SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE
Version 1.9

TABLE OF CONTENTS

Note: All Performance Measures are reported at the State level unless specifically noted in the Business Rule.

Pre-Ordering/Ordering

1.1 Average Response Time for Manual Loop Make-Up Information

Definition:

The average time required to provide manual loop qualification for DSL capable loops measured in business days.

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 from 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:
∑(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received) ÷ Total loop qualifications	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/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 SBC/Ameritech Affiliate

Reporting of PM 1.2 Suspended Upon Implementation of PM 1.3 – Deletion of PM 1.2 To Be Addressed At Next Six-Month Review

1.2 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:

- 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:

	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

NOTE: Reporting of results, and payment of any remedies or assessments due, are to be suspended upon implementation of PM 1.3. No results will be calculated and no remedies or assessments will be calculated or paid.

New Performance Measure

1.3 Accuracy of Actual Loop Makeup Information Provided for DSL Orders

Definition:

The percent of DSL orders provisioned based upon accurate information from an SBC Ameritech loop qualification response for four categories: loop length, bridge, load, repeaters. Note that the only Loop Qualification restriction on YZP/AS IS orders is Loop Length. Therefore, the YZP/AS IS Level of Disaggregation below will only measure the accuracy of LMU for Loop Length. The other three categories will be reported for Diagnostic purposes. Identification of incorrect loop qualification response will be described in the Business Rule section below.

Exclusions:

Circuits that require conditioning if originally ordered YZP or 'AS IS' based on accurate loop makeup information.

Business Rules:

This measure assesses whether SBC Ameritech is able to provide a loop in response to a CLEC order that, based upon the loop qualification information provided by SBC Ameritech in response to the CLEC request, correctly reflects the specifications communicated on the Loop Qualification response.

Outlined below is what will count as an inaccurate record in each criteria:

Loop Length:

YZP/AS IS:
If Loop Makeup information says that the loop length is within YZP parameters (<17.5 kft), however the Loop is discovered to be outside of the parameters, SBC will count this Loop Makeup as inaccurate.

Standard Ordering (Non YZP/AS IS):
When there is a published Loop Length specification as it pertains to either SPEC code or product availability, if the inaccurate record shows loop length within the published specification, when in reality they are not, SBC will consider this an inaccurate LMU.

Bridge/Load/Repeater:

YZP/AS IS:
If, during the YZP/AS IS trouble process, Load or Repeaters are discovered that were not accurately reflected in Loop Qualification at that time, SBC will consider such record inaccurate. If, during the YZP/AS IS trouble process, Bridge Tap is found to be excessive that was not Excessive in Loop Makeup at that time, SBC will consider such record inaccurate.

Standard Ordering (Non YZP/AS IS):
If Loop Qualification either shows a Load or Repeater exists when it does not, causing CLEC to update SPEC code, SBC will consider such record inaccurate. If order completes, effect would be CLEC opens trouble ticket. If Loop Qualification either shows a Load or Repeater does not exists when it does, causing CLEC to update SPEC code. If order completes, CLEC would open trouble ticket.

Three activities will identify when an incorrect Loop Makeup was provided to the CLEC that inhibited provisioning of a DSL order:

- A specific jeopardy will be sent (identifying the need for the CLEC to adjust the SPEC code to reflect the LMU of the loop actually available for provisioning),
- An Installation trouble report will be opened (to remedy one of the four categories of loop qualification described above), or
- A subsequent conditioning-only order was required for bridge, load or repeaters.

Included in the denominator are all DSL loop orders completed within the report period, along with all cancelled DSL loop orders for which jeopardies are returned to CLECs indicating that specifications of the loop available for provisioning does not match the specifications provided on the Loop Qualification response. The numerator will include only those orders that complete without a jeopardy (as described above) being issued, without an installation trouble report requiring conditioning to be added, and without a subsequent conditioning only order being required.

Levels of Disaggregation:

DSL actual Loop Makeup Information provided:

Manually

- Standard Ordering (Non YZP/AS IS)
- YZP/AS IS Loop length only
- YZP/AS IS-bridge/load/repeaters (Diagnostic only)

Electronically

- Standard Ordering (Non YZP/AS IS)
- YZP/AS IS Loop length only
- YZP/AS IS-bridge/load/repeaters (Diagnostic only)

Calculation:	Report Structure:
(Number of DSL Loop orders installed without a related installation trouble report requiring conditioning, without a subsequent conditioning-only order, and without issuance of a jeopardy for loop qual data issue) ÷ (Total DSL loop orders completed and DSL loop orders cancelled due to jeopardy for loop qual data) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

YZP/AS IS: Parity with SBC/Ameritech DSL Affiliate

Standard Ordering (Non-YZP/AS IS): 95% Benchmark

Tier 1/Tier 2 Diagnostic for the YZP/AS IS-bridge/load/repeater disaggregation.

2. Percent Responses Received within "X" seconds – OSS Interfaces

Definition:

The percent of responses completed in "x" seconds for pre-order interfaces (WebVerigate, EDI and CORBA) by function.

