not in parity with Ameritech Retail will not be subject to remedy payments, and will not be reported as a “missed” result. Performance below the benchmark in Illinois, regardless of whether or not in parity with Ameritech Retail, will result in Ameritech being subject to remedy payments for this measurement.

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70.1 Measurement	
Trunk Blockage Exclusions	
Definition:	
Number of calls blocked on outgoing traffic from AIT end office to CLEC end office and from AIT tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.	
Exclusions:	
<ul style="list-style-type: none"> • Weekends and Holidays • If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control. • Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. • If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by Ameritech or in the timeframe specified in the ICA. • If CLEC fails to provide a forecast. • If CLEC's actual trunk usage, as shown by Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement. <p>The exclusions do not apply if Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.</p>	
Business Rules	
Number of blocked calls and total calls excluded from the monthly blockage data reported under Performance Measurement 70. No penalties or liquidated damages apply.	
Levels of Disaggregation:	
By Market Region.	
Calculation:	Report Structure:
Count of Excluded blocked calls	Reported for CLEC and all CLECs.
Measurement Type:	
Tier-1 None	
Tier-2 None	
Benchmark:	
Diagnostic	

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70.2 Measurement:
Percentage of Trunk Blockage (Trunk Groups)
Definition:
Percentage of trunk groups (TGs) with calls blocked on outgoing traffic from Ameritech end office to CLEC end office, and from Ameritech tandem office to CLEC end office. This measure is evaluated using a three month rolling average of trunk group blockage. (This measure is only valid if a CLEC has 20 or more trunk groups.)
Exclusions:
<ul style="list-style-type: none">• If CLECs have more than 10% of the trunks of a particular TG busied-out for maintenance at their end, that TG will be excluded from that months calculations.• A TG may be excluded from the calculations for a particular month if AT&T is found to be not ready for turn-up on the negotiated Due Date in 3 consecutive instances within the month.• If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days when a Call Blocking situation is identified in a Final Trunk Group by Ameritech or in the timeframe specified in the ICA, (Article 4.3.13) the TG in question may be excluded from the calculations for that particular month.• If CLEC fails to provide a forecast for a particular TG, that TG will be excluded from calculations until a forecast is provided.• If CLECs actual “trunks required” calculation, as shown by Ameritech from traffic usage studies, is more than 150% of CLEC's forecast for the TG in question, which was delivered to Ameritech 6 months prior, unless a different timeframe is specified in an interconnection agreement., that particular TG may be excluded from the calculations for that particular month.• New trunk groups that have not been in service for six months may be excluded from calculations for that 6 month period. Nevertheless, utilization data will be gathered upon turn-up of the TG. <p>The exclusions do not apply if Ameritech fails to timely provide the CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refused to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC’s forecast regardless of what the current usage data is.</p>
Business Rules:
Blocked calls and total calls are gathered on all reportable trunk groups during the official 20 day study month. Busy hour statistics are determined for reporting purposes.
Levels of Disaggregation:
<ul style="list-style-type: none">• Ameritech end office to CLEC end office.• Ameritech tandem to CLEC end office.

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Calculation:	Report Structure:
(# of trunk groups exceeding 1% blocking for each of three consecutive months / total # trunk groups in service).	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliates.
Measurement Type:	
Tier-1 None Tier-2 None	
Benchmark:	
Diagnostic. 99% of trunk groups not exceeding 1% blocking for three consecutive months, as a rolling average, with no single TG exceeding 1% blocking for more than 1 month.	

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71. Measurement:																			
Common Transport Trunk Group Blockage																			
Definition:																			
Percentage of local common transport trunk groups exceeding 2% blockage.																			
Exclusions:																			
No data is collected on weekends.																			
Business Rules:																			
Blocked calls and total calls are gathered during the official 20 day study for intraLATA traffic month.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Common trunk groups where CLECs share ILEC trunks • Common trunk groups for CLECs not shared by ILEC 																			
Calculation:	Report Structure:																		
(# of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: right;">Tier 1</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> <tr> <td style="text-align: right;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	None	None	None	None	None	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	None	None	None	None	None														
Tier 2	High	High	Med	High	High														
Benchmark:																			
2% of trunk groups not to exceed 2% blockage, or parity, whichever allows less blocking in a given month.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

73. Measurement:																			
Percentage Missed Due Dates – Interconnection Trunks																			
Definition:																			
Percentage of trunk order due dates for interconnection trunks met within customer requested due date when that due date is later than or equal to the standard interval or, if expedited, (accepted or not accepted) the date agreed to by Ameritech.																			
Exclusions:																			
CLEC Caused Misses.																			
Business Rules:																			
The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity and it is accepted by the CLEC, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • 911 • OS/DA • SS7 • Interconnection Trunks (Non projects – subject to standard interval) • Interconnection Trunks (Projects – subject to negotiated interval) 																			
Calculation:	Report Structure:																		
(# of trunk circuits missed ÷ total trunk circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Med	Med	Med	Med	Med	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Med	Med	Med	Med	Med														
Tier 2	None	None	None	None	None														
Benchmark:																			
95% within customer requested due date or, if expedited (accepted or not accepted), the date agreed to by Ameritech. For projects, 95% within the negotiated due date.																			

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74. Measurement:																			
Average Delay Days For Missed Due Dates – Interconnection Trunks																			
Definition:																			
Average calendar days from due date to completion date on company missed interconnection trunk orders.																			
Exclusions:																			
CLEC Caused Misses.																			
Business Rules:																			
The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • 911 • OS/DA • SS7 • Interconnection Trunks 																			
Calculation:	Report Structure:																		
Σ (Completion date – committed circuit due date) ÷ (Total completed trunk circuits with missed Due Dates)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity with Ameritech Interoffice Facility Trunks.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

75. Measurement:																			
Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks																			
Definition:																			
Percentage of Interconnection Trunk Circuits where installation was completed greater than 30 days following the due date.																			
Exclusions:																			
CLEC Caused Misses.																			
Business Rules:																			
The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • 911 • OS/DA • SS7 • Interconnection Trunks 																			
Calculation:	Report Structure:																		
(# of interconnection trunk circuits completed greater than 30 days following the due date, ÷ total installed interconnection trunk circuits) * 100.	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
No more than 2% interconnection trunk orders completed > 30 days = IN, MI, OH, WI; Parity with Ameritech Retail = IL																			

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76. Measurement:																			
Average Trunk Restoration Interval – Interconnection Trunks																			
Definition:																			
Average time to repair interconnection trunks. This measure is based on calendar days.																			
Exclusions:																			
<ul style="list-style-type: none"> • Non-measured tickets (CPE, Interexchange, or Information). • No Access/Delayed Maintenance. 																			
Business Rules:																			
The start time is when the report is received. The source is WFA (Work Force Administration) and is at an item or circuit level. The stop time is when the circuit is restored and the report is cleared in WFA.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • 911 • OS/DA • SS7 • Interconnection Trunks 																			
Calculation:	Report Structure:																		
$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total trunk trouble reports}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity with Ameritech Retail.																			

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77. Measurement:																			
Average Trunk Restoration Interval for Service Affecting Trunk Groups																			
Definition:																			
The average time to restore service affecting trunk groups.																			
Exclusions:																			
<ul style="list-style-type: none"> • Non-measured tickets (CPE, Interexchange, or Information • No Access/Delayed Maintenance 																			
Business Rules:																			
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by Ameritech.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Tandem trunk groups. • Non-Tandem trunk groups. • 911 • OS/DA • SS7 • Interconnection Trunks 																			
Calculation:	Report Structure:																		
$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] / \text{total service affecting trunk group trouble reports}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>IL</th> <th>IN</th> <th>MI</th> <th>OH</th> <th>WI</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </tbody> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Tandem trunk groups, 911, OS/DA, SS& and Interconnection Trunks – 1 hour; Non-Tandem trunk groups – 2 hours.																			

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78. Measurement:																			
Average Interconnection Trunk Installation Interval																			
Definition:																			
The average time from receipt of a complete and accurate ASR until the completion of the trunk order.																			
Exclusions:																			
Customer requested due dates greater than 20 business days																			
Business Rules:																			
The clock starts on the receipt of a complete and accurate ASR and the clock stops on the date the work is completed.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Interconnection Trunks • SS7 Links • OS/DA • 911 Trunks 																			
Calculation:	Report Structure:																		
$\frac{\sum(\text{completion date of the trunk order} - \text{receipt date of complete and accurate ASR})}{\text{total installed trunk orders}}$	Reported for CLEC all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>IL</th> <th>IN</th> <th>MI</th> <th>OH</th> <th>WI</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </tbody> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
20 Business days = IN, MI, OH, WI; Parity with Ameritech Retail = IL																			

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Directory Assistance (DA) and Operator Services (OS)

79. Measurement:	
Directory Assistance Grade Of Service	
Definition:	
Percentage of directory assistance calls answered within “X” seconds.	
Exclusions:	
None	
Business Rules:	
<p>The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within “x” seconds.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • < 1.5 seconds • < 2.5 seconds • > 7.5 seconds • > 10.0 seconds • > 15.0 seconds • > 20.0 seconds • > 25.0 seconds 	
Calculation:	Report Structure:
(Calls answered within “x” seconds ÷ total calls answered) * 100	Reported for the aggregate and all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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80. Measurement:																			
Directory Assistance Average Speed Of Answer																			
Definition:																			
The average time a customer is in queue.																			
Exclusions:																			
None																			
Business Rules:																			
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
Total queue time ÷ total calls answered	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	None	None	None	None	None	Tier 2	Low	Low	Med	Low	Low
	IL	IN	MI	OH	WI														
Tier 1	None	None	None	None	None														
Tier 2	Low	Low	Med	Low	Low														
Benchmark:																			
IL = 7 sec; IN = 7.7 sec; MI = 10 sec.; OH = 20.0 sec; WI = 6.3 sec																			

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81. Measurement:	
Operator Services Grade Of Service	
Definition:	
Percentage of operator services calls answered within “X” seconds.	
Exclusions:	
None	
Business Rules:	
<p>The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within “x” seconds.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • < 1.5 seconds • < 2.5 seconds • > 7.5 seconds • > 10.0 seconds • > 15.0 seconds • > 20.0 seconds • > 25.0 seconds 	
Calculation:	Report Structure:
(Calls answered within “x” seconds ÷ total calls answered) * 100	Reported for the aggregate all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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82. Measurement:																			
Operator Services Speed Of Answer																			
Definition:																			
The average time a customer is in queue.																			
Exclusions:																			
None																			
Business Rules:																			
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
Total queue time ÷ total calls answered.	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> <tr> <td>Tier 2</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	None	None	None	None	None	Tier 2	Low	Low	Med	Low	Low
	IL	IN	MI	OH	WI														
Tier 1	None	None	None	None	None														
Tier 2	Low	Low	Med	Low	Low														
Benchmark:																			
IL = 3.6 sec; IN = 3.3 sec.; MI = 10 sec.; OH = 20 sec.; WI = 2.7 sec.																			

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83. Measurement:	
Percentage of Calls Abandoned	
Definition:	
The percentage of calls where the customer hangs up while the call is in queue.	
Exclusions:	
Ameritech generated test calls.	
Business Rules:	
The clock runs on a 24 hour cycle starting at 6:00 a.m. and ending at 6:00 a.m. This measurement determines the amount of calls that were abandoned against the number of operator positions available during the reporting period in quarter hour intervals.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • OS • DA 	
Calculation:	Report Structure:
(# of calls abandoned ÷ number of operator positions available) * 100	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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Local Number Portability (LNP)

91. Measurement:	
Percentage of LNP Only Due Dates within Industry Guidelines	
Definition:	
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
Exclusions:	
<ul style="list-style-type: none"> • CLEC caused or requested delays. • NPAC caused delays unless caused by Ameritech. • CLEC requested Due Dates outside industry guidelines. 	
Business Rules:	
<p>Industry guidelines for due dates for LNP are as follows:</p> <ul style="list-style-type: none"> • For Offices in which NXXs are previously opened – 3 Business Days. • New NXX – 5 Business days on LNP capable NXX. • Day after new NXX is opened – 4 Business days. <p>The above-noted due dates are from the date of the FOC issuance.</p> <p>For partial LNP conversions that require restructuring of a customer account:</p> <ul style="list-style-type: none"> • 1-100 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new. • >100 TNs, including entire NXX: The due dates are negotiated. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • NXXs Complete. • NXXs Partial (1- 100). 	
Calculation:	Report Structure:
$\left(\frac{\text{\# of LNP TNs implemented within Industry guidelines}}{\text{total LNP TNs}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
<p>Tier 1 – None</p> <p>Tier 2 – None</p>	
Benchmark:	
96.5%.	

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92. Measurement:	
Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	
Definition:	
Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.	
Exclusions:	
<ul style="list-style-type: none"> • CLEC caused or requested delays. • NPAC caused delays unless caused by Ameritech. • Cases where Ameritech did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of Ameritech’s release request. In these cases, Ameritech may have to re-work to release the TN so it can be ported to meet the due date. 	
Business Rules:	
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total LNP TNs for which the subscription was released) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%.	

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93. Measurement:																			
Percentage of Customer Accounts Restructured by the LNP Due Date																			
Definition:																			
Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.																			
Exclusions:																			
None																			
Business Rules:																			
<p><i>This measure is for partial LNPs only.</i></p> <p>For partial LNP conversions that require restructuring of a customer account:</p> <ul style="list-style-type: none"> • 1-100 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new. • >100 TNs, including entire NXX: The due dates are negotiated. <p><i>NOTE: Ameritech restructures the account on the same order as the provisioning.</i></p>																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of LNP orders that were restructured by LNP due date) ÷ (total LNP orders that require customer accounts to be restructured) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
96.5%																			

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95. Measurement:																			
Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes																			
Definition:																			
Average Response time for returning rejected non-mechanized LNP orders with complete and accurate identification of CLEC caused errors in the order.																			
Exclusions:																			
None																			
Business Rules:																			
For each non-mechanized order, the start time is the receipt date/time of non-mechanized order, and the end time is the transmittal time of rejection notification of the order due to CLEC-caused errors. The difference between the two is the duration in hours.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • LNP only • LNP with Loop. 																			
Calculation:	Report Structure:																		
$\frac{\Sigma(\text{Date \& Time of Order reject} - \text{Date and Time Order receipt})}{\text{Total non-mechanized LNP Orders Rejected}}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
5 Business Hours.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

96. Measurement:																			
Percentage Pre-mature Disconnects for LNP Orders																			
Definition:																			
Percentage of LNP cutovers where Ameritech prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.																			
Exclusions:																			
Coordinated Conversions.																			
Business Rules:																			
The count of incidents, on an order level, where the translations are released prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (translations released prior to the due date).																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • LNP only. • LNP with Loop. 																			
Calculation:	Report Structure:																		
# of premature disconnects ÷ total conversions * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None	
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Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
2% or less cutovers are disconnected prior to the due date (translations are released prior to the due date).																			

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97. Measurement:																			
Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date																			
Definition:																			
Percentage of time Ameritech applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs on the day prior to the due date.																			
Exclusions:																			
Where not technically feasible.																			
Business Rules:																			
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • LNP only • LNP with Loop 																			
Calculation:	Report Structure:																		
(# of LNP TNs for which 10-digit trigger was applied 24 hours prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
96.5%																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

98. Measurement:																			
Percentage Trouble LNP (I-Reports) in 30 Days of Installation																			
Definition:																			
Percentage of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion.																			
Exclusions:																			
<ul style="list-style-type: none"> • Excluding subsequent reports and all disposition codes “11”, “12”, & “13” reports (excludable reports). • Trouble reports caused by CPE or inside wiring. 																			
Business Rules:																			
Includes trouble reports received the day after Ameritech personnel complete the service order through 30 calendar days after completion.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total LNP Orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
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Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity with Ameritech Retail POTS – No Field Work.																			