Exclusions:

None

Business Rules:

Timestamps for the interfaces (WebVerigate, EDI and CORBA) are taken at the SBC Pre-Order Adapter and do not include transmission time through the xRAF or protocol translation times**.** The clock starts on the date/time when the query is received by the SBC Pre-Order Adapter and stops at the date/time the SBC Pre-Order Adapter passes the response back to the interfacing application (WebVerigate, EDI pre-order or CORBA). The response time is measured only within the published hours of interface availability as posted on the CLEC On-line website.

https://clec.sbc.com/clec/hb/filelist/docs/011030-012759/OSS Hours of Operation.xls

For the protocol translation response times, interface input times start at the time the interface receives the pre-order query request from the CLEC and the end time is when the connection is made to the SBC Pre-Order Adapter for processing. Interface output times start when the interface receives the response message back from SBC Pre-Order Adapter and the end time is when the message is sent to the CLEC.

If the CLEC accesses SBC systems using a Service Bureau Provider, the measurement of SBC's performance does not include Service Bureau Provider processing, availability or response time.

Levels of Disaggregation:

- Address Verification
- Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)
- Customer Service Inquiry (CSI) < = 30 WTNs (Also broken down for Lines as required for DIDs).
- Customer Service Inquiry (CSI) > 30 WTNs/lines
- Service Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required
- PIC
- Actual Loop Makeup Information requested
- Design Loop Makeup Information requested (includes Pre-Qual transactions)
- Protocol translation time – EDI (includes input and output times)
- Protocol translation time – CORBA (includes input and output times)
- Protocol translation time – Web Verigate (includes input and output times)

Calculation:	Report Structure:

(# of responses within each time interval ÷ total responses) * 100	Reported for a CLEC, all CLECs, and SBC affiliate where applicable (or SBC acting on behalf of its' affiliate), by interface.

Measurement Type:

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

Benchmark:

No damages will apply to the Protocol Translation Times for Web Verigate. No damages apply to the disaggregation for CSIs with greater than 30 WTNs/lines. Critical z-value does not apply.

Measurement	Web Verigate, EDI and CORBA
Address Verification	95% in <= 10 seconds
Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)	95% in <= 10 seconds
Customer Service Inquiry < or = 30 WTNs/lines	95% in <= 15 seconds
Customer Service Inquiry > 30 WTNs/lines	95% in <= 60 seconds diagnostic
Service Availability	95% in <= 13 seconds
Service Appointment Scheduling (Due Date)	95% in <= 5 seconds
Dispatch Required	95% in <= 19 seconds
PIC	95% in <= 25 seconds
Actual Loop Makeup Information requested (5 or less loops searched)	95% in <= 30 seconds
Actual Loop Makeup Information requested (greater than 5 loops searched)	95% in <= 60 seconds
Design Loop Makeup Information requested (includes Pre-Qual transactions)	95% in <= 15 seconds
Protocol Translation Time – EDI (input and output)	95% in <= 4 seconds
Protocol Translation Time – CORBA (input and output)	95% in <= 1 seconds
Protocol Translation Time – Web Verigate (input and output)	95% in <= 1 second diagnostic

4. OSS Interface Availability

Definition:

Percent of time OSS interface is available compared to scheduled availability.

Exclusions:

Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

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 SBC/Ameritech plans to offer and support CLEC access to SBC/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 SBC/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. (SBC/Ameritech will not schedule normal system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. central time, Monday through Friday)).

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/Ameritech'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, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. SBC/Ameritech shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

- TCNET (only through retirement)
- EBTA
- EBTA GUI
- BOP-GUI (as it is implemented in the SBC/Ameritech region)
- Web LEX

EDI Ordering Protocols

- EDI VAN
- EDI SSL3
- NDM

- Web Verigate
- Web Toolbar
- ARAF
- EDI Pre-order
- CORBA Pre-order

Calculation:	Report Structure:
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours] * 100	Reported on a total wholesale basis across the SBC/Ameritech region (Company level reporting). .

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 on this measurement .

5. Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours/Days

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:

- Rejected (manual and electronic) service requests.
- SBC/Ameritech retail disconnect orders in conjunction with wholesale migrations.
- Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at: https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls. and https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls.

  (The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.)

- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/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.
- SBC/Ameritech Only Disconnect orders
- Weekends and Holidays for Manual; Non-System Processing Hours for Electronic.

Business Rules:

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

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.

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic normal hours of operation, as posted on the Internet. 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 and reflects the date and time the FOC is sent/made available to the CLEC.

- LSRs Received and Processed Electronically: Hours used in the calculation are the hours of system availability. Time outside of the published hours of availability is

excluded from the calculation.

- If the LSR is received during scheduled system down time, the clock starts at the first scheduled time of system availability subsequent to the receipt date/time of the LSR.
- If the FOC is sent during a scheduled system down time, the clock stops at the first scheduled time of system availability subsequent to the date/time the FOC was sent/made available to the CLEC.
- If both the LSR is received and the FOC is sent within a continuous uninterrupted down-time period and entirely outside the published hours of availability, the receipt to FOC interval will be one minute.

Manually Submitted and/or Manually Processed Requests:

Manual requests are those initiated via the CLEC by fax. Manually processed requests include those manually submitted plus those electronically submitted that require manual intervention. The receive date and times are recorded and input on each request in the ordering system for each FOC opportunity. The end times are the dates and times the FOCs are sent back to the CLEC.

- Hours used in the calculation are the Local Service Center (LSC) hours of operation.
  - Where If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m., the valid start time will be the actual receipt time.
  - If the 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 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.
  - The returned confirmation to the CLEC will establish the end date/time. Where disaggregations reflect “clock hours” a 24-hour rolling clock will be used between 12:00 a.m. Monday and 11:59 p.m. Friday. Where disaggregations reflect “business hours” the time will be measured from 7:00 a.m. to 5:00 p.m. Monday through Friday CST.

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

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 Loop Qual system. The End date and time is when the fax is sent back to the CLEC.

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 Loop Qual system. The End date and time is automatically recorded by the interface and reflects the date and time the FOC is sent/made available to the CLEC.

Manually and Electronically Submitted Requests:

For Interconnection Trunk Orders, SBC/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.

Levels of Disaggregation:

Manually Submitted Requests:

Simple Res. And Bus. < 24 Clock Hours
Complex Business (1-200 Lines) < 24 Clock Hours
Complex Business (>200 Lines) < 48 Clock Hours
UNE Loop (1-49 Loops) < 24 Clock Hours
UNE Loop (>49 Loops) < 48 Clock Hours
Switch Ports < 24 Clock Hours
CIA Centrex (1-200 Lines) < 24 Clock Hours
CIA Centrex (>200 Lines) < 48 Clock Hours
UNE P Simple Res and Bus < 24 Clock Hours
UNE P Complex Business (1-200 Lines) < 24 Clock Hours
UNE P Complex Business (>200 Lines) < 48 Clock Hours
UNE xDSL Capable Loop (1-49 Loops) < 24 Clock Hours
UNE xDSL Capable Loop (> 49 Loops) < 48 Clock Hours
Line Sharing (1-49 Loops) < 24 Clock Hours
Line Sharing (>49 Loops) < 48 Clock 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 (>19 Lines) < 48 Clock Hours
LNP with Loop (>19 Loops) < 48 Clock Hours
LNP Complex Business (1-19 Lines) < 24 Clock Hours
LNP Complex Business (>19 Lines) < 48 Clock Hours

Electronically Submitted Requests:

Simple Res. And Bus. – Manually Processed < 5 Business Hours
Simple Res. And Bus. – Electronically Processed < 2 Business Hours
Complex Business (1-200 Lines) < 24 Clock Hours
Complex Business (>200 Lines) < 48 Clock Hours
UNE Loop (1-49 Loops) – Manually Processed < 5 Business Hours
UNE Loop (1-49 Loops) – Electronically Processed < 2 Business Hours
UNE Loop (>49 Loops) < 48 Clock Hours
Switch Ports Manually Processed < 5 Business Hours
Switch Ports Electronically Processed < 2 Business Hours
Unbundled Local (Dedicated) Transport-DS1 < 1 Business Day

Unbundled Local (Dedicated) Transport-DS3 < 5 Business Days
CIA Centrex (1-200 Lines) < 24 Clock Hours
CIA Centrex (>200 Lines) < 48 Clock Hours
UNE P Simple Res and Bus – Manually Processed < 5 Business Hours
UNE P Simple Res and Bus – Electronically Processed < 2 Business Hours
UNE P Complex Business (1-200 Lines) < 24 Clock Hours
UNE P Complex Business (>200 Lines) < 48 Clock Hours
UNE xDSL Capable Loop (1-19 Loops) < 6 Business Hours
UNE xDSL Capable Loop (> 19 Loops) < 14 Business Hours
Line Sharing (1-49 Loops) < 6 Business Hours
Line Sharing (>49 Loops) < 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 (>19 Lines) < 48 Clock Hours
LNP with Loop (>19 Loops) < 48 Clock Hours
LNP Complex Business (1-19 Lines) < 24 Clock Hours
LNP Complex Business (>19 Lines) < 48 Clock Hours
EELs - diagnostic

Manually and Electronically Submitted Requests:

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

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

Calculation:	Report Structure:
(# of FOCs returned within "X" hours/days ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

- Tail remedies will be paid at the Tier 1 level only.
- Tail remedies do not apply to the electronic-electronic disaggregations.

Orders that were included in the tail calculation, but met the FOC benchmark, shall not be included as occurrences subject to tail remedies.

Benchmark:

- All disaggregations – 95%; except
  Complex Bus - 94%,
  UNE Loop > 49 Loops - 94%,
  Manually submitted UNE xDSL Capable Loop (1-49 Loops) - 94%, and
  Manually submitted Line Sharing (1-49 Loops) – 94%
- The Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.
- All electronic-electronic disaggregations are combined to a summary level for remedy calculations.
- EELs are diagnostic until the next six-month review.