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99. Measurement:																			
Average Delay Days for Ameritech Missed Due Dates (For Stand-Alone LNP Orders)																			
Definition:																			
Average calendar days from due date to completion date on company missed orders.																			
Exclusions:																			
On time or early completions.																			
Business Rules:																			
The clock starts on the due date and the clock ends on the completion date based on posted LNP orders. Retail comparison is installations, not disconnects.																			
Levels of Disaggregation:																			
LNP Only.																			
Calculation:	Report Structure:																		
[Σ (LNP Completion Date – LNP Order due date) ÷ total LNP orders where there was a Ameritech caused missed due date] * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: right;">Tier 1</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> </tr> <tr> <td style="text-align: right;">Tier 2</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Med	Med	Med	Med	Med	Tier 2	Med	Med	Med	Med	Med
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Tier 1	Med	Med	Med	Med	Med														
Tier 2	Med	Med	Med	Med	Med														
Benchmark:																			
Parity with Ameritech Retail POTS – No Field Work.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

100. Measurement:																			
Average Time of Out of Service for LNP Conversions																			
Definition:																			
Average time to facilitate the activation request in Ameritech's network.																			
Exclusions:																			
<ul style="list-style-type: none"> • CLEC-caused errors. • NPAC-caused errors unless caused by Ameritech. • Large ports greater than 500 ports. 																			
Business Rules:																			
The Start time is the Receipt of NPAC broadcast activation message in Ameritech's LSMS; and the End time is when the Provisioning event is done in Ameritech's LSMS. Calculate the total difference between the start time and end time in minutes for LNP activations during the reporting period.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
$\frac{\Sigma(\text{LNP stop time} - \text{LNP start time})}{\div \text{total LNP activated TNs}}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;">IL</th> <th style="text-align: center;">IN</th> <th style="text-align: center;">MI</th> <th style="text-align: center;">OH</th> <th style="text-align: center;">WI</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </tbody> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High	
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
60 Minutes																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

101. Measurement:																			
Percent Out of Service < 60 minutes																			
Definition:																			
The Number of LNP related conversions where the time required to facilitate the activation of the port in Ameritech’s network is less than 60, expressed as a percentage of total number of activations that took place.																			
Exclusions:																			
<ul style="list-style-type: none"> • CLEC caused errors. • NPAC caused errors unless caused by Ameritech. • Large ports greater than 500 ports. 																			
Business Rules:																			
The Start time is the Time that an “activate NPAC” broadcast is received in Ameritech’s LSMS. The End time is the Time the provisioning event is complete in Ameritech’s LSMS. Count the number of conversions that took place in less than 60 minutes. There is no difference between the denominator for this measure and the denominator in measure #100.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
[(# of activated TNs provisioned in less than 60 minutes) ÷ (total LNP activated TNs)] * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Med</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Med	Med	Med	Med	Med	Tier 2	Med	Med	Med	Med	Med
	IL	IN	MI	OH	WI														
Tier 1	Med	Med	Med	Med	Med														
Tier 2	Med	Med	Med	Med	Med														
Benchmark:																			
96.5%																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

911

102. Measurement: (In Michigan subsumed by MI 6 – see next page)																
Average Time To Clear Errors																
Definition:																
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that Ameritech installs.																
Exclusions:																
None																
Business Rules:																
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.																
Levels of Disaggregation:																
None																
Calculation:	Report Structure:															
[Σ(Date and time error detected – date and time error cleared)] ÷ total errors	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.															
Measurement Type:																
<table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;">IL</th> <th style="text-align: center;">IN</th> <th style="text-align: center;">OH</th> <th style="text-align: center;">WI</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </tbody> </table>		IL	IN	OH	WI	Tier 1	Low	Low	Low	Low	Tier 2	None	None	None	None	
	IL	IN	OH	WI												
Tier 1	Low	Low	Low	Low												
Tier 2	None	None	None	None												
Benchmark:																
Parity																

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 6 Measurement: Only Reported in MI	
Erred Customer Record Update Files Not Returned by Next Business Day	
Definition:	
Erred Customer Record Update Files Not Returned by the Next Business Day measures the number of erred customer record update (CRU) files that are not returned by the next business day following processing completion, as a percentage of the total number of received CRU files with errors reported during the reporting period.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
Electronic CRU files are received by the gateway which is the front-end to the 911 system. Manual CRU files are received via fax. A business day is defined as Monday through Friday, 12:00 a.m. to 11:59 p.m. Mountain Time. The next business day is defined as the following business day by midnight (i.e., a file received on a Tuesday at 8:00 a.m. needs to be processed by Wednesday at midnight). Files processed on Saturday, Sunday, or holidays [currently defined as the eight (8) recognized Ameritech holidays] will be considered processed on the next business day (i.e., a file received on Saturday will be marked “processed” on Monday and must be returned by Tuesday at midnight). As records pass through the edit checks, records identified with errors are assigned a reason code (e.g. 101 address not valid) and written to an error file. The error file is created when the initial CRU file has finished processing. Once created, an Erred Customer Record Update File is returned back to the gateway and time stamped (by SCC) for retrieval by the submitting carrier.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Manually Received • Electronically Received 	
Calculation:	Report Structure:
(# of Erred Customer Record Update Files Not Returned by the Next Business Day / Total Erred CRU Files Received) * 100	Reported for CLEC, all CLECs, the aggregate of Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 — None	
Benchmark:	
Parity with Ameritech Retail	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

103. Measurement: (In Michigan, subsumed by MI 7 – see next page)																
Percent Accuracy for 911 Database Updates (Facility-Based Providers)																
Definition:																
The percentage of 911 records that were updated by Ameritech in error.																
Exclusions:																
CLEC Caused Errors.																
Business Rules:																
<p>The data required to calculate this measurement will be provided by the CLEC based on the compare file. CLEC requests a compare file in writing through their assigned Ameritech Account Manager. This request should provide the requesting company's name (per CLEC interconnection or resale agreement), ACNA, requested geographic area (e.g., state, NPA, etc.), if the compare file is requested by email, diskette, CD-ROM, and the CLEC contact name, number, and e-mail address. Upon request, Ameritech will provide, within 14 business days of request receipt, an electronic compare file. CLEC will be provided a file that contains all customer information for the geographic area that they request (e.g., state, NPA, etc.). The file can be provided via CR-ROM, diskette, paper or as an electronic file (transmitted) The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.</p>																
Levels of Disaggregation:																
None																
Calculation:	Report Structure:															
$\left(\frac{\text{\# of Ameritech caused update errors}}{\text{Total updates}} \right) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.															
Measurement Type:																
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	OH	WI	Tier 1	Low	Low	Low	Low	Tier 2	None	None	None	None
	IL	IN	OH	WI												
Tier 1	Low	Low	Low	Low												
Tier 2	None	None	None	None												
Benchmark:																
Parity with Ameritech Retail.																

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 7 Measurement: Only Reported in MI	
Errors in Customer Record Update Files	
Definition:	
Errors in Customer Record Update Files measures the number of customer record updates (CRU) with errors as a percentage of the total number of CRU's processed in the reporting period.	
Exclusions:	
None	
Business Rules:	
Electronic CRU files are received by the gateway which is the front-end to the 911 system. Manual CRU files are received via fax. An erred CRU is defined as a CRU that did not pass the series of edit checks and therefore, was not sent to the Selective Router /Automatic Location Identifier database. This measure is calculated on a per record (CRU) basis not a per file basis. For example, 1 CRU file containing 100 records, 2 records with errors, would produce an error rate of 2%.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Manually Received • Electronically Received 	
Calculation:	Report Structure:
(# of Erred Customer Record Updates Received / Total Customer Record Updates) * 100	Reported for CLEC, all CLECs, the aggregate of Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Parity with Ameritech Retail	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

104. Measurement: (In Michigan subsumed by MI 8 – see next page)																
Average Time Required to Update 911 Database (Facility Based Providers)																
Definition:																
The average time it takes to update the 911 database file.																
Exclusions:																
None																
Business Rules:																
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.																
Levels of Disaggregation:																
None																
Calculation:	Report Structure:															
[Σ (Date and time data processing begins - date and time data processing ends)] ÷ total files	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.															
Measurement Type:																
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	IL	IN	OH	WI												
Tier 1	Low	Low	Low	Low												
Tier 2	None	None	None	None												
Benchmark:																
Parity with Ameritech Retail.																

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 8 Measurement: Only Reported in MI	
Customer Record Update Files Not Updated by the Next Business Day	
Definition:	
Customer Record Update Files Not Processed by the Next Business Day measures the number of customer record update (CRU) files that are not processed by the end of the next business day, as a percentage of the total number of CRU files received that are processed in the reporting period.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
Electronic CRU files are received by the gateway, which is the front-end to the 911 system. Manual CRU files are received via fax. A customer record update (CRU) is defined as a change to end-user information, such as telephone number, name and/or address. A Customer Record Update may affect more than one customer record. Customer Record Updates are submitted in batch as a Customer Record Update file. An electronic CRU file is the combination of multiple customer record updates. If the file is created systematically (i.e. every hour) it may contain zero customer record updates. A business day is defined as Monday through Friday, 12:00 a.m. to 11:59 p.m. Mountain Time. The next business day is defined as the following business day by midnight (i.e., a file received at the gateway on a Tuesday at 8:00 a.m. needs to be processed by Wednesday at midnight). Files received at the gateway on Saturday, Sunday or Holidays [currently defined as the eight (8) recognized Ameritech holidays] will be considered as received on the next business day (i.e., a file received on Saturday will be considered “received” on Monday and must be processed by Tuesday at midnight).	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Manually Received • Electronically Received 	
Calculation:	Report Structure:
(# of Received CRU Files Not Processed by the Next Business Day / Total Received CRU Files Processed) * 100	Reported for CLEC, all CLECs, the aggregate of Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Parity with Ameritech Retail	

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104.1 Measurement:	
The Average Time It Takes To Unlock the 911 Record	
Definition:	
The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC.	
Exclusions:	
CLEC caused delayed unlocks	
Business Rules:	
The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
[Sum (SOC Date - date 911 record is unlocked)] / Total 911 database unlocks	Reported for individual CLEC, and all CLECs and Ameritech affiliates
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Poles, Conduit and Rights of Way

105. Measurement:	
Percentage of Requests Processed Within 35 Days	
Definition:	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of requests processed within 35 days ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
	IL IN MI OH WI
Tier 1	Low Low Med Low Low
Tier 2	None None None None None
Benchmark:	
90% within 35 days = IN, MI, OH, WI; Parity with Ameritech Retail = IL	

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106. Measurement:	
Average Days Required to Process a Request	
Definition:	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma(\text{Date request returned to CLEC} - \text{date request received from CLEC}) \div \text{total requests}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% within 35 days = IN, MI, OH, WI; Parity with Ameritech Retail = IL	

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Collocation

107. Measurement:
Percentage Missed Collocation Due Dates
Definition:
The percentage of Ameritech caused missed due dates for collocation projects.
Exclusions:
None
Business Rules:
<p>The clock starts when AIT receives, in compliance with the Commission Order, approved interconnection agreement or effective tariff, whichever is applicable, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy. The CLEC will then have 5 business days to accept or not accept the collocation space. If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies AIT of such within 5 business days, the collocation will be considered not complete and the time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for AIT to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by AIT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:</p> <ul style="list-style-type: none">• CLEC return to AIT corrected and complete floor plan drawings.• CLEC placement of required component(s). <p>If the business rules and Commission Order, approved interconnection agreement or effective tariff, whichever is applicable, are inconsistent, then these business rules are superceded.</p>
Levels of Disaggregation:

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Physical <ul style="list-style-type: none"> • Caged • Shared Caged • Caged Common • Cageless • Adjacent On-site • Adjacent Off-site • Augments to Physical Collocation • Virtual • Augments to Virtual. 					
Calculation:			Report Structure:		
(count of number of AIT caused met due dates for collocation facilities ÷ total number of collocation projects) * 100			Reported for CLEC, all CLECs, and Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
95% met within the due date. Damages and Assessments will be calculated based on the number of days late. Critical z-value does not apply.					

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108. Measurement:																			
Average Delay Days for Ameritech Missed Due Dates																			
Definition:																			
The average delay days caused by Ameritech to complete collocation facilities.																			
Exclusions:																			
None																			
Business Rules:																			
<p>The clock starts when Ameritech receives an accurate and complete application form for space from the CLEC and the clock stops when the collocation space is turned over to the CLEC for their occupancy at the walk-through. If the walk-through is scheduled after the due date, then the clock stops on the due date. Due Date Extensions will be extended when mutually agreed to by Ameritech and the CLEC. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.</p>																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Physical. • Virtual • Cageless • Additions 																			
Calculation:	Report Structure:																		
$\Sigma(\text{Date collocation work completed} - \text{collocation due date}) \div \text{Ameritech caused missed collocation completions.}$	Reported for CLEC, all CLECs, and Ameritech Affiliate..																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
<p>Delay days not to exceed 10% of standard interval for IN, MI, OH and WI.</p> <ul style="list-style-type: none"> • Physical - 90 days standard interval, 10% of std interval = 9 Business Days • Virtual - 60 days standard interval, 10% of std interval = 6 Business Days • Cageless - 60 days standard interval, 10% of std interval = 6 Business Days • Additions - 90 days standard interval, 10% of std interval = 9 Business Days <p>IL = Parity with Ameritech affiliate.</p>																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

109. Measurement:																			
Percent of Requests Processed Within the Established Timelines																			
Definition:																			
The percent of requests for collocation facilities processed within the established timelines.																			
Exclusions:																			
Weekends & Holidays.																			
Business Rules:																			
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote. Per FCC Order 99-48 (706 Collocations Requirements).																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Physical • Virtual • Cageless • Additions 																			
Calculation:	Report Structure:																		
(# of requests processed within the timeline ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
90% within 10 Business Days= IN, MI, OH, WI. IL = Parity with Ameritech affiliate																			

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Directory Assistance Database

110. Measurement:																			
Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs																			
Definition:																			
The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory changes.																			
Exclusions:																			
<ul style="list-style-type: none"> • Weekends and Holidays. • Updates rejected due to incorrect/invalid data from the facility-based CLEC (e.g. missing a zip code, incomplete phone number, etc.) 																			
Business Rules:																			
For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following workday.																			
Levels of Disaggregation:																			
None = IN, MI, OH, WI Manual and Electronic = IL																			
Calculation:	Report Structure:																		
$\frac{(\# \text{ of updates completed within 72 hours} \div \text{total updates completed}) * 100}{}$	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None	
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
95% updated within 72 hours = IN, MI, OH, WI; IL = Manual orders are 95% updated within 72 hours. Electronic orders are parity with Ameritech Retail																			

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111. Measurement:																			
Average Update Interval for DA Database for Facility Based CLECs																			
Definition:																			
The average update interval for DA database changes for facility based CLECs.																			
Exclusions:																			
<ul style="list-style-type: none"> • Weekends and holidays • Rejected updates (e.g. missing a zip code, incomplete phone number) 																			
Business Rules:																			
<p>For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following workday.</p>																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • None = IN, MI, OH, WI • Manual and Electronic = IL 																			
Calculation:	Report Structure:																		
$\frac{[\sum (8:00 \text{ a.m. of the day following the input into the DL database} - \text{Time update received from CLEC})] \div \text{total updates completed}}$	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
48 Hours = IN, MI, OH, WI IL = Manual are 48 hours. Electronic orders are parity with Ameritech Retail.																			

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112. Measurement:	
Percentage DA Database Accuracy For Manual Updates	
Definition:	
The percentage of DA records that were updated by Ameritech correctly. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly.	
Exclusions:	
<ul style="list-style-type: none"> • Errors not submitted within 10 days of order confirmation receipt. • CLEC caused errors 	
Business Rules:	
For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following workday.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of manual updates without Ameritech caused errors ÷ Total updates processed) *100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.
Measurement Type:	
	IL IN MI OH WI
Tier 1	Low Low Med Low Low
Tier 2	None None None None None
Benchmark:	
97%	

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113. Measurement:																			
Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention																			
Definition:																			
Percentage of electronic updates from entry to distribution that progress through Ameritech ordering systems to ALPSS.																			
Exclusions:																			
<ul style="list-style-type: none"> • Updates rejected due to incorrect/invalid data received from the CLEC (e.g. missing zip code, incomplete phone number, etc.). 																			
Business Rules:																			
The number of updates, that flow through Ameritech’s ordering systems and are passed to ALPSS without manual intervention, divided by the total number of updates issued within the reporting period.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of updates of that flow through to ALPSS ÷ Total updates received in the month) * 100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
97% = IN, MI, OH, WI; IL = Parity with Ameritech Retail.																			

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Coordinated Conversions

114. Measurement:																			
Percentage of Premature Disconnects (Coordinated Cutovers)																			
Definition:																			
Percentage of coordinated cutovers where Ameritech prematurely disconnects the customer 10 minutes or more prior to the scheduled conversion.																			
Exclusions:																			
None																			
Business Rules:																			
A premature disconnect occurs any time Ameritech disconnects the CLEC customer 10 or more minutes prior to the CLEC being on line.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • Coordinated Hot Cuts – LNP with Loop • Frame Due Time – LNP with Loop 																			
Calculation:	Report Structure:																		
(# of prematurely disconnected CHC/FDT LNP with Loop orders ÷ total coordinated CHC/FDT LNP with Loop orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table> <thead> <tr> <th></th> <th>IL</th> <th>IN</th> <th>MI</th> <th>OH</th> <th>WI</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </tbody> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
2% or less premature disconnects starting 10 minutes before scheduled time.																			

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114.1 Measurement:	
CHC/FDT LNP with Loop Provisioning Interval	
Definition:	
The % of CHC/FDT LNP with Loop Lines completed by Ameritech within the established provisioning intervals.	
Exclusions:	
<ul style="list-style-type: none"> • CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date). • CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow SWBT the opportunity to complete CHC/FDT LNP with Loop within the designated interval. • IDLC (pair gain systems) identified on or before the due date. • Any order in the FMOD process 	
Business Rules:	
<p>The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC). For CHC orders, the clock starts when the CLEC calls the Ameritech LOC to start the conversion, and ends when the Ameritech technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the Ameritech technician completes the cross connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.</p>	
Levels of Disaggregation:	
<p>CHC/LNP with loop</p> <ul style="list-style-type: none"> • < 10 lines • 10-24 lines <p>FDT/LNP with loop</p> <ul style="list-style-type: none"> • < 10 lines • 10-24 lines 	
Calculation:	Report Structure:
Total CHC/FDT LNP with Loop Lines within the designated interval ÷ total CHC/FDT LNP with Loop lines) * 100.	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	

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	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	Med	Med	Med	Med	Med

Benchmark:

CHC/FDT LNP with Loop for < 10 Lines 90 % within one hour.

CHC/FDT LNP with Loop for 10-24 Lines 90% within two hours.

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115. Measurement:																			
Percentage of Ameritech Caused Delayed Coordinated Cutovers																			
Definition:																			
Percentage of Ameritech caused late coordinated cutovers in excess of “x” (30, 60 and 120) minutes.																			
Exclusions:																			
Any order in the FMOD process																			
Business Rules:																			
A coordinated cutover is delayed if Ameritech is not ready within “x” (30, 60, and 120) minutes after the scheduled cut time.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • CHC LNP with Loop • FDT LNP with Loop 																			
Calculation:	Report Structure:																		
(# of Ameritech caused late coordinated CNC/FDT LNP with Loop orders in excess of “x” (30, 60 and 120) minutes ÷ total coordinated CNC/FDT LNP with Loop orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
8% or less of Ameritech coordinated conversions beyond 30 minutes, 2% beyond 1 hour from scheduled time or 1% beyond 2 hours.																			