5.2 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:

- 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:
(Total Number of Unsolicited FOCs per general category ÷ Total # of Unsolicited FOCs) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

6. 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:

- SBC/Ameritech retail disconnect orders conjunction with wholesale migrations.
- Rejected (manual and electronic) service requests.
- Rejected (manual and electronic) service requests.
- Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at: https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls and https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls. (The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.)
- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/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.
- SBC/Ameritech Only Disconnect orders
- Weekends and Holidays for Manual; Non-System Processing Hours for Electronic.

Business Rules:

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

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic normal hours of operation, as posted on the Internet. 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 and reflects the date and time the FOC is sent/made available to the CLEC.

- LSRs Received and Processed Electronically: Hours used in the calculation are the hours of system availability. Time outside of the published hours of availability is excluded from the calculation.
    - If the LSR is received during scheduled system down time, the clock starts at the first scheduled time of system availability subsequent to the receipt

date/time of the LSR.
- If the FOC is sent during a scheduled system down time, the clock stops at the first scheduled time of system availability subsequent to the date/time the FOC was sent/made available to the CLEC.
- If both the LSR is received and the FOC is sent within a continuous uninterrupted down-time period and entirely outside the published hours of availability, the receipt to FOC interval will be one minute.

Manually Submitted and/or Manually Processed Requests:

Manual requests are those initiated via the CLEC by fax. Manually processed requests include those manually submitted plus those electronically submitted that require manual intervention. The receive date and times are recorded and input on each request in the ordering system for each FOC opportunity. The end times are the dates and times the FOCs are sent back to the CLEC.

- Hours used in the calculation are the Local Service Center (LSC) hours of operation.
  - If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m., the valid start time will be the actual receipt time.
  - If the 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 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.
  - Where disaggregations reflect "clock hours" a 24-hour rolling clock will be used between 12:00 a.m. Monday and 11:59 p.m. Friday. Where disaggregations reflect "business hours" the time will be measured from 7:00 a.m. to 5:00 p.m. Monday through Friday CST.

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

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 dates and times the FOCs are sent back to the CLEC via EDI-to-Fax.

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.

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 and reflects the date and time the FOC is sent/made available to the CLEC.

For Interconnection Trunk Orders, SBC/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 SBC/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.

Levels of Disaggregation:

Manually Submitted Requests:

- Simple Res. And Bus.
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops)
- UNE Loop (>49 Loops)
- Switch Ports
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- UNE P Simple 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 Loops)
- Simple Residence and Business LNP Only (1-19 Lines)
- LNP with Loop (1-19 Loops)
- Simple Residence and Business LNP Only (>19 Lines)
- LNP with Loop (>19 Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (>19 Lines)

Electronically Submitted Requests:

- Simple Res. And Bus. – Electronically Processed
- Simple 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 (>49 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 Simple Res. And Bus. – Electronically Processed
- UNE P Simple Res. And Bus. – Manually Processed
- UNE P Complex Business (1-200 Lines)
- UNE P Complex Business (>200 Lines)
- UNE xDSL Capable Loop (1-19 Loops)
- UNE xDSL Capable Loop (> 19 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (>49 Loops)
- 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 (>19 Lines)
- LNP with Loop (>19 Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (>19 Lines)
- EELs

Manually and Electronically Submitted Requests:

- Interconnection Trunks (<5 DS1)
- Interconnection Trunks (>= 5 DS1) and all orders identified as part of a project

Calculation:	Report Structure:
Σ[(Date and Time of FOC) - (Date and Time of Order Acknowledgment)] ÷ Total FOCs)	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:
Tier 1 – None Tier 2 – None

Benchmark:
Diagnostic

7. Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems

Definition:

Percent mechanized completions sent/made available to the CLEC within one hour of completion.

Exclusions:

Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The elapsed time for a completion is calculated based on the time the last service order, which establishes service, is completed in the wholesale Local Service Request (LSR) system, to the actual time the completion is sent/made available to the CLEC. For example, if a service request has multiple orders, the start time would be when the last service order was completed in the LSR processing system. The calculation is based on system processing hours. System processing hours can be found on CLEC On-line at:
https://clec.sbc.com/clec/hb/filelist/docs/011030-012759/OSS Hours of Operation.xls

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of mechanized completions sent/made available to CLEC within 1 hour ÷ total mechanized completions) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

97% for IN, MI, OH, WI, IL

7.1 Percent Mechanized Completions Returned Within One Day Of Work Completion

Definition:

Percent mechanized completions sent/made available within one day.

Exclusions:

- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- CLEC-caused misses and delays

Business Rules:

Days are calculated by subtracting the date the completion notification was sent/made available to the CLEC minus the work completion date. The calculation is based on system processing days. System processing hours can be found on CLEC On-line at: https://clec.sbc.com/clec/hb/filelist/docs/011030-012759/OSS Hours of Operation.xls

Levels of Disaggregation:

- Resale
- UNEs
- UNE-P
- LNP Only

Calculation:	Report Structure:
(# of mechanized completions sent/made available to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC, all CLECs, and SBC/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% for IN, MI, OH, WI, IL

8. Average Time to Return Mechanized Completions

Definition:

Average time required to send/make available a mechanized completion to a CLEC.

Exclusions:

Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The elapsed time for a completion is calculated based on the time the last service order, which establishes service, is completed in the wholesale Local Service Request (LSR) system and the actual time the completion is sent/made available to the CLEC. For example, if a service request has multiple orders, the start time would be when the last service order was completed in the LSR processing system. The calculation is based on system processing hours. System processing hours can be found on CLEC On-line at: https://clec.sbc.com/clec/hb/filelist/docs/011030-012759/OSS Hours of Operation.xls

Levels of Disaggregation:

- Resale
- UNEs
- UNE-P

Calculation:	Report Structure:
Σ[(Date and Time of Notice Of Completion sent/made available to the CLEC) - (Date and Time the last order is completed in the LSR system)] ÷ Total Mechanized Completions	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

9. Percent Rejects

Definition:

The number of rejects compared to the issued orders for orders submitted via the electronic interfaces

Exclusions:

- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at: https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls. and https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls.

(The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.).

Business Rules:

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.

Levels of Disaggregation:

- CLEC Caused Reject
- SBC/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 SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

New PM 10

10. Percent Rejects Returned Within "X" Hours

Definition:

Percent rejects returned within "X" Hours.

Exclusions:

- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time.
- Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at: https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls and

  https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls.

  (The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.)

Business Rules:

The start time used is the date and time the LSR is received. The end time is the date and time the reject notice is sent/made available to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually). The calculation is based on system processing hours for auto/auto and LSC processing hours for auto/manual and manual/manual.

Levels of Disaggregation:

- Mechanized Rejects (A/A)
- Manual Rejects Received Electronically (A/M)
- Manual Rejects Received Manually (M/M)

Calculation:	Report Structure:
(# of rejects sent/made available within "X" Hours ÷ total rejects) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

With Remedy Cap

Benchmark:

95% Mechanized Rejects within 2 Hours
95% Manual Rejects Received Electronically within 8 Hours
95% Manual Rejects Received Manually within 24 Hours

10.4 Percentage of Orders Given Jeopardy Notices

Definition:

Percentage of orders given jeopardy notices measures the number of orders for which jeopardy notices are sent to customers as a percentage of the total number of orders due in the calendar month.

Exclusions:

- CLEC End User-Initiated Jeopardy Codes.
- Service orders that fall into, or are completed thru, the FMOD process.

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:

Resale POTS
- Field Work (FW)
- Non-Field Work (NFW)

Resale Specials
- Field Work (FW)
- Non-Field Work (NFW)

Unbundled Loops
- Field Work (FW)
- Non-Field Work (NFW)

UNE-P
- Field Work (FW)
- Non-Field Work (NFW)

Calculation:	Report Structure:
[(# of orders receiving jeopardy notices) ÷ (Total orders due in the calendar month)] *100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Not to exceed 5% of orders given jeopardy notices.

11. Mean Time to Return Mechanized Rejects

Definition:

Average time required to send/make available a mechanized reject.

Exclusions:

- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at:
https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls.
https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls.

(The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.)

Business Rules:

The start time used is the date and time the reject is sent/made available to the Local Service Request (LSR) processing system, and the end time is the date and time the reject notice is sent/made available to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually). The calculation is based on system processing hours for auto/auto and LSC processing hours for auto/manual and manual/manual.

Levels of Disaggregation:

- Mechanized Rejects (A/A)
- Manual Rejects Received Electronically (A/M)
- Manual Rejects Received Manually (M/M)

Calculation:	Report Structure:
Σ[(Date and Time reject sent/made available) - (Date and Time of Order receipt)] ÷ total rejects	Reported for CLEC all CLECs¸ and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

12. Mechanized Provisioning Accuracy

Definition:

Percent of mechanized orders completed as ordered.

Exclusions:

Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity

13. Order Process Percent Flow Through

Definition:

Percent of orders from receipt to distribution that progress mechanically through to SBC/Ameritech provisioning systems.

Exclusions:

- Orders both electronically generated and rejected if error is caused by CLEC.
- Manually received orders
- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/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 SBC/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:

- UNE Loops
- Resale
- UNE-P
- LNP
- LSNP
- Line Sharing

Calculation:	Report Structure:
(# of orders that flow through ÷ total eligible electronic orders) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

95% for UNE Loops; Parity with SBC/Ameritech Retail for other disaggregations.

13.1 Total Order Process Percent Flow Through

Definition:

Percent of EDI orders from entry to distribution that progress through SBC/Ameritech ordering systems without manual intervention.