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115.1 Measurement:	
Percent Provisioning Trouble Reports (PTR)	
Definition:	
Measures the percent of CHC/FDT circuits for which the CLEC submits a trouble report on a completed order on the day of conversion.	
Exclusions:	
<ul style="list-style-type: none"> • Reports for which the trouble is attributable to the Ameritech network (unless Ameritech had knowledge of the trouble prior to the due date • IDLC (pair gain systems) identified on or before the due date. 	
Business Rules:	
The percent of CHC/FDT circuits for which the CLEC submits a trouble report on a completed order on the day of conversion, or before noon on the next business day.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • CHC • FDT 	
Calculation:	Report Structure:
(Count of CHC/FDT circuits for which the CLEC submits a trouble report on a completed order on the day of conversion or before noon on the next business day after conversion ÷ total # of CHC/FDT circuits converted) * 100.	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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115.2 Measurement:	
Mean Time To Restore – Provisioning Trouble Report (PTR)	
Definition:	
Average duration of the outage from the receipt of the PTR to the time it is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes Non-measured reports (CPE, Interexchange, and Information reports). • Excludes no access to the end user’s location. 	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • CHC • FDT 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time PTR is closed with the customer}) - (\text{date and time PTR is received})] \div \text{total PTRs.}$	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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NXX

117. Measurement:																			
Percent NXXs Loaded and Tested Prior to the LERG Effective Date																			
Definition:																			
The percent of NXXs loaded and tested prior to the LERG effective date.																			
Exclusions:																			
None																			
Business Rules:																			
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of NXXs loaded and tested by LERG effective date ÷ total NXXs loaded and tested) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table border="0"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity																			

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118. Measurement:																			
Average Delay Days for NXX Loading and Testing																			
Definition:																			
Average calendar days from due date to completion date on company missed NXX orders.																			
Exclusions:																			
None																			
Business Rules:																			
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
$\Sigma(\text{Completion Date} - \text{LERG effective date}) \div \text{Total Ameritech caused late orders}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
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Tier 2	None	None	None	None	None														
Benchmark:																			
Parity																			

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119. Measurement:																			
Mean Time to Repair																			
Definition:																			
Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.																			
Exclusions:																			
None																			
Business Rules:																			
The start time is when the report is received. The stop time is when the trouble report is cleared. Ameritech will contact the CLEC to close the trouble.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
$\frac{\Sigma(\text{Date and time trouble report is cleared with the customer} - \text{Date and time trouble report is received})}{\text{Total NXX trouble reports}}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
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Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity																			

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Bona Fide Request Process (BFRs)

120. Measurement:	
Percentage of Requests Processed Within 30 Business Days	
Definition:	
Percentage of Bona fide requests processed within 30 business days.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
The clock starts when Ameritech receives the application. The clock stops when Ameritech completes application processing.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of number of requests processed within 30 days ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% within 30 business days = IN, MI, OH, WI IL = Parity with Ameritech affiliate.	

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121. Measurement:																			
Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days																			
Definition:																			
Percentage of quotes provided in response to bona fide requests within 45 business days.																			
Exclusions:																			
Weekends and Holidays.																			
Business Rules:																			
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of requests processed within 45 days ÷ total # of requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
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Tier 2	High	High	Med	High	High														
Benchmark:																			
90% within 45 business days = IN, MI, OH, WI; IL = Parity with Ameritech affiliate																			

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MI 2 Measurement:	
Percentage of Orders Given Jeopardy Notices Within 24 Hours of the Due Date	
Definition:	
Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date measures the percentage of 870s sent less than 24 hours (1 day) prior to the due date.	
Exclusions:	
<ul style="list-style-type: none"> • CLEC/End User Initiated Jeopardy Codes. • Weekends and Holidays. 	
Business Rules:	
An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's due date is in jeopardy of being missed. Consider "24 hours" as 1 day. The measure is calculated using business days only (i.e., Monday-Friday). Unsolicited FOCs will be counted as Jeopardies.	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- Non-Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- Non-Field Work (NFW) <p>Resale Specials</p> <ul style="list-style-type: none"> • Field Work (FW) • Non-Field Work (NFW) <p>Unbundled Local Switching</p> <p>Unbundled Loops</p> <ul style="list-style-type: none"> -- With LNP -- Without LNP <p>UNE-Ps</p>	
Calculation:	Report Structure:
$\frac{[(\# \text{ of orders receiving an 870 within 24 hours of the order due date}) / (\text{Total orders receiving an 870})] * 100}{}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	

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Diagnostic - Parity with Ameritech Retail

1. Wholesale-POTS/ Retail-POTS
2. Unbundled Loops/ POTS with FW
3. UNE-Ps/ Retail-POTS(ALL)

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 3 Measurement:	
Coordination Conversions Outside of Interval	
Definition:	
Coordinated Conversion outside of Interval measures the number of coordinated unbundled loop cutovers started within one hour of the start scheduled time as a percentage of all coordinated unbundled loops completed in the reporting period.	
Exclusions:	
<ul style="list-style-type: none"> • Orders for which the CLEC was not ready after the cutover was started. • Canceled orders. 	
Business Rules:	
A coordinated loop is any unbundled loop requiring coordination. The start date and time is the date and time the central office/translations work begins. The scheduled time is the cutover date and time requested by the CLEC and found on the cutover schedule. The cutover is considered complete when the work is completed by Ameritech. The measure is counted in the period it is completed. The measure is counted on the first item of the first order (when related orders are involved) and then calculated by item based on the number of items on the order/orders.	
Levels of Disaggregation:	
Unbundled Loops	
Calculation:	Report Structure:
# of cross connection started within one hour of the scheduled time / Total coordinated unbundled loops for reporting period	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 4 Measurement:	
Average Time to Provide a Collocation Arrangement	
Definition:	
Average Time to Provide a Physical Collocation Arrangement measures the average elapsed time between the date a collocation COBO payment is received and the date the CLEC is notified that the physical node is completed, for the total number of physical nodes completed in the reporting period.	
Exclusions:	
<ul style="list-style-type: none"> • Cancelled orders. • Orders where the customer requested a due date beyond the contractual date. • CLEC-caused delays such as arranging final walk-through or accepting collocation space. 	
Business Rules:	
The measure is calculated using calendar days. The receipt of a collocation COBO payment is indicative of a firm order. The clock is restarted if the CLEC modifies its request. Time between completion and node final walkthrough is not included in the completion interval calculation. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.	
Levels of Disaggregation:	
Physical Collocation	
Calculation:	Report Structure:
$\Sigma[(\text{Date Physical Node Is Complete}) - (\text{Date Collocation COBO Payment Is Received})] / \text{Total Physical Nodes Completed}$	Reported for CLEC, all CLECs, and Ameritech Affiliate
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 5 Measurement:	
Structure Requests Completed Outside of Interval	
Definition:	
Structure Requests Completed Outside of Interval measures the number of requests to view Ameritech structure records that are not completed within the standard time interval as a percentage of requests completed in the reporting period.	
Exclusions:	
Requests for Ameritech to perform record checks.	
Business Rules:	
<p>Structure includes poles, ducts, conduit and rights-of-way that are owned or controlled by Ameritech. The request is counted in the period in which the request is completed. Changes to the request will be deemed to be a new request and will result in a new date being established for the priority queue. Requests received after 12:00 noon Eastern Standard Time are considered received the following business day. Interval calculation is based on business days.</p> <p>Information Access includes requests for viewing (or copies). A field survey is a physical check of manholes and/or poles to determine availability of space for placing the attaching Party's facilities. Make Ready is any construction work necessary to prepare Ameritech structure for attachment or occupancy by an attaching Party.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Information Access • Field Survey • Make Ready 	
Calculation:	Report Structure:
(# of Structure Requests Completed Outside of the Standard Time Interval/ Total Structure Requests Completed) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
<p>Tier 1 - None</p> <p>Tier 2 - None</p>	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 9 Measurement:	
Percentage Missing FOCs	
Definition:	
Percentage of FOCs that are not sent as compared to the total number of orders processed.	
Exclusions:	
None	
Business Rules:	
Total number of responses not sent as compared to the total number of orders processed. FOC responses not sent are identified by using a report that compares to completed orders that do not show FOC response in MorTel.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNE (Loops, LNP, and LSNP) • UNE-P 	
Calculation:	Report Structure:
$\left(\frac{\text{\# of missing FOC responses}}{\text{total orders processed}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 10 Measurement:	
% Time-out Transactions	
Definition:	
Percentage of Time-out messages received as compared to valid system responses	
Exclusions:	
None	
Business Rules:	
A count of the time-out messages, by interface, as compared to total system responses (time-outs and valid responses).	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Address Verification • Request for Telephone Number • Request for Customer Service Record • Service Feature Availability • Dispatch Required – Ameritech combines “Service Appointment Scheduling” and “Dispatch Required” functions in the “Due Date Selection” query • PIC • DSL Loop Qualification • NC/NCI • CFA Availability 	
Calculation:	Report Structure:
$\left(\frac{\text{\# of Time Out Transactions}}{\text{Total System Responses}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 11 Measurement:	
Average Interface Outage Notification	
Definition:	
The average time from the initial identification of an interface outage, to the notification of CLECs.	
Exclusions:	
None	
Business Rules:	
The time from initial identification of network outages to the time that email notification (to email distribution list) is sent by Ameritech.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Time interface outage is identified – Time notification is given)/Total interface outages in a period	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

MI 12 Measurement:	
Average Time to Clear Service Order Errors	
Definition:	
The average time to clear service order errors (3E)	
Exclusions:	
None	
Business Rules:	
The average number of days to 3E service order errors is calculated by the total number of days for all required for all 3E. This is calculated by totaling the duration from the date that an order went into the error condition to the date that the error was cleared.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNE P 	
Calculation:	Report Structure:
(Date that an order went into error condition – The date that the error was cleared)/Total number of errors cleared	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity	

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MI 13 Measurement:	
Percent Loss Notification Within One Hour of Service Order Completion	
Definition:	
Percent notifications sent to the losing carrier (who lost the customer) within one hour of the completion notice sent to the new carrier.	
Exclusions:	
Customers who switch between segments owned by the same carrier such as: <ul style="list-style-type: none"> • Resale to UNE same carrier • UNE to Resale, same carrier 	
Business Rules:	
The percentage of customer loss notifications sent to carriers where the elapsed time from the time that the completion notice (EDI 865 message) is transmitted to the new carrier to the time that the loss notification (EDI 836 message) is transmitted to the new carrier is more than one hour.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNE Loops • LNP • UNE-P 	
Calculation:	Report Structure:
(# of Loss Notification transactions sent within one hour ÷ total Loss Notifications sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
95% within one hour	

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MI 14 Measurement:	
Percent Completion Notifications Returned Within “X” Hours of Completion of Maintenance Trouble Ticket	
Definition:	
Percent mechanized completions returned within “X” hours of completion of the trouble tickets.	
Exclusions:	
None	
Business Rules:	
<p>The elapsed time for a completion notice to be sent to the CLEC from the time that the trouble ticket is closed in the Ameritech Work and Force Management System.</p> <p>For trouble reports that are submitted electronically – the time from the close of the trouble in WFA or LMOS to the time that the completion status is made available to the CLEC (via EBTA).</p> <p>For orders, which are submitted manually – the time from the close in the WFA or LMOS systems to the time, that completion notice report is faxed to the CLEC. This is based on a process whereby previous day troubles are faxed to CLECs. The CLEC must provide a FAX number to Ameritech.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale <ul style="list-style-type: none"> -- Manual - Next Day -- Electronic < 1 hour • UNE Loops <ul style="list-style-type: none"> -- Manual Next Day -- Electronic <1 hour • UNE P <ul style="list-style-type: none"> -- Manual Next Day -- Electronic <1 hour 	
Calculation:	Report Structure:
(# of completions returned to CLEC within X hours ÷ total completions) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
95% w/in the specified interval.	

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MI 15 Measurement:	
Change Management	
Definition:	
Change management measures timeliness of change notifications for final requirements to implementation.	
Exclusions:	
<ul style="list-style-type: none"> • Clarification Notes. • Any Approved Exceptions. • Emergency Situations • Regulatory Mandated Changes • Transition Items – Interface changes, introductions, and/or retirements underway previous to the implementation of this measure, where notification can not be provided to the CLECs by required timeframes. 	
Business Rules:	
Calendar Days is to be used in the calculation of this measure. Notification is received when the Final Release Requirements are noticed via an Accessible Letter.	
Levels of Disaggregation:	
<p>Changes to Existing Interfaces</p> <ul style="list-style-type: none"> • Gateway >110 days • GUI >14 days <p>Introductions of New Interfaces</p> <ul style="list-style-type: none"> • Gateway >110 days • GUI > 14 days <p>Retirements of Existing Interfaces -- Wholesale Interfaces</p> <ul style="list-style-type: none"> • Gateway >24 months • GUI >12 months 	
Calculation:	Report Structure:
(Number of Notifications issued on time / (Number of Changes Implemented in the reporting period) * 100	Reported for all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
>95% notices should be on-time based on group and category This measurement is DRAFT and subject to finalization of the regional (13-state) change management process.	

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MI 16 Measurement:	
Percentage Rejected Query Notices	
Definition:	
Percentage of queries requested that are returned as rejected for reasons other than that the input data is incorrect or inaccurate. These rejected query notices indicate a problem with the interface other than timed out transactions (measured separately).	
Exclusions:	
None	
Business Rules:	
Total number of Rejected Query Notices sent as compared to the total number of Queries processed.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Address Verification • Request for Telephone Number • Request for Customer Service Record • Service Feature Availability • Dispatch Required – Ameritech combines “Service Appointment Scheduling” and “Dispatch Required” functions in the “Due Date Selection” query • PIC • DSL Loop Qualification • NC/NCI • CFA Availability 	
Calculation:	Report Structure:
(# rejected query notices/ total number of queries processed) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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WI 1 Measurement:	
Percent No Access – UNE Loops Provisioning	
Definition:	
Percent of Field Work (FW) orders with a status of “No Access.”	
Exclusions:	
<ul style="list-style-type: none"> • CLEC caused misses. (customer requests later date, – other customer reasons, - customer not ready). • All orders that are not N, T, or C. • No Field Work. 	
Business Rules:	
Ameritech personnel set the “No Access” indicator when access cannot be obtained to the customer’s premises. Order must be Completed.	
Levels of Disaggregation:	
Geographic (See Appendix Four)	
Calculation:	Report Structure:
$\left(\frac{\text{\# of orders that are No Access}}{\text{Total Field Work orders}} \right) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
UNE Field Work Parity compared to Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

WI 2 Measurement:	
Percent No Access (Percent of Trouble Reports with No Access) – UNE Loops	
Definition:	
Percentage of dispatched customer trouble reports with a status of “No Access.”	
Exclusions:	
<ul style="list-style-type: none"> • Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • Reports that are not dispatched. 	
Business Rules:	
Ameritech personnel set the “No Access” indicator when access cannot be obtained at the customer’s premises. Reports are counted the month they are closed.	
Levels of Disaggregation:	
Geographic (See Appendix Four)	
Calculation:	Report Structure:
(# of trouble reports with a status of “No Access”/Total dispatched customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
UNE Field Work Parity compared to Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	

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WI 9. Measurement:	
Percent Facility Modification Orders	
Definition:	
Percentage of orders requiring Facility Modification	
Exclusions:	
Orders not requiring Facility modification notification.	
Business Rules:	
The total number of orders requiring facility modification reflected as a percentage of all orders completed in the period.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <i>NOTE:</i> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state. • BRI Loop With Test Access • DS1 Loop With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- With Line Sharing -- No Line Sharing 	
Calculation:	Report Structure:
(# of FMOD UNEs/Total UNEs installed) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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CLEC WI 1 Measurement:	
Average Delay in Original FOCs Due Dates Due to Delay Notices (Issue F)	
Definition:	
Measures average amount of delay from original FOC due dates to date of actual provisioning for all FOCs that are delayed.	
Exclusions:	
None	
Business Rules:	
Measured from original FOC due date.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{\text{(Actual completion date – original FOC due date)}}{\text{(Total number of orders with delay notices)}}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

CLEC WI 4. Measurement:																			
Accuracy of Processing CLEC Corrections Based on Review of Directory Information (Issue L)																			
Definition:																			
Measures number of errors in final review and in printed directory that were not corrected after notice by CLEC of needed correction.																			
Exclusions:																			
Listings with Incorrect information submitted by CLEC.																			
Business Rules:																			
Directory listings are submitted for a first review (first pre-BOC), and then after corrections are made, for a final review (second pre-BOC) prior to publication. The first pre-BOC will be provided 45 calendar days in advance of the directory close date. The second pre-BOC, if requested, will be provided 15 calendar days in advance of directory close. CLECs will be required to request the second pre-BOC 30 calendar days before the directory close date. In order for changes from the first pre-BOC to be entered on the second pre-BOC, CLECs must provide those changes not less than 4 business days before the delivery of the second pre-BOC. This is measured on a per-book basis.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • First Pre-BOC • Second Pre-BOC 																			
Calculation:	Report Structure:																		
(# of listings without errors after correction requested/Total updates submitted) *100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.																		
Measurement Type:																			
<p>If the benchmark is not met for corrections requested after the first review, the \$200 charge for the second pre-BOC will be waived by AAS.</p> <p>If the Benchmark is not met for corrections requested after the second pre-BOC, the remedy will be</p> <table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: right;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: right;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </table>			IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	None	None	None	None	None														
Benchmark:																			
<p>For corrections requested in the review of the First pre-BOC 95% must be corrected in the second pre-BOC</p> <p>For corrections noted in the review of the second pre-BOC 99% of those corrections requested initially must be corrected in the final published directory.</p>																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