Exclusions:

Excludes rejected orders

Business Rules:

The number of orders that flow through SBC/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:

- Resale
- UNE Loops
- LNP
- LSNP
- UNE-P
- Line Sharing

Calculation:	Report Structure:
(# of orders that flow through ÷ total orders) * 100	Reported by CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

Billing

14. Billing Accuracy

Definition:

SBC/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 is 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:

- 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, SBC/Ameritech, and SBC/Ameritech Affiliate. Reported on an SBC/Ameritech Company basis.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity	Retail Comparison
1. Resale Monthly Recurring/Non-Recurring	Retail
2. Resale Usage/Unbundled Local Switching	Retail
3. Other Unbundled Network Elements	Access

15. 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 process that are accurate and complete.

Exclusions:

None

Business Rules:

Billing accuracy is based upon many factors including: totaling, formatting, content and syntax. The EDI disaggregation includes all mechanized bills that are not BDT.

Levels of Disaggregation:

- EDI
- BDT

Calculation:	Report Structure:
(# of accurate and complete formatted bills ÷ total bills) * 100	Reported for CLEC, all CLECs¸ and SBC/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%

16. 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 SBC/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 SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

95%

17. Billing Completeness

Definition:

Percent of on-time service orders that post to Billing within a designated interval.

Exclusions:

- Feature Group A
- Feature Group B
- Feature Group D
- Wireless

Business Rules:

A service order is considered completed for Billing when the service order is posted in the Billing systems. Service orders are measured from service order completion in the Ordering system to bill posting in the Billing system. All other orders will be considered on time if posted within the first bill cycle following order completion.

Levels of Disaggregation:

- Lineshare
- UNE-P
- Resale
- All Other Products(UNE, EOI, ULT, EELs)

Calculation:	Report Structure:
(# of on time posted billing orders in report month ÷ total billing orders in report month) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/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 SBC/Ameritech Retail for UNE-P, Resale, and All Other Products.
Parity with SBC/Ameritech Affiliate for the Lineshare disaggregation.

18. 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 transmitted to the CLEC.

Exclusions:

Weekends and Holidays.

Business Rules:

The date sent is used to gather the data for the reporting period. The measure compares the date sent for the bill to the send due date. The send due date is six business days after the wholesale bill period. For example, a CLEC with a wholesale billing date of Monday the 1st, the transmission due date would be on the following Monday, the 8th assuming no weekday holidays.

Levels of Disaggregation:

- Electronic.
- Paper

Calculation:	Report Structure:
(# of bills transmitted on time ÷ total bills released) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

95% within 6th workday for IL, IN, MI, OH, WI.

19. 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 SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

95% within 6th workday

20. 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 value of unbillable, unrated AMA messages 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 SBC/Ameritech Company basis (aggregated). Company level reporting.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

Miscellaneous Administrative

21.1 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 SBC/Ameritech call management (ACD) system and accumulates hold time data based on the primary queue. Calls are answered during normal business hours and reported via ACD reporting capabilities.

Levels of Disaggregation:

- Resale
- UNE
- DSL
- UNE-P

Calculation:	Report Structure:
Total time on hold ÷ total calls answered	Reported for all calls to the LSC for all CLECs (aggregated). Company level reporting.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

22. 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 SBC/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 SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/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:

- Resale
- UNE
- DSL
- UNE-P

Calculation:	Report Structure:
# of calls answered by the LSC within a specified period of time ÷ Total calls answered	Reported for LSC and SBC/Ameritech . Reported at the Company level.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

New Performance Measure

22.1 Mechanized Customer Production Support Center (MCPSC) Grade Of Service (GOS)

Definition:

Average speed of answer for calls answered by the Mechanized Customer Production Support Center (MCPSC) for the Ameritech region

Exclusions:

- Weekends
- Holidays
- Outside normal business hours as defined in CLEC On-Line

Business Rules:

The clock starts when the CLEC enters the queue and the clock stops when an MCPSC representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the MCPSC call management system queue until the CLEC call is transferred to MCPSC 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.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
Total amount of time between the receipt of a call to the selected regional option for the MCPSC until the call is answered by the SBC representative / Total number of calls to the selected regional option answered by the MCPSC.	Reported for Ameritech only on a regional basis.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic until the next six-month review.

24.1 Average Time Placed on Hold at LOC

Definition:

The average time a customer is placed on hold 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 SBC/Ameritech call management (ACD) system and accumulates hold time data based on the primary queue. Calls are answered during normal business hours and reported via ACD reporting capabilities.

Levels of Disaggregation:

- Resale
- UNE
- Lineshare

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

25. 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:

The clock starts when the customer enters the queue and the clock stops when the SBC/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 SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/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.

Levels of Disaggregation:

- 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 and SBC/Ameritech. Reported at the Company level.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS
Provisioning - Resale POTS

27. Mean Installation Interval

Definition:

Average business days from application date to completion date for N, T, C orders.

Exclusions:

- CLEC caused and/or end-user 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:

The clock starts on the Application Date, which is the day that SBC/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 SBC/Ameritech personnel complete the service order activity. Orders are included in the month they are posted. There are 2 types of No Field Work orders in the measurement. A) Same Day Due orders defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date; and B) 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.

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

Levels of Disaggregation:

Geographic

POTS

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- CIA Centrex
  - -- Field Work (FW)
  - -- No Field Work (NFW)

UNE-P

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)

Calculation:	Report Structure:
[Σ(Completion date – application date)] ÷ (Total orders completed)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

Resale POTS Parity - Field Work compared to SBC/Ameritech Retail Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.

UNE-P Parity - Field Work compared to SBC/Ameritech Retail Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.

CIA Centrex Field Work Parity compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to a 4-day interval.

28. 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 SBC/Ameritech. .

Exclusions:

- CLEC caused and/or end-user caused misses.
- All orders except N, T, and C orders. Orders where CLECs are charged expedite charges
- Facility misses as counted in PM 30.

Business Rules:

The clock starts on the Application Date, which is the day that SBC/Ameritech receives a correct Service Order. The clock stops on the Completion Date, which is the day that SBC/Ameritech personnel complete the service, order activity. Orders are included in the month they are posted. There are 2 types of No Field Work orders in the measurement. A) Same Day Due orders defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date; and B) 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.

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

Due dates for Field Work orders are determined by the company offered interval at the time that the order is received, unless an expedite has been accepted by SBC/Ameritech. If the CLEC submits an expedite which is not accepted or the LSR contains an invalid due date, the SBC/Ameritech agreed to due date will be substituted for the customer requested due date and included in this measure.

Due dates for No Field Work orders will be the due date requested on the LSR, except that, for a No Field Work order submitted after 3:00 p.m. and the due date requested is the same business day, the due date will be the next business day, unless an expedite has been accepted by SBC/Ameritech.

Levels of Disaggregation:

Geographic

POTS

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- CIA Centrex
  - -- Field Work (FW)
  - -- No Field Work (NFW)

UNE-P

- Business class of service (Orders included in Projects are excluded)
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service (Orders included in Projects are excluded)
  - -- Field Work (FW)
  - -- No Field Work (NFW)

Projects

- -- UNE-P (Orders > 250 lines, circuits and/or telephone numbers, or mutually agreed to)

Calculation:	Report Structure:
(# of orders installed within the requested interval ÷ total number of orders) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

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 SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively.
- Resale POTS No Field Work measured against a benchmark of 97%
- UNE-P Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P No Field Work measured against a benchmark of 97%
- CIA Centrex Field Work Parity compared to SBC/Ameritech Centrex Field Work (N, T, C order types)
- CIA Centrex No Field Work compared to 95% within a 5-day interval.
- UNE-P Projects - 95% within customer requested due date.

29. Percent SBC/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 SBC/Ameritech caused missed due date.

Exclusions:

- Orders that are not N, T, or C.
- CLEC caused and/or end-user caused misses excluded from the numerator.
- Facility misses as counted in PM 30.

Business Rules:

This includes orders completed after the Due Date, due to an SBC/Ameritech reason. This measurement is reported at an order level. UNE-Ps are also reported at an order level. If SBC/Ameritech reschedules the original due date without the consent of the CLEC the original due date will be the one measured against.

This measure includes, in both the numerator and denominator, the number of orders canceled after an SBC/Ameritech-caused missed due date.

Levels of Disaggregation:

Geographic
POTS
- Business class of service
  -- Field Work (FW)
  -- No Field Work (NFW)
- Residence class of service
  -- Field Work (FW)
  -- No Field Work (NFW)

UNE-P
- Business class of service
  -- Field Work (FW)
  -- No Field Work (NFW)
- Residence class of service
  -- 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 SBC/Ameritech cause ÷ total orders plus total orders canceled after the due date as a result of an SBC/Ameritech cause) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:
Tier 1 – None Tier 2 – None
Benchmark:
• Resale POTS Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively. • Resale POTS No Field Work measured against a benchmark of 97%. • UNE-P Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types**)**, Business and Residence respectively. • UNE-P No Field Work measured against a benchmark of 97%.

30. Percent SBC/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:

- 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 SBC/Ameritech missed reason code for lack of facilities. This measurement is reported at an order level.

Levels of Disaggregation:

Geographic

POTS

- Residence class of service
  - -- all missed orders
  - -- > 30 calendar days
  - -- > 90 calendar days
- Business class of service
  - -- all missed orders
  - -- > 30 calendar days
  - -- > 90 calendar days

UNE-P

- Residence class of service
  - -- all missed orders
  - -- > 30 calendar days
  - -- > 90 calendar days
- Business class of service
  - -- all missed orders
  - -- > 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 SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:
• Resale POTS Parity compared to SBC/Ameritech Retail (N, T, and C order types), Business and Residence respectively. • UNE-P Parity compared to SBC/Ameritech Retail (N, T, and C order types), Business and Residence respectively.

31. 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:

- Orders that are not N, T, or C.
- No Field Work (NFW) Orders.

Business Rules:

Includes orders missed due to lack of facilities that are selected based on the missed reason code. This measure is reported at an order level..