CLEC WI 5. Measurement:																			
Percentage of protectors not moved after technician visit (Issue O)																			
Definition:																			
Measures the percentage of times that a CLEC has to call Ameritech to replace a protector with a NID and move it to the outside of the house, where there has been an Ameritech technician at the premises within the last 30 days.																			
Exclusions:																			
None																			
Business Rules:																			
If a CLEC is required to call Ameritech to replace a protector with a NID and move it to the outside of a structure when Ameritech has worked at that premises within 30 days of the report.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(Total number of CLEC service calls to move a NID/ Number of CLEC calls to move a NID where an Ameritech technician had been on site within the last 30 days) *100	Reported for CLEC, and all CLECs																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Less than 3%.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

CLEC WI 6. Measurement:					
FMOD Process: Percent Form A Received Within the Interval Ordered by the Commission.					
Definition:					
Measures the percentage of FMOD orders where Form A is issued within the interval ordered by the Commission.					
Exclusions:					
Loop Qualified Orders requiring modification					
Business Rules:					
Under the revised FMOD policy issued 10/27, the FMOD process commences with Form A being issued by Ameritech. Form A must be received by the CLEC within the interval ordered by the Commission. Measured from date and time of initial FOC to send time of Form A.					
Levels of Disaggregation:					
<ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <i>NOTE:</i> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state. • BRI Loop With Test Access • DS1 Loop With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- With Line Sharing -- No Line Sharing 					
Calculation:			Report Structure:		
$\left(\frac{\text{\# of FMOD orders where Form A issued within 24 hours}}{\text{Total \# FMOD orders}} \right) * 100$			Reported for CLEC, all CLECs, and Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
95 %					

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

CLEC WI 7. Measurement:																			
FMOD Process: Percent Forms B, C, D, and E Received Within 72 Hours of Form A																			
Definition:																			
Measures the percentage of FMOD orders where Forms B, C, D, and/or E are issued within 72 hours of Form A.																			
Exclusions:																			
Loop Qualified Orders requiring modification.																			
Business Rules:																			
Measured from issuance of form A to receipt of Form B, C, D, E.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <i>NOTE:</i> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state. • BRI Loop With Test Access • DS1 Loop With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- With Line Sharing -- No Line Sharing <p><i>NOTE:</i> The above disaggregations are also reported for:</p> <ul style="list-style-type: none"> • Form B • Form C • Form D • Form E 																			
Calculation:	Report Structure:																		
(# of FMOD orders where Form B, C, D, E issued within 72 hours/ Total # FMOD orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:
95%

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

CLEC WI 8. Measurement:	
FMOD Process: Form B Percent Return FOC with New Due Date Within 24 Hours	
Definition:	
<p>Form B is for Complex modifications. This measures the percent of time Ameritech issues the FOC with the new due date within:</p> <p>24 hours of Ameritech's receipt of the CLEC authorization of the complex modification charges; or</p> <p>B) if no confirmation of Form B is required from the CLEC, within 24 hours of Form B being sent.</p>	
Exclusions:	
<ul style="list-style-type: none"> ▪ FMOD orders resulting in Forms C, D, and E. ▪ Loop Qualified Orders requiring modification 	
Business Rules:	
Measured from the time that Ameritech receives the authorization of charges by the CLEC via Form B.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <p><i>NOTE:</i> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.</p> • BRI Loop With Test Access • DS1 Loop With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- With Line Sharing -- No Line Sharing 	
Calculation:	Report Structure:
(# of FMOD orders where Form B, issued and FOC with new due date returned within 24 hours/Total # FMOD orders where form B issued) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
95%					

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

CLEC WI 9. Measurement:																			
FMOD Process: Form C Percent Return Quote Within the Interval Ordered by the Commission																			
Definition:																			
Form C involves orders where provisioning is through ILDC or RSU. This measures the percentage of orders involving Form C where Ameritech returns the quote for the work within the interval ordered by the Commission.																			
Exclusions:																			
FMOD orders resulting in Forms B, D or E.																			
Business Rules:																			
<ul style="list-style-type: none"> ▪ Measured from the time Form C is issued. ▪ Loop Qualified Orders requiring modification 																			
Levels of Disaggregation:																			
<ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <u>NOTE:</u> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state. • BRI Loop With Test Access • DS1 Loop With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- With Line Sharing -- No Line Sharing 																			
Calculation:	Report Structure:																		
(# of FMOD orders where Form C issued and quote issued within 30 days / Total # FMOD orders where form C issued) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
	<table style="margin: auto; border: none;"> <tr> <td></td> <td>IL</td> <td>IN</td> <td>MI</td> <td>OH</td> <td>WI</td> </tr> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
95%																			

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CLEC WI 11. Measurement:	
FMOD Forms B, C, D, Percentage of Due Dates Met	
Definition:	
Measures the percentage of due dates met when FMOD process invoked	
Exclusions:	
Loop Qualified Orders requiring modification	
Business Rules:	
Based on the first revised due date. Subsequent modifications to the due date will count as a missed due date.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • 8.0 dB Loops <ul style="list-style-type: none"> -- With Test Access -- Without Test Access <i>NOTE:</i> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state. • BRI Loop With Test Access • DS1 Loop With Test Access • Dedicated Transport <ul style="list-style-type: none"> -- DS1 -- DS3 • Dark Fiber • DSL Loops <ul style="list-style-type: none"> -- With Line Sharing -- No Line Sharing <p><i>NOTE:</i> The above disaggregations are also reported for:</p> <ul style="list-style-type: none"> • Form B • Form C • Form D 	
Calculation:	Report Structure:
(# of FMOD orders with missed revised due dates/Total # FMOD orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

NOTE: The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.

- BRI Loop With Test Access
- DS1 Loop With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Dark Fiber
- DSL Loops
 - With Line Sharing
 - No Line Sharing

Retail Comparison:

POTS (Res/Bus and FW)

ISDN BRI
 DS1 & ISDN PRI
 DS1
 DS3
 DS3

Parity with Ameritech Affiliate
 5% (No critical z-value applies)

NOTE: The above disaggregations are also reported for:

- Form B
- Form C
- Form D

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IN 1. Measurement:	
Percent Loop Acceptance Testing (LAT) Completed on or Prior to the Completion Date	
Definition:	
Percent Loop Acceptance (LAT) completed on or prior to the completion date of the order.	
Exclusions:	
<ul style="list-style-type: none"> ▪ Orders where LAT not requested ▪ LAT requests when the CLEC is not authorized to seek LATs ▪ Orders where CLEC causes delay in the LAT 	
Business Rules:	
<p>Loop Acceptance Test is where an AIT Technician (Frame/Field as appropriate) is requested <u>via an LSR</u> to complete a Loop Acceptance Test. Loop Acceptance Test is completed on or before order completion date. The AIT Technician will contact the CLEC via the LOC. The Tech will complete a series of tests with the CLEC to validate continuity of the loop for acceptance by the CLEC.</p> <p>This measure will include cancelled orders where</p> <ul style="list-style-type: none"> • the LAT was completed and the CLEC chose not to accept the loop • the cancel was due an Ameritech cause after the due date but prior to the LAT 	
Levels of Disaggregation:	
DSL Loops without Line Sharing	
Calculation:	Report Structure:
(# Orders where LAT was requested and performed on or before the Completion Date/Total # of Orders where LAT was requested)*100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% LAT on or before the Completion Date	

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PERFORMANCE MEASUREMENTS Appendix One

Subsequent Due Date Indicator	
Added to the service order whenever the due date is changed. Order can carry multiple codes. Company delay code overrides subscriber delay code.	
Subscriber (customer) Reasons:	
SA	No Access
SL	Subscriber requests later date
SP	Subscriber requests earlier date
SR	Subscriber not ready
Company (Ameritech) Reasons:	
CA	Assignment office
CB	Residence/Business office
CF	Lack of Facilities (outside plant or buried service wires)
CL	Work Load
CN	Not Coded
CR	Translations
CS	Switching
CX	Other Company Reasons

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PERFORMANCE MEASUREMENTS

Appendix Two

Disposition Codes
The following is a list of excluded (11) disposition codes.
110* Public Utility: Applies when trouble reports are entered and/or closed in LMOS due to a Public Utility Commission mandate.
111* Service Order: Applies when a trouble report is received up to and including the due date of the service order.
112* Business Office Referrals: Applies when a customer is referred to the Business Office for resolution. Reasons for referrals are billing complaints, customer not paying for feature, wire reroutes requiring service order.
113* Customer Requests: Applies when a customer requests directories, information for party line codes, verify busy, verify PIC, miscellaneous information, etc.
114* Other: Applies when a customer reports wires down and poles down/broken, etc., that are not the property of AOC. It includes requests for cable locates, disconnect drop temporarily, and trouble reports received on disconnected lines, denied lines or after investigation the wrong number was reported.
115* Preventative Maintenance: Applies when trouble reports are closed out in accordance with the Preventative Maintenance Procedure.
119* Receipt to Screen sales. Applies when a customer calls repair for information on a product, feature or service that is provided by Ameritech, and the MA makes the sale.

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Disposition Codes

The following is a list of excluded (12) disposition codes.

- 120* Suppressor (Noise) – Billable: Applies when the technician places a suppresser on the customer’s side of the Network Interface Device. The customer is billed.
- 121* Non-Regulated Premises Wire/Jack – Billable: Applies when the technician sectionalizes, and/or isolates, and/or repairs non-regulated trouble found in the premises wire or jack. Includes all wire/equipment past the Network Interface Device. Also, includes malicious damage billing that is not covered under a maintenance contract and charges for replacing nonstandard wire not covered under a maintenance contract. Billing is levied.
- 122* Non-Regulated CPE – Billable: Applies when the technician isolates the trouble into CPE, such as telephone set, answering set, P-Phone/ISDN console, power plants. Includes receiver off hook conditions. The customer does not participate in a maintenance contract. Billing is levied.
- 123* Return Visit – Billable: Applies when a customer covered under a maintenance plan requests a return visit for a circumstance not covered by the plan.
- 124* Customer Not Home – Trouble to Customer Side of NI/DEMARC – Billable: Applies when the technician sectionalizes the trouble to the customer’s side of the Network Interface Device (NID) or demarcation point and the customer is not home. The customer does not have a maintenance contract. Billing is levied.
- 125* Customer Cancels Dispatch Technician On Premises – Billable: Applies when the trouble report is canceled by the customer when the technician arrives at the premises and the purpose of the visit was non-regulated. The customer does not participate in a maintenance contract. Billing is levied.
- 126* Other – Billable: Applies when the trouble report is of a miscellaneous nature and does not apply to other categories. The customer does not participate in a maintenance contract. Billing is levied.
- 128* Premises Work Charge – Billable: Applies when the technician repairs non-regulated trouble found in premises wire and/or jacks. Customer has a Linebacker plan but does not have a wire maintenance plan (Indiana only). Also applies in states that have multiple types of contracts that are not covered for non-regulated work (Ohio). The customer is billed.

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129* Non-Complex Business CPE – Billable: Applies when the technician isolates the trouble into Non-Complex Business CPE, such as telephone set, answering set, etc. Includes receiver off hook conditions and cord sales/replacement. The customer does not participate in a maintenance contract. Non-Complex RVC billed.

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Disposition Codes

The following is a list of excluded (13) disposition codes.

- 130* Suppressor (Noise) – Non-Billable: Applies when the technician places a suppresser on the customer’s side of the Network Interface Device (NID). The customer is not billed.
- 131* Non-Regulated Premises Wire/Jack – Non-Billable: Applies when the technician sectionalizes, and/or isolates, and/or repairs non-regulated trouble found in the premises wire or jack. The customer participates in maintenance contract.
- 132* Non-Regulated CPE – Non-Billable: Applies when the technician isolates the trouble into CPE, such as telephone set, answering set, P-Phone/ISDN console, power plants. Includes receiver off hook conditions. The customer participates in a maintenance contract. Can also apply for loaner sets, set deliveries or trouble that is found to be in Ameritech branded CPE (no dispatch).
- 133* Company Reason – Non-Billable: Applies when the trouble is isolated in the customer’s facilities and customer does not have a Network Interface Device.
- 134* Customer Not Home – Trouble to Customer’s Side of NI/DEMARC – Non-Billable; Applies when the technician sectionalizes the trouble to the customer’s side of the Network Interface Device or demarcation point and the customer is not home. Customer participates in a maintenance contract.
- 135* Customer Cancels Dispatch Technician On Premises – Non-Billable: Applies when the trouble report is canceled by the customer when the technician arrives at the premises and the purpose of the visit was non-regulated. The customer participates in a maintenance contract.
- 136* Other – Non-Billable: Applies when the trouble report is of a miscellaneous nature and does not apply to other categories. The customer participates in a maintenance contract.
- 137* Customer Action, No Dispatch – Non-Billable: Applies when the trouble report is the result of customer error or misuse of equipment, prior to dispatch. Trouble report is not dispatched. It also includes trouble report tested and indicates vendor or inter-exchange carrier trouble. Also includes when the customer cancels the report when trouble is still on the line.
- 139* 2PIC: Applies when the customer is provided information related to 2PIC.

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PERFORMANCE MEASUREMENTS

Appendix Three

Percentage of Missed Collocation Due Dates Damages and Assessments Methodology

The following methodology will apply in calculating Tier 1 liquidated damages and Tier 2 assessments for the percentage of missed collocation due dates measurement.

Tier 1:

1. The benchmark will be 95% of Collocations completed within the due date. For example, if a CLEC has 30 collocations complete in the study month, Ameritech can miss one due date and still be in compliance. In this case no damages would apply. If, two due dates out of 30 were missed, Ameritech would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 95% benchmark.
2. Damages are calculated based on the percentage of days that Ameritech misses the due date using the per occurrence values in the business rules, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. Ameritech will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, if there were three misses which had missed days of 20, 15 and three, Ameritech would pay damages on 35 (20+15) missed days. In this example, Ameritech would pay $35 * (95\% - 90\%) * 150 = \262.50
4. The collocation measurement will be used in the determination of the “K” number of allowances (based on the number of collocations). In addition, it may also be excluded as defined in the business rules in the order of progression also contained there. The number of underlying data points used for the purposes of determining the order of exclusion will be the same total days late for collocation projects calculated above (35 in the previous example).
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.

Tier 2:

1. Assessments will be applicable when the measurement has been out of compliance for three consecutive months for the aggregate of all CLEC collocations.
2. Compliance will be defined as described in the Tier 1 damages above.
3. If assessments are applicable, the rolling three month average for days missed will be used to calculate the total assessments payable to the State Treasury.

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PERFORMANCE MEASUREMENTS

Appendix Four

Geographic Disaggregations-Illinois

Reporting Wire Center Nbr	Office Name	IETRO Area Name
312401	SUPERIOR	CHICAGO
312402	IL/DEARBORN	CHICAGO
312403	LAKESHORE	CHICAGO
312404	FRANKLIN	CHICAGO
312405	CANAL	CHICAGO
312406	WABASH	CHICAGO
312407	CALUMET	CHICAGO
312408	MONROE	CHICAGO
773409	EDGEWATER	CHICAGO
773410	ROGERSPARK	CHICAGO
773411	LAKEVIEW	CHICAGO
773412	KILDARE	CHICAGO
773413	NEWCASTLE	CHICAGO
773415	IRVING	CHICAGO
773416	HUMBOLDT	CHICAGO
773501	STEWART	CHICAGO
773502	KEDZIE	CHICAGO
773503	LAWNDALE	CHICAGO
773504	AUSTIN	CHICAGO
773505	MERRMC	CHICAGO
773506	PULLMAN	CHICAGO
773507	BEVERLY	CHICAGO
773508	S.CHICAGO	CHICAGO
773509	MITCHL	CHICAGO
773510	OAKLAND	CHICAGO
773511	DORCHESTER	CHICAGO
773513	PROSPECT	CHICAGO
773514	PORTSMOUTH	CHICAGO
773515	LAFAYETTE	CHICAGO
307620	BENSVL	CHICAGO SUBURBAN
630119	BARLETT	CHICAGO SUBURBAN
630123	W.CHGO	CHICAGO SUBURBAN
630126	GENEVA	CHICAGO SUBURBAN
630127	ELBURN	CHICAGO SUBURBAN
630128	W.CHICAGO	CHICAGO SUBURBAN
630133	WHEATON	CHICAGO SUBURBAN
630134	GLEN ELLYN	CHICAGO SUBURBAN
630135	WARNVL	CHICAGO SUBURBAN
630136	LOMBARD	CHICAGO SUBURBAN
630138	ROSELLE	CHICAGO SUBURBAN
630256	HINSDALE	CHICAGO SUBURBAN
630265	DOWNERSGRV	CHICAGO SUBURBAN
630266	NAPERVILLE	CHICAGO SUBURBAN
630267	NAPERVILLENE	CHICAGO SUBURBAN

Reporting Wire Center Nbr	Office Name	IETRO Area Name
630571	OAKBROOK	CHICAGO SUBURBAN
630619	ELMHURST	CHICAGO SUBURBAN
630620	BENSENVILLE	CHICAGO SUBURBAN
708136	LOMBARD	CHICAGO SUBURBAN
708237	MOKENA	CHICAGO SUBURBAN
708606	CHICAGOHTS	CHICAGO SUBURBAN
708607	FORDHT	CHICAGO SUBURBAN
708613	HARVEY	CHICAGO SUBURBAN
708614	HOMWOOD	CHICAGO SUBURBAN
708615	RIVERDALE	CHICAGO SUBURBAN
708616	CALUMETCITY	CHICAGO SUBURBAN
708617	BELLWOOD	CHICAGO SUBURBAN
708618	HILLSIDE	CHICAGO SUBURBAN
708621	CICERO	CHICAGO SUBURBAN
708622	SUMMIT	CHICAGO SUBURBAN
708623	HICKORYHILLS	CHICAGO SUBURBAN
708624	LAGRANGE	CHICAGO SUBURBAN
708625	BLUE ISLAND	CHICAGO SUBURBAN
708626	OAK LAWN	CHICAGO SUBURBAN
708627	TINLEY PARK	CHICAGO SUBURBAN
708628	ORLAND PARK	CHICAGO SUBURBAN
708629	PALOS PARK	CHICAGO SUBURBAN
708630	OAK PARK	CHICAGO SUBURBAN
708631	RIVER GROVE	CHICAGO SUBURBAN
773102	O'HARE	CHICAGO SUBURBAN
773414	O'HARE	CHICAGO SUBURBAN
815248	WOODSTOCK	CHICAGO SUBURBAN
815249	CRSTLK	CHICAGO SUBURBAN
815250	HARVRD	CHICAGO SUBURBAN
815251	MARENG	CHICAGO SUBURBAN
815252	MCHNRY	CHICAGO SUBURBAN
815253	UNION	CHICAGO SUBURBAN
847101	ARLINGTONHTS	CHICAGO SUBURBAN
847102	ELK GROVE	CHICAGO SUBURBAN
847103	GLENVIEW	CHICAGO SUBURBAN
847104	NORTHBROOK	CHICAGO SUBURBAN
847105	LIBERTYVILLE	CHICAGO SUBURBAN
847106	WHEELING	CHICAGO SUBURBAN
847107	WAUKEGAN	CHICAGO SUBURBAN
847108	N CHICAGO	CHICAGO SUBURBAN
847109	ZION	CHICAGO SUBURBAN
847110	HIGHLANDPK	CHICAGO SUBURBAN
847111	DEERFIELD	CHICAGO SUBURBAN
847112	LAKE FOREST	CHICAGO SUBURBAN

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Reporting Wire Center Nbr	Office Name	TETRO Area Name
847113	ANTIOCH	CHICAGO SUBURBAN
847114	FOX LAKE	CHICAGO SUBURBAN
847115	GRAYSLAKE	CHICAGO SUBURBAN
847116	LAKE VILLA	CHICAGO SUBURBAN
847117	ROUND LAKE	CHICAGO SUBURBAN
847118	ELGIN	CHICAGO SUBURBAN
847120	PLTCTR	CHICAGO SUBURBAN
847121	DUNDEE	CHICAGO SUBURBAN
847122	ALGONQUIN	CHICAGO SUBURBAN
847123	HMPSHR	CHICAGO SUBURBAN
847124	HUNTLEY	CHICAGO SUBURBAN
847125	CARY	CHICAGO SUBURBAN
847129	PALATINE	CHICAGO SUBURBAN
847130	BARRINGTON	CHICAGO SUBURBAN
847131	LAKE ZURICH	CHICAGO SUBURBAN
847132	WAUCND	CHICAGO SUBURBAN
847137	WILLOWCREST	CHICAGO SUBURBAN
847139	SCHAUMBRG	CHICAGO SUBURBAN
847140	SCHAUMBGN	CHICAGO SUBURBAN
847141	BARRINGTONS	CHICAGO SUBURBAN
847142	POPLAR	CHICAGO SUBURBAN
847143	DESPLAINES	CHICAGO SUBURBAN
847144	PARK RIDGE	CHICAGO SUBURBAN
847601	EVANSTON	CHICAGO SUBURBAN
847602	WILMET	CHICAGO SUBURBAN
847603	WINTKA	CHICAGO SUBURBAN
847604	SKOKIE	CHICAGO SUBURBAN
847605	MORTONGROVE	CHICAGO SUBURBAN
847632	SCHILLERPARK	CHICAGO SUBURBAN
847657	NORTHBK W	CHICAGO SUBURBAN
217331	CHMPGNMA	ILLINOIS NORTH CENTRAL
217332	CHMPGNUNV	ILLINOIS NORTH CENTRAL
217333	GIBSONCITY	ILLINOIS NORTH CENTRAL
217334	STJSPH	ILLINOIS NORTH CENTRAL
217338	DANVILLE	ILLINOIS NORTH CENTRAL
217339	CATLIN	ILLINOIS NORTH CENTRAL
217340	FAIRMT	ILLINOIS NORTH CENTRAL
217341	FITHIN	ILLINOIS NORTH CENTRAL
217342	GEORTN	ILLINOIS NORTH CENTRAL
217343	INDINL	ILLINOIS NORTH CENTRAL
217344	OAKWD	ILLINOIS NORTH CENTRAL
217345	RDGFRM	ILLINOIS NORTH CENTRAL
217346	WESTVL	ILLINOIS NORTH CENTRAL
309358	PEORIABLUFFS	ILLINOIS NORTH CENTRAL
309359	PEORIA JEFF	ILLINOIS NORTH CENTRAL
309360	PEORIANORTH	ILLINOIS NORTH CENTRAL
309362	PEORIA EAST	ILLINOIS NORTH CENTRAL
309363	BARTONVILLE	ILLINOIS NORTH CENTRAL

Reporting Wire Center Nbr	Office Name	TETRO Area Name
309364	DELAVAN	ILLINOIS NORTH CENTRAL
309365	HANNCT	ILLINOIS NORTH CENTRAL
309366	SANJOS	ILLINOIS NORTH CENTRAL
309367	SPRGBY	ILLINOIS NORTH CENTRAL
309368	TRIVOL	ILLINOIS NORTH CENTRAL
309369	CANTON	ILLINOIS NORTH CENTRAL
309370	FRMNGT	ILLINOIS NORTH CENTRAL
309371	FIATT	ILLINOIS NORTH CENTRAL
309372	IPAVA	ILLINOIS NORTH CENTRAL
309373	LEWSTN	ILLINOIS NORTH CENTRAL
309374	STDAVD	ILLINOIS NORTH CENTRAL
309375	ROCK ISLAND	ILLINOIS NORTH CENTRAL
309376	COALVL	ILLINOIS NORTH CENTRAL
309377	E MOLINE	ILLINOIS NORTH CENTRAL
309378	MOLINE	ILLINOIS NORTH CENTRAL
309379	EDGNTN	ILLINOIS NORTH CENTRAL
309380	GREEN ROCK	ILLINOIS NORTH CENTRAL
309381	MILAN	ILLINOIS NORTH CENTRAL
630241	BOLINGBROK	ILLINOIS NORTH CENTRAL
630242	LEMONT	ILLINOIS NORTH CENTRAL
630243	LEMONT N	ILLINOIS NORTH CENTRAL
630257	AURORAMAIN	ILLINOIS NORTH CENTRAL
630258	AURORA EAST	ILLINOIS NORTH CENTRAL
630259	BIG ROCK	ILLINOIS NORTH CENTRAL
630260	KANEVL	ILLINOIS NORTH CENTRAL
630261	OSWEGO	ILLINOIS NORTH CENTRAL
630262	PLANO	ILLINOIS NORTH CENTRAL
630263	SUGAR GROVE	ILLINOIS NORTH CENTRAL
630264	YORKVL	ILLINOIS NORTH CENTRAL
708608	BEECHER	ILLINOIS NORTH CENTRAL
708609	CRETE	ILLINOIS NORTH CENTRAL
708610	GVRNPK	ILLINOIS NORTH CENTRAL
708611	PARK FOREST	ILLINOIS NORTH CENTRAL
708612	PEOTON	ILLINOIS NORTH CENTRAL
815201	KANKAKEE	ILLINOIS NORTH CENTRAL
815202	GRNTPK	ILLINOIS NORTH CENTRAL
815203	HRSCHR	ILLINOIS NORTH CENTRAL
815204	MANTNO	ILLINOIS NORTH CENTRAL
815205	MOMENC	ILLINOIS NORTH CENTRAL
815206	HPKNPK	ILLINOIS NORTH CENTRAL
815207	STANNE	ILLINOIS NORTH CENTRAL
815208	MORRIS	ILLINOIS NORTH CENTRAL
815209	BRAIDWOOD	ILLINOIS NORTH CENTRAL
815210	COALCT	ILLINOIS NORTH CENTRAL
815211	DWIGHT	ILLINOIS NORTH CENTRAL
815212	GARDNR	ILLINOIS NORTH CENTRAL
815213	JOLIET M	ILLINOIS NORTH CENTRAL
815214	MAZON	ILLINOIS NORTH CENTRAL

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Reporting Wire Center Nbr	Office Name	ETRO Area Name
815215	MINOOK	ILLINOIS NORTH CENTRAL
815216	NEWARK	ILLINOIS NORTH CENTRAL
815217	PLATVL	ILLINOIS NORTH CENTRAL
815218	VERONA	ILLINOIS NORTH CENTRAL
815219	WATSEK	ILLINOIS NORTH CENTRAL
815220	CRSTCT	ILLINOIS NORTH CENTRAL
815221	FORRST	ILLINOIS NORTH CENTRAL
815222	GILMAN	ILLINOIS NORTH CENTRAL
815223	ONARGA	ILLINOIS NORTH CENTRAL
815224	OTTAWA	ILLINOIS NORTH CENTRAL
815225	HARDNG	ILLINOIS NORTH CENTRAL
815226	LASALLE	ILLINOIS NORTH CENTRAL
815227	OGLSBY	ILLINOIS NORTH CENTRAL
815228	SENECA	ILLINOIS NORTH CENTRAL
815229	UTICA	ILLINOIS NORTH CENTRAL
815230	JOLIET M	ILLINOIS NORTH CENTRAL
815231	JOLIET M	ILLINOIS NORTH CENTRAL
815232	ELWOOD	ILLINOIS NORTH CENTRAL
815233	FRANKFORT	ILLINOIS NORTH CENTRAL
815234	MNHTTN	ILLINOIS NORTH CENTRAL
815235	WLMNTN	ILLINOIS NORTH CENTRAL
815236	NEW LENOX	ILLINOIS NORTH CENTRAL
815238	LCKPRT	ILLINOIS NORTH CENTRAL
815239	PLAINFIELD	ILLINOIS NORTH CENTRAL
815240	ROMEOVILLE	ILLINOIS NORTH CENTRAL
815244	ROCKFORD M	ILLINOIS NORTH CENTRAL
815245	ROCKFORD E	ILLINOIS NORTH CENTRAL
815247	ROCKFORD N	ILLINOIS NORTH CENTRAL
815254	STERLING	ILLINOIS NORTH CENTRAL
815255	GALENA	ILLINOIS NORTH CENTRAL
217312	SPRNGFLD M	ILLINOIS SOUTH
217314	SPRNGFLD LK	ILLINOIS SOUTH
217315	SPRNGFLD W	ILLINOIS SOUTH
217316	ATHENS	ILLINOIS SOUTH
217317	BUFFALO	ILLINOIS SOUTH
217318	CANTRL	ILLINOIS SOUTH
217319	OAKFRD	ILLINOIS SOUTH
217320	PTRSBG	ILLINOIS SOUTH
217321	RIVRTN	ILLINOIS SOUTH
217322	ROCHST	ILLINOIS SOUTH
217323	TALLUL	ILLINOIS SOUTH
217324	QUINCY	ILLINOIS SOUTH
217325	BURTON	ILLINOIS SOUTH
217326	COLMBS	ILLINOIS SOUTH
217327	FOWLER	ILLINOIS SOUTH
217328	LIBRTY	ILLINOIS SOUTH
217329	PAYSON	ILLINOIS SOUTH
217330	BEARDSTOWN	ILLINOIS SOUTH

Reporting Wire Center Nbr	Office Name	ETRO Area Name
217335	DECATURMAIN	ILLINOIS SOUTH
217336	DECATURNRTH	ILLINOIS SOUTH
217337	HRRSTN	ILLINOIS SOUTH
618275	ALTONCOLLEGE	ILLINOIS SOUTH
618276	BETHALTO	ILLINOIS SOUTH
618277	BRGHTN	ILLINOIS SOUTH
618278	ELSAH	ILLINOIS SOUTH
618279	WOODRIVER	ILLINOIS SOUTH
618280	ROSEWD HTS	ILLINOIS SOUTH
618281	GODFREY	ILLINOIS SOUTH
618282	COLLINSVILLE	ILLINOIS SOUTH
618283	EDWARDSVILE	ILLINOIS SOUTH
618284	GLNCRB	ILLINOIS SOUTH
618285	MARINE	ILLINOIS SOUTH
618286	TROY	ILLINOIS SOUTH
618287	CENTRALIA	ILLINOIS SOUTH
618288	AVISTON	ILLINOIS SOUTH
618289	BEKEMEYER	ILLINOIS SOUTH
618290	BREESE	ILLINOIS SOUTH
618291	CARLYLE	ILLINOIS SOUTH
618292	GERMANTWN	ILLINOIS SOUTH
618293	GREENVILLE	ILLINOIS SOUTH
618294	IUKA	ILLINOIS SOUTH
618295	KELL DIX	ILLINOIS SOUTH
618296	KNMNDY	ILLINOIS SOUTH
618297	SALEM	ILLINOIS SOUTH
618298	TRENTON	ILLINOIS SOUTH
618299	VANDALIA	ILLINOIS SOUTH
618300	CAIRO	ILLINOIS SOUTH
618301	MNDCTY	ILLINOIS SOUTH
618302	MOUNDS	ILLINOIS SOUTH
618303	OLVBCH	ILLINOIS SOUTH
618304	OLMSTD	ILLINOIS SOUTH
618305	TAMMS	ILLINOIS SOUTH
618306	THEBES	ILLINOIS SOUTH
618307	MT VERNON	ILLINOIS SOUTH
618308	BLUFORD	ILLINOIS SOUTH
618309	HARMNY	ILLINOIS SOUTH
618310	NASHVILLE	ILLINOIS SOUTH
618311	KELL DIX	ILLINOIS SOUTH
618347	EASTSTLOUIS	ILLINOIS SOUTH
618348	GRANITECITY	ILLINOIS SOUTH
618349	PONTON	ILLINOIS SOUTH
618350	CAHOKIADER	ILLINOIS SOUTH
618351	BELLEVILLE AD	ILLINOIS SOUTH
618352	EDGEMONT	ILLINOIS SOUTH
618353	FREBRG	ILLINOIS SOUTH
618354	LEBANN	ILLINOIS SOUTH

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Reporting Wire Center Nbr	Office Name	METRO Area Name
618355	NATHNS	ILLINOIS SOUTH
618356	O'FALLON	ILLINOIS SOUTH
618357	PIONER	ILLINOIS SOUTH
618377	BETHALTO	ILLINOIS SOUTH
#####	XXXXXXXXXX	UNDETERMINED
#####2	XXXXXXXXXX	UNDETERMINED
#####3	XXXXXXXXXX	UNDETERMINED

Reporting Wire Center Nbr	Office Name	METRO Area Name
#####4	XXXXXXXXXX	UNDETERMINED
#####5	XXXXXXXXXX	UNDETERMINED
#####6	XXXXXXXXXX	UNDETERMINED
#####7	XXXXXXXXXX	UNDETERMINED
#####8	XXXXXXXXXX	UNDETERMINED
#####9	XXXXXXXXXX	UNDETERMINED
#####1	XXXXXXXXXX	UNDETERMINED

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Geographic Disaggregations-Indiana

Reporting Wire Center Nbr	Office Name	METRO Area Name
219263	SPENCERVILLE	INDIANA NORTH SOUTH
219264	HUNTINGTON	INDIANA NORTH SOUTH
219265	BLUFFTON	INDIANA NORTH SOUTH
219266	AUBURN	INDIANA NORTH SOUTH
219267	KENDALVILLE	INDIANA NORTH SOUTH
219461	MICH CTY	INDIANA NORTH SOUTH
219471	OSCEOLA	INDIANA NORTH SOUTH
219472	CULVER	INDIANA NORTH SOUTH
219473	MISHAWAKA	INDIANA NORTH SOUTH
219474	S BND NORTH	INDIANA NORTH SOUTH
219475	S BND	INDIANA NORTH SOUTH
219481	S BND MN	INDIANA NORTH SOUTH
219261	LAGRO	INDIANA NORTH SOUTH
219262	ANDREWS	INDIANA NORTH SOUTH
317254	SHERIDAN	INDIANA NORTH SOUTH
317336	FAIRLAND	INDIANA NORTH SOUTH
317338	SHELBYVILLE	INDIANA NORTH SOUTH
812311	SPENCER	INDIANA NORTH SOUTH
812313	MORGANTOWN	INDIANA NORTH SOUTH
812314	NASHVILLE	INDIANA NORTH SOUTH
812315	HELTONVILLE	INDIANA NORTH SOUTH
812317	BLOOMINGTON	INDIANA NORTH SOUTH
812319	BEDFORD	INDIANA NORTH SOUTH
812321	BRUCEVILLE	INDIANA NORTH SOUTH
812322	BLOOMFIELD	INDIANA NORTH SOUTH
812323	DUGGER	INDIANA NORTH SOUTH
812324	JASONVILLE	INDIANA NORTH SOUTH
812325	VINCENNES	INDIANA NORTH SOUTH
812326	LINTON	INDIANA NORTH SOUTH
812327	WASHINGTON	INDIANA NORTH SOUTH
812331	EDINBURG	INDIANA NORTH SOUTH
812332	HOPE	INDIANA NORTH SOUTH
812333	ELIZABETHTOWN	INDIANA NORTH SOUTH
812335	FLAT ROCK	INDIANA NORTH SOUTH
812337	COLUMBUS	INDIANA NORTH SOUTH
812339	COL. SOUTH	INDIANA NORTH SOUTH
812341	SELLERSBURG	INDIANA NORTH SOUTH
812342	CHARLESTOWN	INDIANA NORTH SOUTH
812343	NEW WASHINGTON	INDIANA NORTH SOUTH
812344	GALENA	INDIANA NORTH SOUTH
812345	JEFFERSONVILLE	INDIANA NORTH SOUTH
812346	NEW ALBANY	INDIANA NORTH SOUTH
812350	MT VERNON	INDIANA NORTH SOUTH
812351	NEWBURGH	INDIANA NORTH SOUTH
812352	McCUTCHEVILLE	INDIANA NORTH SOUTH
812353	ST JOSEPH	INDIANA NORTH SOUTH

Reporting Wire Center Nbr	Office Name	METRO Area Name
812354	ST PHILLIP	INDIANA NORTH SOUTH
812355	CHANDLER	INDIANA NORTH SOUTH
812356	EVANSVILLE GNA	INDIANA NORTH SOUTH
812357	EVANSVILLE HA	INDIANA NORTH SOUTH
812358	NEW HARMONY	INDIANA NORTH SOUTH
812359	SOLITUDE	INDIANA NORTH SOUTH
812361	SANDRIDGE	INDIANA NORTH SOUTH
812362	CHRISNEY	INDIANA NORTH SOUTH
812363	ROCKPORT	INDIANA NORTH SOUTH
812364	DALE	INDIANA NORTH SOUTH
812365	TENNYSON	INDIANA NORTH SOUTH
812366	TELL CITY	INDIANA NORTH SOUTH
812367	BOONEVILLE	INDIANA NORTH SOUTH
765201	GASTON	INDIANA NORTH SOUTH
765202	EATON	INDIANA NORTH SOUTH
765203	YORKTOWN	INDIANA NORTH SOUTH
765204	ALBANY	INDIANA NORTH SOUTH
765205	MONTPIER	INDIANA NORTH SOUTH
765206	HARTFORD CITY	INDIANA NORTH SOUTH
765207	MUNCIE	INDIANA NORTH SOUTH
765209	NEW CASTLE	INDIANA NORTH SOUTH
765210	OTTERBEIN	INDIANA NORTH SOUTH
765211	MELLOTT	INDIANA NORTH SOUTH
765212	W. LEBANON	INDIANA NORTH SOUTH
765213	STEWART	INDIANA NORTH SOUTH
765214	VEEDERSBURG	INDIANA NORTH SOUTH
765215	KINGMAN	INDIANA NORTH SOUTH
765216	CAYUGA	INDIANA NORTH SOUTH
765217	COVINGTON	INDIANA NORTH SOUTH
765219	OXFORD	INDIANA NORTH SOUTH
765221	BOSWELL	INDIANA NORTH SOUTH
765223	ATTICA	INDIANA NORTH SOUTH
765224	FOWLER	INDIANA NORTH SOUTH
765230	ROCKVILLE	INDIANA NORTH SOUTH
765232	DARLINGTON	INDIANA NORTH SOUTH
765233	LADOGA	INDIANA NORTH SOUTH
765234	WAVELAND	INDIANA NORTH SOUTH
765235	MARSHAL	INDIANA NORTH SOUTH
765236	W DANA	INDIANA NORTH SOUTH
765237	MONTEZUMA	INDIANA NORTH SOUTH
765238	ROSEDALE	INDIANA NORTH SOUTH
765239	CLINTON	INDIANA NORTH SOUTH
765240	BELLMORE	INDIANA NORTH SOUTH
765241	CRAWFORDSVILLE	INDIANA NORTH SOUTH
765242	NEW MARKET	INDIANA NORTH SOUTH
765243	WAYNETOWN	INDIANA NORTH SOUTH

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Reporting Wire Center Nbr	Office Name	METRO Area Name
765251	MICHIGANTOWN	INDIANA NORTH SOUTH
765252	KIRKLIN	INDIANA NORTH SOUTH
765253	BUCK CREEK	INDIANA NORTH SOUTH
765255	MECHANICSBURG	INDIANA NORTH SOUTH
765256	FRANKFORT	INDIANA NORTH SOUTH
765257	LEBANON	INDIANA NORTH SOUTH
765271	BURLINGTON	INDIANA NORTH SOUTH
765272	GREENTOWN	INDIANA NORTH SOUTH
765273	RUSSIAVILLE	INDIANA NORTH SOUTH
765274	BUNKER HILL	INDIANA NORTH SOUTH
765275	KOKOMO MN	INDIANA NORTH SOUTH
765276	PERU	INDIANA NORTH SOUTH
765277	KOKOMO SO	INDIANA NORTH SOUTH
765281	UPLAND	INDIANA NORTH SOUTH
765282	AMBOY-COV	INDIANA NORTH SOUTH
765283	MARION NORTH	INDIANA NORTH SOUTH
765284	MARION ORLEANS	INDIANA NORTH SOUTH
765291	MIDDLETOWN	INDIANA NORTH SOUTH
765292	CHESTERFIELD	INDIANA NORTH SOUTH
765293	ANDERSON	INDIANA NORTH SOUTH
765294	SUMMITVILLE	INDIANA NORTH SOUTH
765295	ALEXANDRIA	INDIANA NORTH SOUTH
765296	ELWOOD	INDIANA NORTH SOUTH
765312	PARAGON	INDIANA NORTH SOUTH
765318	MARTINSVILLE	INDIANA NORTH SOUTH
317111	MELROSE	INDIANAPOLIS METRO SUBURB
317121	FLEETWOOD	INDIANAPOLIS METRO SUBURB
317122	LIBERTY	INDIANAPOLIS METRO SUBURB
317123	TWINBROOK	INDIANAPOLIS METRO SUBURB
317124	ACTON	INDIANAPOLIS METRO SUBURB
317125	GREENFIELD	INDIANAPOLIS METRO SUBURB
317127	NEW PALESTINE	INDIANAPOLIS METRO SUBURB
317128	OAKLANDON	INDIANAPOLIS METRO SUBURB
317132	AXMINISTER	INDIANAPOLIS METRO SUBURB
317133	WALNUT	INDIANAPOLIS METRO SUBURB
317134	TRINITY	INDIANAPOLIS METRO SUBURB
317141	STATE	INDIANAPOLIS METRO SUBURB
317142	GREENWOOD	INDIANAPOLIS METRO SUBURB
317143	WEST NEWTON	INDIANAPOLIS METRO SUBURB

Reporting Wire Center Nbr	Office Name	METRO Area Name
317151	ZIONSVILLE	INDIANAPOLIS METRO SUBURB
317152	CLIFFORD	INDIANAPOLIS METRO SUBURB
317153	VICTOR	INDIANAPOLIS METRO SUBURB
317154	FISHERS	INDIANAPOLIS METRO SUBURB
317155	NOBLESVILLE	INDIANAPOLIS METRO SUBURB
317171	CHAPEL	INDIANAPOLIS METRO SUBURB
317172	BROWNSBURG	INDIANAPOLIS METRO SUBURB
317173	DANVILLE	INDIANAPOLIS METRO SUBURB
317174	MOORESVILLE	INDIANAPOLIS METRO SUBURB
317175	PLAINFIELD	INDIANAPOLIS METRO SUBURB
317176	WESTWOOD	INDIANAPOLIS METRO SUBURB
219411	ST JOHN	LAKE COUNTY
219412	CEDAR LAKE	LAKE COUNTY
219413	LOWELL	LAKE COUNTY
219414	CROWN POINT	LAKE COUNTY
219415	CEDAR CREEK	LAKE COUNTY
219416	MERRILLVILLE	LAKE COUNTY
219421	GARY NORTH	LAKE COUNTY
219422	GARY MILLER	LAKE COUNTY
219432	GARY WEST	LAKE COUNTY
219433	GARY SOUTH	LAKE COUNTY
219441	DYER	LAKE COUNTY
219442	HAMMOND E	LAKE COUNTY
219443	HIGHLAND	LAKE COUNTY
219451	HAMMOND W	LAKE COUNTY
219452	E CHICAGO	LAKE COUNTY
219453	WHITING	LAKE COUNTY
219218	MORROCCO	LAKE COUNTY
219222	LAKE VILLAGE	LAKE COUNTY
#####	XXXXXXXXXX	UNDETERMINED
#####2	XXXXXXXXXX	UNDETERMINED
#####3	XXXXXXXXXX	UNDETERMINED
#####4	XXXXXXXXXX	UNDETERMINED
#####5	XXXXXXXXXX	UNDETERMINED
#####6	XXXXXXXXXX	UNDETERMINED
#####7	XXXXXXXXXX	UNDETERMINED
#####8	XXXXXXXXXX	UNDETERMINED
#####9	XXXXXXXXXX	UNDETERMINED
#####1	XXXXXXXXXX	UNDETERMINED

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Geographic Disaggregations-Michigan

Reporting Wire Center Nbr	Office Name	METRO Area Name
248004	S LYON	DETROIT METRO
248028	NORTHVILLE	DETROIT METRO
248261	PONTIAC MN	DETROIT METRO
248262	PONTIAC NE	DETROIT METRO
248263	PONTIAC N	DETROIT METRO
248264	CLARKSTON	DETROIT METRO
248265	OXFORD	DETROIT METRO
248266	AUBURN HTS	DETROIT METRO
248267	ROCHESTER	DETROIT METRO
248268	COMMERCE N.	DETROIT METRO
248269	DRAYTON PLAINS	DETROIT METRO
248270	PONTIAC W	DETROIT METRO
248271	LAKE ORION	DETROIT METRO
248284	ROYAL OAK	DETROIT METRO
248285	TROY	DETROIT METRO
248291	TROY SOMERSET	DETROIT METRO
248292	COMMERCE	DETROIT METRO
248294	FARMNGTN HLS	DETROIT METRO
248295	BIRMINGHAM	DETROIT METRO
248296	W BLOOMFIELD	DETROIT METRO
248297	WALLED LAKE	DETROIT METRO
248322	OAKFIELD	DETROIT METRO
248323	SOUTHFIELD	DETROIT METRO
248324	FARMINGTON	DETROIT METRO
248576	AUBURN HLS	DETROIT METRO
313022	KENWOOD	DETROIT METRO
313037	FAIRBORN	DETROIT METRO
313038	LOGAN	DETROIT METRO
313039	LUZON	DETROIT METRO
313056	DUNKIRK	DETROIT METRO
313057	VINEWOOD	DETROIT METRO
313062	VERMONT	DETROIT METRO
313063	WEBSTER	DETROIT METRO
313187	VALLEY	DETROIT METRO
313188	TUXEDO	DETROIT METRO
313194	LAKEVIEW	DETROIT METRO
313195	WALNUT	DETROIT METRO
313196	TWINBROOK	DETROIT METRO
313205	WOODWARD	DETROIT METRO
313206	RIVERFRONT	DETROIT METRO
313207	TEMPLE	DETROIT METRO
313308	UNIVERSITY	DETROIT METRO
313309	TOWNSEND	DETROIT METRO
313315	TRINITY	DETROIT METRO
313316	TYLER	DETROIT METRO

Reporting Wire Center Nbr	Office Name	METRO Area Name
810140	ARMADA	DETROIT METRO
810141	ALGONAC	DETROIT METRO
810142	MT CLEMENS N	DETROIT METRO
810155	ST CLAIR	DETROIT METRO
810156	LEXINGTON	DETROIT METRO
810157	MARYSVILLE	DETROIT METRO
810159	PT HURON N	DETROIT METRO
810160	PT SANILAC	DETROIT METRO
810162	APPLEGATE	DETROIT METRO
810163	CARSONVILLE	DETROIT METRO
810165	PECK	DETROIT METRO
810166	PT HURON MN	DETROIT METRO
810179	ROSEVILLE N	DETROIT METRO
810180	ROSEVILLE	DETROIT METRO
810214	WARREN	DETROIT METRO
810215	CENTERLINE	DETROIT METRO
810216	TECHLINE	DETROIT METRO
734001	DEXTER	DETROIT METRO
734002	MANCHESTER	DETROIT METRO
734003	ANN ARBOR SE	DETROIT METRO
734005	WHITMORE LAKE	DETROIT METRO
734006	CHELSEA	DETROIT METRO
734007	YPSILANTI	DETROIT METRO
734008	ANN ARBOR MN	DETROIT METRO
734009	PINCKNEY	DETROIT METRO
734027	LIVONIA	DETROIT METRO
734029	PLYMOUTH MN	DETROIT METRO
734030	LIVONIA NW	DETROIT METRO
734048	MONROE MN	DETROIT METRO
734049	MONROE NE	DETROIT METRO
734050	CARLETON	DETROIT METRO
734070	WYANDOTTE	DETROIT METRO
734071	ROCKWOOD	DETROIT METRO
734072	MILAN	DETROIT METRO
734073	WILLIS	DETROIT METRO
734074	TRENTON	DETROIT METRO
734075	BELLEVILLE	DETROIT METRO
734076	NEW BOSTON	DETROIT METRO
734077	FLATROCK	DETROIT METRO
734088	WICK	DETROIT METRO
734089	WAYNE	DETROIT METRO
734090	WAYNE NW	DETROIT METRO
734091	ROMULUS	DETROIT METRO
734957	BELLEVILLE NE	DETROIT METRO
810131	CLINTON	DETROIT METRO
810132	UTICA	DETROIT METRO

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Reporting Wire Center Nbr	Office Name	METRO Area Name
810133	MT CLEMENS MN	DETROIT METRO
810134	NEW BALTIMORE	DETROIT METRO
810135	HARSSENS ISLAND	DETROIT METRO
810136	NEW HAVEN	DETROIT METRO
810137	ROMEO	DETROIT METRO
810138	MARINE CITY	DETROIT METRO
810139	WASHINGTON	DETROIT METRO
248620	HOLLY	SAGINAW LANSING JACKSON
517696	LANSING NW	SAGINAW LANSING JACKSON
517697	DIMONDALE	SAGINAW LANSING JACKSON
517698	E LANSING	SAGINAW LANSING JACKSON
517699	HASLETT	SAGINAW LANSING JACKSON
517700	OKEMOS	SAGINAW LANSING JACKSON
517701	LANSING MN	SAGINAW LANSING JACKSON
517702	LANSING S	SAGINAW LANSING JACKSON
517703	DANSVILLE	SAGINAW LANSING JACKSON
517704	POTTERVILLE	SAGINAW LANSING JACKSON
517705	PORTLAND	SAGINAW LANSING JACKSON
517706	MULLIKEN	SAGINAW LANSING JACKSON
517707	MASON	SAGINAW LANSING JACKSON
517708	HOLT	SAGINAW LANSING JACKSON
517795	HILLSDALE	SAGINAW LANSING JACKSON
517796	CLARKLAKE	SAGINAW LANSING JACKSON
517797	NAPOLEON	SAGINAW LANSING JACKSON
517798	CHARLOTTE	SAGINAW LANSING JACKSON
517799	LESLIE	SAGINAW LANSING JACKSON
517800	ALBION	SAGINAW LANSING JACKSON
517801	EATON RPDS	SAGINAW LANSING JACKSON
517802	NSHVLE-VRMNTVLE	SAGINAW LANSING JACKSON
517803	SPRING ARBOR	SAGINAW LANSING JACKSON
517804	MI CENTER	SAGINAW LANSING JACKSON
517805	JACKSON NE	SAGINAW LANSING JACKSON
517806	JACKSON	SAGINAW LANSING JACKSON
517807	JONESVILLE	SAGINAW LANSING JACKSON
517903	FOWLerville	SAGINAW LANSING JACKSON
517906	HOWELL	SAGINAW LANSING JACKSON
810617	FLINT MN	SAGINAW LANSING JACKSON
810618	BYRON	SAGINAW LANSING JACKSON
810619	FENTON	SAGINAW LANSING JACKSON
810621	LAPEER	SAGINAW LANSING JACKSON
810622	GR BLANC	SAGINAW LANSING JACKSON
810633	FLINT NE	SAGINAW LANSING JACKSON
810634	FLUSHING	SAGINAW LANSING JACKSON
810635	CLIO	SAGINAW LANSING JACKSON
810636	FLINT NW	SAGINAW LANSING JACKSON
810637	FLINT E	SAGINAW LANSING JACKSON
810638	FLINT N	SAGINAW LANSING JACKSON
810904	BRIGHTON	SAGINAW LANSING JACKSON

Reporting Wire Center Nbr	Office Name	METRO Area Name
810905	HAMBURG	SAGINAW LANSING JACKSON
810907	HARTLAND	SAGINAW LANSING JACKSON
989366	AUBURN	SAGINAW LANSING JACKSON
989367	BAY CITY W	SAGINAW LANSING JACKSON
989368	LINWOOD	SAGINAW LANSING JACKSON
989369	BAYCITY/TWINBRK	SAGINAW LANSING JACKSON
989374	MIDLAND SE	SAGINAW LANSING JACKSON
989375	MIDLAND-MELROSE	SAGINAW LANSING JACKSON
989379	CLARE	SAGINAW LANSING JACKSON
989380	GLADWIN	SAGINAW LANSING JACKSON
989381	BEAVERTON	SAGINAW LANSING JACKSON
989382	ROSEBUSH	SAGINAW LANSING JACKSON
989383	COLEMAN	SAGINAW LANSING JACKSON
989384	HARRISON	SAGINAW LANSING JACKSON
989385	FARWELL W	SAGINAW LANSING JACKSON
989386	FARWELL	SAGINAW LANSING JACKSON
989395	W BRANCH	SAGINAW LANSING JACKSON
989396	E TAWAS	SAGINAW LANSING JACKSON
989397	ST HELEN	SAGINAW LANSING JACKSON
989398	OSCODA	SAGINAW LANSING JACKSON
989399	STANDISH	SAGINAW LANSING JACKSON
989445	BAD AXE	SAGINAW LANSING JACKSON
989446	FREELAND	SAGINAW LANSING JACKSON
989447	BIRCH RUN	SAGINAW LANSING JACKSON
989448	FRANKENMUTH	SAGINAW LANSING JACKSON
989449	BAY PORT	SAGINAW LANSING JACKSON
989450	UBLY	SAGINAW LANSING JACKSON
989451	GAGETOWN	SAGINAW LANSING JACKSON
989452	UNIONVILLE	SAGINAW LANSING JACKSON
989453	OWENDALE	SAGINAW LANSING JACKSON
989454	FAIRGROVE	SAGINAW LANSING JACKSON
989455	SAGINAW MN	SAGINAW LANSING JACKSON
989456	BRIDGEPORT S	SAGINAW LANSING JACKSON
989457	SAG BRIDGEPORT	SAGINAW LANSING JACKSON
989458	SAGINAW SHIELDS	SAGINAW LANSING JACKSON
989459	SAGINAW W	SAGINAW LANSING JACKSON
989460	VASSAR	SAGINAW LANSING JACKSON
989461	MAYVILLE	SAGINAW LANSING JACKSON
989462	ST CHARLES	SAGINAW LANSING JACKSON
989463	REESE	SAGINAW LANSING JACKSON
989464	SEBEWAING	SAGINAW LANSING JACKSON
231851	NEWAYGO	GRAND RAPIDS KALAMAZOO
231853	WHITE CLOUD	GRAND RAPIDS KALAMAZOO
231855	BIG RPDS	GRAND RAPIDS KALAMAZOO
231856	GRANT	GRAND RAPIDS KALAMAZOO
231857	MORLEY	GRAND RAPIDS KALAMAZOO
231858	FREMONT	GRAND RAPIDS KALAMAZOO
231859	CORAL	GRAND RAPIDS KALAMAZOO

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Reporting Wire Center Nbr	Office Name	METRO Area Name
616728	GR RPDS EMPIRE	GRAND RAPIDS KALAMAZOO
616729	GR RPDS W	GRAND RAPIDS KALAMAZOO
616730	GR RPDS BELL	GRAND RAPIDS KALAMAZOO
616731	ADA	GRAND RAPIDS KALAMAZOO
616732	MARNE	GRAND RAPIDS KALAMAZOO
616733	GRATTAN	GRAND RAPIDS KALAMAZOO
616734	COMSTOCK PARK	GRAND RAPIDS KALAMAZOO
616735	ROCKFORD	GRAND RAPIDS KALAMAZOO
616736	ROCKFORD SE	GRAND RAPIDS KALAMAZOO
616737	SPARTA	GRAND RAPIDS KALAMAZOO
616738	LOWELL	GRAND RAPIDS KALAMAZOO
616739	GR RPDS E	GRAND RAPIDS KALAMAZOO
616753	PORTAGE LAKE	GRAND RAPIDS KALAMAZOO
616754	KALAMAZOO	GRAND RAPIDS KALAMAZOO
616756	KALAMAZOO W	GRAND RAPIDS KALAMAZOO
616757	SCOTTS	GRAND RAPIDS KALAMAZOO
616758	RICHLAND	GRAND RAPIDS KALAMAZOO
616759	VICKSBURG	GRAND RAPIDS KALAMAZOO
616760	GALESBURG	GRAND RAPIDS KALAMAZOO
616761	MARTIN	GRAND RAPIDS KALAMAZOO
616762	PLAINWELL	GRAND RAPIDS KALAMAZOO
616763	OTSEGO	GRAND RAPIDS KALAMAZOO
616779	ATHENS	GRAND RAPIDS KALAMAZOO
616780	OLIVET	GRAND RAPIDS KALAMAZOO
616781	BELLEVUE	GRAND RAPIDS KALAMAZOO
616782	FULTON	GRAND RAPIDS KALAMAZOO
616783	MARSHALL	GRAND RAPIDS KALAMAZOO
616785	BATTLE CREEK	GRAND RAPIDS KALAMAZOO
616786	BATTLE CREEK S	GRAND RAPIDS KALAMAZOO
616822	ST JOE S	GRAND RAPIDS KALAMAZOO
616823	EAU CLAIRE	GRAND RAPIDS KALAMAZOO
616824	COLOMA/WTRVLT	GRAND RAPIDS KALAMAZOO
616825	NEW BUFFALO	GRAND RAPIDS KALAMAZOO
616826	BERRIEN SPRING	GRAND RAPIDS KALAMAZOO
616827	GALIEN	GRAND RAPIDS KALAMAZOO
616828	NILES	GRAND RAPIDS KALAMAZOO
616829	BUCHANAN	GRAND RAPIDS KALAMAZOO
616830	THREE OAKS	GRAND RAPIDS KALAMAZOO
616831	BNTN HRBR/ RVRSD E	GRAND RAPIDS KALAMAZOO
616832	BNTN HRBR/ST.JOE	GRAND RAPIDS KALAMAZOO
616833	BNTN HRBR E	GRAND RAPIDS KALAMAZOO
616850	SAND LAKE	GRAND RAPIDS KALAMAZOO
616852	CASNOVIA	GRAND RAPIDS KALAMAZOO
616854	CEDAR SPRINGS	GRAND RAPIDS KALAMAZOO
616859	TRUFANT	GRAND RAPIDS KALAMAZOO
616871	GR HAVEN	GRAND RAPIDS KALAMAZOO
616873	MACATAWA PARK	GRAND RAPIDS KALAMAZOO

Reporting Wire Center Nbr	Office Name	METRO Area Name
616874	HOLLAND	GRAND RAPIDS KALAMAZOO
616875	HOLLAND N	GRAND RAPIDS KALAMAZOO
616876	ZEELAND	GRAND RAPIDS KALAMAZOO
616881	LAKE ODESSA	GRAND RAPIDS KALAMAZOO
616882	IONIA	GRAND RAPIDS KALAMAZOO
616883	SARANAC	GRAND RAPIDS KALAMAZOO
616884	CLARKVILLE	GRAND RAPIDS KALAMAZOO
616885	GREENVILLE	GRAND RAPIDS KALAMAZOO
616886	FREEPORT	GRAND RAPIDS KALAMAZOO
616887	BELDING	GRAND RAPIDS KALAMAZOO
616888	WAYLAND	GRAND RAPIDS KALAMAZOO
616889	HOPKINS	GRAND RAPIDS KALAMAZOO
616890	MIDDLEVILLE	GRAND RAPIDS KALAMAZOO
616891	HASTINGS	GRAND RAPIDS KALAMAZOO
616911	GR RPDS S HALL	GRAND RAPIDS KALAMAZOO
616912	DUTTON	GRAND RAPIDS KALAMAZOO
616913	HUDSONVILLE	GRAND RAPIDS KALAMAZOO
616914	GR RPDS LENOX	GRAND RAPIDS KALAMAZOO
616915	DORR	GRAND RAPIDS KALAMAZOO
616916	ALTO	GRAND RAPIDS KALAMAZOO
616917	BYRON CTR	GRAND RAPIDS KALAMAZOO
616918	MOLINE	GRAND RAPIDS KALAMAZOO
616919	CALEDONIA	GRAND RAPIDS KALAMAZOO
616920	JAMESTOWN	GRAND RAPIDS KALAMAZOO
231521	LAKE LEELANAU	TRAVERSE CITY U P
231522	KALKASKA	TRAVERSE CITY U P
231523	ELK RPDS	TRAVERSE CITY U P
231524	WILLIAMSBURG	TRAVERSE CITY U P
231525	GRAWN-INTRLCHN	TRAVERSE CITY U P
231526	FRANKFORT	TRAVERSE CITY U P
231527	NORTHPORT	TRAVERSE CITY U P
231528	FOUNT/ FREESOIL	TRAVERSE CITY U P
231529	MANCELONA	TRAVERSE CITY U P
231530	MANISTEE	TRAVERSE CITY U P
231531	SCOTTVILLE	TRAVERSE CITY U P
231532	BEULAH	TRAVERSE CITY U P
231533	ONEKAMA	TRAVERSE CITY U P
231534	ACME	TRAVERSE CITY U P
231535	TRAVERSE CITY	TRAVERSE CITY U P
231569	INDIAN RIVER	TRAVERSE CITY U P
231570	PETOSKEY	TRAVERSE CITY U P
231571	MACKINAW CITY	TRAVERSE CITY U P
231572	WOLVERINE	TRAVERSE CITY U P
231573	HARBOR SPRINGS	TRAVERSE CITY U P
231574	PELLSTON	TRAVERSE CITY U P
231575	WALLOON LAKE	TRAVERSE CITY U P
231576	E JORDAN	TRAVERSE CITY U P
231577	CHARLEVOIX	TRAVERSE CITY U P

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Reporting Wire Center Nbr	Office Name	METRO Area Name
231578	BOYNE CITY	TRAVERSE CITY U P
231579	CHEBOYGAN	TRAVERSE CITY U P
231580	CHEBOYGAN S	TRAVERSE CITY U P
231591	IRONS	TRAVERSE CITY U P
231592	HARRIETTA	TRAVERSE CITY U P
231593	EVART	TRAVERSE CITY U P
231594	MARION	TRAVERSE CITY U P
231595	BALDWIN	TRAVERSE CITY U P
231596	LEROY	TRAVERSE CITY U P
231597	CADILLAC	TRAVERSE CITY U P
231598	LUTHER	TRAVERSE CITY U P
231599	MANTON	TRAVERSE CITY U P
231600	MCBAIN	TRAVERSE CITY U P
231601	TUSTIN	TRAVERSE CITY U P
231602	REED CITY	TRAVERSE CITY U P
231603	FIFE LAKE	TRAVERSE CITY U P
906406	MARQUETTE	TRAVERSE CITY U P
906407	HARVEY	TRAVERSE CITY U P
906408	MICHIGAMME	TRAVERSE CITY U P
906409	CHAMPION	TRAVERSE CITY U P
906411	GWINN	TRAVERSE CITY U P
906412	REPUBLIC	TRAVERSE CITY U P
906413	NEGAUNEE	TRAVERSE CITY U P
906414	ISHPEMING	TRAVERSE CITY U P
906425	ROCK PERKINS	TRAVERSE CITY U P
906426	CORNELL	TRAVERSE CITY U P
906427	GLADSTONE	TRAVERSE CITY U P
906428	BARK RIVER	TRAVERSE CITY U P
906429	RAPID RIVER	TRAVERSE CITY U P
906430	PWRS/ HRMNSVLE	TRAVERSE CITY U P
906431	STEPHENSON	TRAVERSE CITY U P
906432	ESCANABA	TRAVERSE CITY U P
906433	MENOMINEE	TRAVERSE CITY U P
906489	WAKEFIELD	TRAVERSE CITY U P
906490	IRON RIVER	TRAVERSE CITY U P
906491	WATERSMEET	TRAVERSE CITY U P
906492	CHANNING	TRAVERSE CITY U P
906493	HAMILTON LAKE	TRAVERSE CITY U P
906494	BERGLAND	TRAVERSE CITY U P
906495	BESSEMER	TRAVERSE CITY U P
906496	IRON MT	TRAVERSE CITY U P
906497	AMASA	TRAVERSE CITY U P
906498	CRYSTAL FALLS	TRAVERSE CITY U P
906499	IRONWOOD	TRAVERSE CITY U P
906511	KEWEENAW	TRAVERSE CITY U P
906512	LAKE LINDEN	TRAVERSE CITY U P
906513	CALUMET	TRAVERSE CITY U P
906514	HNCOCK/	TRAVERSE CITY U P

Reporting Wire Center Nbr	Office Name	METRO Area Name
	HOUGHTN	
906515	CHASSEL	TRAVERSE CITY U P
906552	NEWBERRY	TRAVERSE CITY U P
906553	ENGADINE	TRAVERSE CITY U P
906556	CURTIS	TRAVERSE CITY U P
906557	S S MARIE	TRAVERSE CITY U P
906558	BREVORT	TRAVERSE CITY U P
906559	MACKINAC ISLAND	TRAVERSE CITY U P
#####	XXXXXXXXXX	UNDETERMINED
#####2	XXXXXXXXXX	UNDETERMINED
#####3	XXXXXXXXXX	UNDETERMINED
#####4	XXXXXXXXXX	UNDETERMINED
#####5	XXXXXXXXXX	UNDETERMINED
#####6	XXXXXXXXXX	UNDETERMINED
#####7	XXXXXXXXXX	UNDETERMINED
#####8	XXXXXXXXXX	UNDETERMINED
#####9	XXXXXXXXXX	UNDETERMINED
#####1	XXXXXXXXXX	UNDETERMINED

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Geographic Disaggregations-Ohio

Reporting Wire Center Nbr	Office Name	IETRO Area Name
216251	CLEARWATER	OHIO NORTH
216267	CLEARWATER S	OHIO NORTH
216321	FAIRMONT	OHIO NORTH
216381	EVERGREEN	OHIO NORTH
216421	GARFIELD	OHIO NORTH
216431	HENDERSON	OHIO NORTH
216451	GLENVILLE	OHIO NORTH
216521	LAKEWOOD	OHIO NORTH
216524	INDEPENDENCE	OHIO NORTH
216531	KENMORE	OHIO NORTH
216621	CLEVELAND MN	OHIO NORTH
216631	MELROSE	OHIO NORTH
216641	MICHIGAN	OHIO NORTH
216662	MONTROSE	OHIO NORTH
216731	REDWOOD	OHIO NORTH
216741	SHADYSIDE	OHIO NORTH
216831	TERRACE	OHIO NORTH
216921	WASHINGTON	OHIO NORTH
216977	AERO SPACE SYS	OHIO NORTH
330227	ROGERS	OHIO NORTH
330253	BLACKSTONE	OHIO NORTH
330274	MANTUA	OHIO NORTH
330296	RAVENNA	OHIO NORTH
330325	ROOTSTOWN	OHIO NORTH
330332	SALEM	OHIO NORTH
330385	EAST LIVERPOOL	OHIO NORTH
330424	LISBON	OHIO NORTH
330426	EAST PALESTINE	OHIO NORTH
330427	LEETONIA	OHIO NORTH
330448	BROOKFIELD	OHIO NORTH
330452	GLENDALE	OHIO NORTH
330457	NEW WATERFORD	OHIO NORTH
330477	GREENWOOD	OHIO NORTH
330482	COLUMBIANA	OHIO NORTH
330484	HUXLEY	OHIO NORTH
330488	IVANHOE	OHIO NORTH
330494	NORTH CANTON	OHIO NORTH
330532	WELLESVILLE	OHIO NORTH
330533	CANFIELD	OHIO NORTH
330534	HUBBARD	OHIO NORTH
330536	LOWELLVILLE	OHIO NORTH
330538	NORTH JACKSON	OHIO NORTH
330542	NORTH LIMA	OHIO NORTH
330549	NORTH LIMA	OHIO NORTH
330626	KENT	OHIO NORTH
330628	MOGADORE	OHIO NORTH
330633	MEADOWBROOK	OHIO NORTH

Reporting Wire Center Nbr	Office Name	IETRO Area Name
330644	MIDLAKE	OHIO NORTH
330652	NILES	OHIO NORTH
330673	ORCHARD	OHIO NORTH
330679	SALINEVILLE	OHIO NORTH
330688	OVERDALE	OHIO NORTH
330699	UNIONTOWN	OHIO NORTH
330724	PARKWAY	OHIO NORTH
330743	RIVERSIDE	OHIO NORTH
330745	SHERWOOD	OHIO NORTH
330755	PLAZA	OHIO NORTH
330757	SKYLINE/POLAND	OHIO NORTH
330758	SKYLINE	OHIO NORTH
330759	NORTH RIVERSIDE	OHIO NORTH
330782	STERLING	OHIO NORTH
330784	STADIUM	OHIO NORTH
330799	SWEETBRIAR	OHIO NORTH
330821	ALLIANCE	OHIO NORTH
330825	VALLEY	OHIO NORTH
330828	DALTON	OHIO NORTH
330833	MASSILLON	OHIO NORTH
330854	CANAL FULTON	OHIO NORTH
330864	UNIVERSITY	OHIO NORTH
330866	MAGNOLIA	OHIO NORTH
330875	LOUISVILLE	OHIO NORTH
330877	HARTVILLE	OHIO NORTH
330879	NAVARRE	OHIO NORTH
330882	MANCHESTER	OHIO NORTH
330896	GREENSBURG	OHIO NORTH
330928	WALBRIDGE	OHIO NORTH
330935	MARLBORO	OHIO NORTH
330938	SEBRING	OHIO NORTH
330947	ATWATER	OHIO NORTH
440232	BEDFORD	OHIO NORTH
440234	BEREA	OHIO NORTH
440235	OLMSTED FALLS	OHIO NORTH
440237	NORTH ROYALTON	OHIO NORTH
440238	STRONGSVILLE	OHIO NORTH
440247	CHAGRIN FALLS	OHIO NORTH
440248	SOLON	OHIO NORTH
440254	LEROY	OHIO NORTH
440255	MENTOR	OHIO NORTH
440256	KIRTLAND	OHIO NORTH
440257	MENTOR ON THE LK	OHIO NORTH
440331	EDISON	OHIO NORTH
440352	PAINESVILLE	OHIO NORTH
440442	HILLCREST	OHIO NORTH
440526	BRECKSVILLE	OHIO NORTH
440729	SCOTLAND	OHIO NORTH

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Reporting Wire Center Nbr	Office Name	IETRO Area Name
440777	SPRING	OHIO NORTH
440834	BURTON	OHIO NORTH
440842	VICTORY	OHIO NORTH
440871	TRINITY	OHIO NORTH
440942	WILLOUGHBY	OHIO NORTH
419241	TOLEDO 25	OHIO SOUTH
419294	UPPER SANDUSKY	OHIO SOUTH
419332	FREEMONT	OHIO SOUTH
419359	BLOOMINGVILLE	OHIO SOUTH
419382	TOLEDO 38	OHIO SOUTH
419422	FINDLAY	OHIO SOUTH
419435	FOSTORIA	OHIO SOUTH
419447	TIFFIN	OHIO SOUTH
419472	TOLEDO 47W	OHIO SOUTH
419476	TOLEDO 47E	OHIO SOUTH
419531	TOLEDO 53	OHIO SOUTH
419595	NEW REIGEL	OHIO SOUTH
419625	SANDUSKY	OHIO SOUTH
419665	LINDSEY	OHIO SOUTH
419666	TOLEDO 66	OHIO SOUTH
419684	CASTALIA	OHIO SOUTH
419691	TOLEDO 69	OHIO SOUTH
419726	TOLEDO 72	OHIO SOUTH
419865	HOLLAND	OHIO SOUTH
419874	PERRYSBURG	OHIO SOUTH
419877	WHITEHOUSE	OHIO SOUTH
419893	MAUMEE	OHIO SOUTH
513422	MIDDLETOWN	OHIO SOUTH
513539	MONROE	OHIO SOUTH
513988	TRENTON	OHIO SOUTH
614221	COLUMBUS 22	OHIO SOUTH
614231	COLUMBUS 23	OHIO SOUTH
614252	COLUMBUS 25	OHIO SOUTH
614262	COLUMBUS 26	OHIO SOUTH
614274	COLUMBUS 27	OHIO SOUTH
614291	AXMINSTER	OHIO SOUTH
614443	COLUMBUS 44	OHIO SOUTH
614451	COLUMBUS 45	OHIO SOUTH
614471	GAHANNA	OHIO SOUTH
614486	COLUMBUS 48	OHIO SOUTH
614491	LOCKBOURNE	OHIO SOUTH
614836	CANAL WINCHESTER	OHIO SOUTH
614855	NEW ALBANY	OHIO SOUTH
614866	REYNOLDSBURG	OHIO SOUTH
614875	GROVE CITY	OHIO SOUTH
614876	HILLIARD	OHIO SOUTH
614877	HARRISBURG	OHIO SOUTH
614878	ALTON	OHIO SOUTH

Reporting Wire Center Nbr	Office Name	IETRO Area Name
614879	W JEFFERSON	OHIO SOUTH
614882	WESTERVILLE	OHIO SOUTH
614885	COLUMBUS 644	OHIO SOUTH
614889	DUBLIN	OHIO SOUTH
740245	RIO GRANDE	OHIO SOUTH
740246	THORNVILLE	OHIO SOUTH
740254	GNADENHUTTEN	OHIO SOUTH
740256	GUYAN	OHIO SOUTH
740264	STEUBENVILLE 26	OHIO SOUTH
740282	STEUBENVILLE 28	OHIO SOUTH
740335	WASHINGTON	OHIO SOUTH
740342	NEW LEXINGTON	OHIO SOUTH
740347	CORNING	OHIO SOUTH
740367	CHESHIRE	OHIO SOUTH
740373	MARIETTA	OHIO SOUTH
740377	S POINT	OHIO SOUTH
740379	WALNUT	OHIO SOUTH
740388	VINTON	OHIO SOUTH
740394	SHAWNEE	OHIO SOUTH
740423	BELPRE	OHIO SOUTH
740425	BARNESVILLE	OHIO SOUTH
740426	JEFFERSONVILLE	OHIO SOUTH
740437	BLOOMINGBURG	OHIO SOUTH
740446	GALLIPOLIS	OHIO SOUTH
740452	ZANESVILLE	OHIO SOUTH
740458	CALRINGTON	OHIO SOUTH
740472	WOODSFIELD	OHIO SOUTH
740473	NEWPORT	OHIO SOUTH
740483	DUFFY	OHIO SOUTH
740484	BETHESDA	OHIO SOUTH
740495	NEW HOLLAND	OHIO SOUTH
740498	NEWCOMERSTOWN	OHIO SOUTH
740532	IRONTON	OHIO SOUTH
740535	MINGO JUNCTION	OHIO SOUTH
740536	RUSHVILLE	OHIO SOUTH
740537	TORONTO	OHIO SOUTH
740545	W LAFAYETTE	OHIO SOUTH
740567	LEWISVILLE	OHIO SOUTH
740622	COSHOCTON	OHIO SOUTH
740633	MARTINS FERRY	OHIO SOUTH
740643	ARABIA	OHIO SOUTH
740653	LANCASTER	OHIO SOUTH
740659	GLENFORD	OHIO SOUTH
740674	PHILO	OHIO SOUTH
740676	BELLAIRE	OHIO SOUTH
740695	ST CLAIRSVILLE	OHIO SOUTH
740697	ROSEVILLE	OHIO SOUTH
740743	SOMERSET	OHIO SOUTH

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Reporting Wire Center Nbr	Office Name	IETRO Area Name
740746	SUGAR GROVE	OHIO SOUTH
740753	LANCASTER	OHIO SOUTH
740754	DRESDEN	OHIO SOUTH
740756	CARROLL	OHIO SOUTH
740762	MURRAY CITY	OHIO SOUTH
740829	CONESVILLE	OHIO SOUTH
740849	FULTONHAM	OHIO SOUTH
740852	LONDON	OHIO SOUTH
740865	NEW MATAMOROS	OHIO SOUTH
740872	NORWICH	OHIO SOUTH
740874	SEDALIA	OHIO SOUTH
740922	URICHSVILLE	OHIO SOUTH
740926	BEALLSVILLE	OHIO SOUTH
740934	GRAYSVILLE	OHIO SOUTH
740948	MILLEDGEVILLE	OHIO SOUTH
937222	DAYTON 22	OHIO SOUTH
937233	DAYTON 23	OHIO SOUTH
937252	DAYTON 25	OHIO SOUTH
937262	DAYTON 26	OHIO SOUTH
937265	PITCHEN	OHIO SOUTH
937274	DAYTON 27	OHIO SOUTH
937288	DANVILLE	OHIO SOUTH
937293	DAYTON 29	OHIO SOUTH
937322	SPRINGFIELD 32	OHIO SOUTH
937365	RAINSBORO	OHIO SOUTH
937368	FLETCHER	OHIO SOUTH
937372	XENIA	OHIO SOUTH
937392	RIPLEY	OHIO SOUTH
937393	HILLSBORO	OHIO SOUTH
937399	SPRINGFIELD 39	OHIO SOUTH
937426	BEAVERCREEK	OHIO SOUTH
937434	DAYTON 43	OHIO SOUTH
937453	BOWERSVILLE	OHIO SOUTH
937462	S CHARLESTON	OHIO SOUTH
937466	MARSHALL	OHIO SOUTH
937568	S VIENNA	OHIO SOUTH
937675	JAMESTOWN	OHIO SOUTH
937695	WINCHESTER	OHIO SOUTH
937746	FRANKLIN	OHIO SOUTH
937764	BELFAST	OHIO SOUTH
937766	CEDARVILLE	OHIO SOUTH
937767	YELLOW SPRINGS	OHIO SOUTH
937773	PIQUA	OHIO SOUTH
937795	ABERDEEN	OHIO SOUTH
937845	NEW CARLISLE	OHIO SOUTH
937848	BELLBROOK	OHIO SOUTH
937849	MIDWAY	OHIO SOUTH
937857	CHRISTIANSBURG	OHIO SOUTH

Reporting Wire Center Nbr	Office Name	IETRO Area Name
937862	SPRING VALLEY	OHIO SOUTH
937864	ENON	OHIO SOUTH
937866	MIAMISBURG	OHIO SOUTH
937878	FAIRBORN	OHIO SOUTH
937882	DONNELSVILLE	OHIO SOUTH
937883	S SOLON	OHIO SOUTH
937885	FIVE POINTS	OHIO SOUTH
937890	VANDALIA	OHIO SOUTH
937927	SUGAR TREE RIDGE	OHIO SOUTH
937964	NORTH HAMPTON	OHIO SOUTH
937969	TREEMONT CITY	OHIO SOUTH
#####	XXXXXXXXXX	UNDETERMINED
#####2	XXXXXXXXXX	UNDETERMINED
#####3	XXXXXXXXXX	UNDETERMINED
#####4	XXXXXXXXXX	UNDETERMINED
#####5	XXXXXXXXXX	UNDETERMINED
#####6	XXXXXXXXXX	UNDETERMINED
#####7	XXXXXXXXXX	UNDETERMINED
#####8	XXXXXXXXXX	UNDETERMINED
#####9	XXXXXXXXXX	UNDETERMINED
#####1	XXXXXXXXXX	UNDETERMINED

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Geographic Disaggregations-Wisconsin

Reporting Wire Center Nbr	Office Name	METRO Area Name
262241	GOOD HOPE/ FLAGSTONE	MILWAUKEE METRO
262242	COUNTY LN/ CHESTNUT	MILWAUKEE METRO
262243	CEDARBURG	MILWAUKEE METRO
262246	SUSSEX	MILWAUKEE METRO
262251	MENOMONEE FALLS	MILWAUKEE METRO
262252	PILGRIM RD/MARCY	MILWAUKEE METRO
262284	PORT WASHINGTON	MILWAUKEE METRO
262334	WEST BEND	MILWAUKEE METRO
262367	HARTLAND	MILWAUKEE METRO
262422	MUSKEGO	MILWAUKEE METRO
262542	PEWAUKEE/BEL L DRIVE	MILWAUKEE METRO
262567	OCONOMOWOC	MILWAUKEE METRO
262628	HUBERTUS	MILWAUKEE METRO
262662	BIG BEND	MILWAUKEE METRO
262673	HARTFORD	MILWAUKEE METRO
262675	NEWBERG	MILWAUKEE METRO
262677	JACKSON	MILWAUKEE METRO
262691	PEWAUKEE	MILWAUKEE METRO
262782	FAIRWAY DR/ SUNSET	MILWAUKEE METRO
262792	BROOKFIELD LAKES	MILWAUKEE METRO
414224	BROADWAY	MILWAUKEE METRO
414241	GOOD HOPE/ FLAGSTONE	MILWAUKEE METRO
414242	COUNTY LN/ CHESTNUT	MILWAUKEE METRO
414257	AETNA CT	MILWAUKEE METRO
414263	W WRIGHT/ CONCORD	MILWAUKEE METRO
414281	GRANGE AV/ ATLANTIC	MILWAUKEE METRO
414321	CLEVELAND/ LINCOLN	MILWAUKEE METRO
414342	N 26 ST/WEST	MILWAUKEE METRO
414353	FOND DU LAC/ HOPKINS	MILWAUKEE METRO
414359	PARK PLACE	MILWAUKEE METRO
414422	MUSKEGO	MILWAUKEE METRO
414425	FOREST HOME AVENUE	MILWAUKEE METRO
414445	N 41 ST/HILLTOP	MILWAUKEE METRO
414643	S 26 ST/MITCHELL	MILWAUKEE METRO
414744	LOGAN AV/ SHERIDAN	MILWAUKEE METRO
414762	S HOWELL	MILWAUKEE METRO
414961	CAPITOL DR/U W M	MILWAUKEE METRO
920261	WATERTOWN	MILWAUKEE METRO

Reporting Wire Center Nbr	Office Name	METRO Area Name
262245	WILLIAMS BAY	WISCONSIN NORTH SOUTH
262248	LAKE GENEVA	WISCONSIN NORTH SOUTH
262279	GENOA CITY	WISCONSIN NORTH SOUTH
262472	WHITEWATER	WISCONSIN NORTH SOUTH
262551	PARKSIDE	WISCONSIN NORTH SOUTH
262632	RACINE MAIN	WISCONSIN NORTH SOUTH
262639	RACINE NORTH	WISCONSIN NORTH SOUTH
262652	KENOSHA MAIN	WISCONSIN NORTH SOUTH
262694	KENOSHA SOUTH	WISCONSIN NORTH SOUTH
262728	DELANAN	WISCONSIN NORTH SOUTH
262763	BURLINGTON	WISCONSIN NORTH SOUTH
262835	CALEDONIA	WISCONSIN NORTH SOUTH
262859	SOMERS	WISCONSIN NORTH SOUTH
262878	UNION GROVE	WISCONSIN NORTH SOUTH
262886	STURTEVANT	WISCONSIN NORTH SOUTH
608221	MADISON PFLAUM	WISCONSIN NORTH SOUTH
608231	MADISON SYLVAN	WISCONSIN NORTH SOUTH
608241	MADISON KEDZIE	WISCONSIN NORTH SOUTH
608251	MADISON MAIN	WISCONSIN NORTH SOUTH
608262	MADISON SPRING	WISCONSIN NORTH SOUTH
608271	MADISON BLACK OAK	WISCONSIN NORTH SOUTH
608362	BELOIT	WISCONSIN NORTH SOUTH
608752	JANESVILLE	WISCONSIN NORTH SOUTH
608873	STOUGHTON	WISCONSIN NORTH SOUTH
608882	EVANSVILLE	WISCONSIN NORTH SOUTH
608883	RICHMOND	WISCONSIN NORTH SOUTH
715235	MENOMONIE	WISCONSIN NORTH SOUTH
715258	WAUPACA	WISCONSIN NORTH SOUTH
715273	ELLSWORTH	WISCONSIN NORTH SOUTH
715341	STEVENS POINT	WISCONSIN NORTH SOUTH
715386	HUDSON	WISCONSIN NORTH SOUTH
715425	RIVERFALLS	WISCONSIN NORTH SOUTH
715549	HOULTON	WISCONSIN NORTH SOUTH
715723	CHIPPEWA FALLS	WISCONSIN NORTH SOUTH
715749	ROBERTS	WISCONSIN NORTH SOUTH
715832	EAU CLAIRE	WISCONSIN NORTH SOUTH
815362	SOUTH BELOIT	WISCONSIN NORTH SOUTH
920231	OSHKOSH	WISCONSIN NORTH SOUTH
920324	WAUPUN	WISCONSIN NORTH SOUTH
920336	DEPERE	WISCONSIN NORTH SOUTH
920386	JUNEAU	WISCONSIN NORTH SOUTH
920387	MAYVILLE	WISCONSIN NORTH SOUTH
920388	KEWAUNEE	WISCONSIN NORTH SOUTH

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Reporting Wire Center Nbr	Office Name	METRO Area Name
920432	GREEN BAY JEFFERSON	WISCONSIN NORTH SOUTH
920434	GREEN BAY CARD LN	WISCONSIN NORTH SOUTH
920452	SHEBOYGAN	WISCONSIN NORTH SOUTH
920465	GREEN BAY HUTH	WISCONSIN NORTH SOUTH
920467	SHEBOYGAN FALLS	WISCONSIN NORTH SOUTH
920485	HORICON	WISCONSIN NORTH SOUTH
920487	ALGOMA	WISCONSIN NORTH SOUTH
920494	GREEN BAY RIDGE	WISCONSIN NORTH SOUTH
920532	WRIGHTSTOWN	WISCONSIN NORTH SOUTH
920563	FORT ATKINSON	WISCONSIN NORTH SOUTH
920582	WINNECONNE	WISCONSIN NORTH SOUTH
920623	COLUMBUS	WISCONSIN NORTH SOUTH
920674	JEFFERSON	WISCONSIN NORTH SOUTH
920682	MANITOWOC	WISCONSIN NORTH SOUTH
920685	OMRO	WISCONSIN NORTH SOUTH
920688	VAN DYNE	WISCONSIN NORTH SOUTH
920722	NEENAH	WISCONSIN NORTH SOUTH

Reporting Wire Center Nbr	Office Name	METRO Area Name
920731	APPLETON	WISCONSIN NORTH SOUTH
920743	STURGEON BAY	WISCONSIN NORTH SOUTH
920757	GREENVILLE	WISCONSIN NORTH SOUTH
920766	KAUKAUNA	WISCONSIN NORTH SOUTH
920779	HORTONVILLE	WISCONSIN NORTH SOUTH
920788	LITTLE CHUTE	WISCONSIN NORTH SOUTH
920885	BEAVER DAM	WISCONSIN NORTH SOUTH
920921	FOND DU LAC	WISCONSIN NORTH SOUTH
920982	NEW LONDON	WISCONSIN NORTH SOUTH
#####	XXXXXXXXXX	UNDETERMINED
#####2	XXXXXXXXXX	UNDETERMINED
#####3	XXXXXXXXXX	UNDETERMINED
#####4	XXXXXXXXXX	UNDETERMINED
#####5	XXXXXXXXXX	UNDETERMINED
#####6	XXXXXXXXXX	UNDETERMINED
#####7	XXXXXXXXXX	UNDETERMINED
#####8	XXXXXXXXXX	UNDETERMINED
#####9	XXXXXXXXXX	UNDETERMINED
#####1	XXXXXXXXXX	UNDETERMINED