Levels of Disaggregation:

Geographic

POTS

- Business class of service
- Residence class of service

UNE-P

- Business class of service
- Residence class of service

Calculation:	Report Structure:
Σ(Completion date – due date) for company missed orders due to lack of facilities ÷ (total completed orders with a SBC/Ameritech caused missed due date due to lack of facilities)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

- Resale POTS Parity compared to SBC/Ameritech Retail (N, T, and C order types), Business and Residence respectively.
- UNE-P Parity compared to SBC/Ameritech Retail (N, T, and C order types), Business and Residence respectively.

32. Average Delay Days For SBC/Ameritech Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on company missed orders.

Exclusions:

- 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 company reasons other than lack of facilities that are selected based on the missed reason code. This measure is reported at an order level..

Levels of Disaggregation:

Geographic

POTS

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)

UNE-P

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)

Calculation:	Report Structure:
Σ(Completion date – due date) ÷ (total completed orders with a SBC/Ameritech caused missed due date)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

- Resale POTS Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively.
- Resale POTS No Field Work Parity compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P No Field Work Parity compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.

33. Percent SBC/Ameritech Caused Missed Due Dates > 30 days

Definition:

Percent of orders where installation was completed greater than 30 calendar days following the due date.

Exclusions:

- Orders that are not N, T, or C.
- Facility missed orders captured in PM 30.

Business Rules:

This includes items completed after the Due Date, due to an SBC/Ameritech reason. This measurement is reported at an order level.

Levels of Disaggregation:

Geographic

POTS

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)

UNE-P

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)

Calculation:	Report Structure:
(# of orders completed greater than 30 calendar days following the due date ÷ total orders completed) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- Resale POTS Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively.
- Resale POTS No Field Work Parity compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P No Field Work Parity compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.

35. 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:

- 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 SBC/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 on or within 30 calendar days after service order completion and closed within the reporting month. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.

Levels of Disaggregation:

Geographic

POTS

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)

UNE-P

- Business class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service
  - -- Field Work (FW)
  - -- No Field Work (NFW)

Calculation:	Report Structure:
Count of initial electronic and manual trouble reports issued on or within 30 calendar days after service order completion ÷ total orders) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

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 SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively.
- Resale POTS No Field Work Parity compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P No Field Work Parity compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.

New Performance Measure

35.1 Percent UNE-P Trouble Reports On the Completion Date

Definition:

Percent of C orders for UNE-P conversions that receive an electronic or manual trouble report on the day of completion.

Exclusions:

- Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Reports caused by customer provided equipment (CPE) or wiring.
- Disposition codes "11", "12", & "13" reports (excludable reports).

Business Rules:

Includes reports received on the day of completion for UNE-P conversion orders. The denominator for this measure is the total count of UNE-P orders posted within the reporting month. The numerator is the number of trouble reports received at any time on the day of completion. These will be reported the month that the trouble report is closed.

Levels of Disaggregation:

Geographic

- UNE –P No Field Work (NFW)

Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports received on the day of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, all CLECs and SBC/Ameritech

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic. The results of this measurement are included in PM 35. Damages and assessments will be paid based on the PM 35 results.

Maintenance - Resale POTS

37. Trouble Report Rate

Definition:

The number of customer trouble reports per 100 lines.

Exclusions:

- 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:

CLEC and SBC/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

POTS

- 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

- POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively.
- UNE-P – Parity with SBC/Ameritech Retail, Business and Residence respectively.

37.1 Trouble Report Rate Net of Installation and Repeat Reports

Definition:

The number of electronic or manual customer trouble reports per 100 lines.

Exclusions:

- 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 SBC/Ameritech repair reports are entered into and tracked in the LMOS system. Reports are counted in the month they post to LMOS.

Levels of Disaggregation:

Geographic

POTS

- Business class of service
- Residence class of service

UNE-P

- Business class of service
- Residence class of service

Calculation:	Report Structure:
(Total number of customer trouble reports net of installation and repeat reports) ÷ (Total lines in service ÷ 100)	Reported for POTS Resale trouble reports by CLEC, all CLECs and SBC/Ameritech.

Measurement Type:

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

Benchmark:

- POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively.
- UNE-P – Parity with SBC/Ameritech Retail, Business and Residence respectively.

38. Percent Missed Repair Commitments

Definition:

Percent of trouble reports not cleared by the commitment time due to SBC/Ameritech reasons.

Exclusions:

- 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 SBC/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

POTS

- Business class of service
  - -- Dispatch
  - -- No Dispatch
- Residence class of service
  - -- Dispatch
  - -- No Dispatch

UNE-P

- Business class of service
  - -- Dispatch
  - -- No Dispatch
- Residence class of service
  - -- Dispatch
  - -- No Dispatch

Calculation:	Report Structure:
(# of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- POTS – Parity with SBC/Ameritech Retail, Business and Residence, respectively.
- UNE-P – Parity with SBC/Ameritech Retail, Business and Residence, respectively.

39. 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:

- 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 SBC/Ameritech receives a trouble report. The clock stops on the date and time that SBC/Ameritech personnel clear the repair activity and complete the trouble report in WFA or LMOS.

Levels of Disaggregation:

Geographic

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:
Σ[(Date and time SBC/Ameritech clears trouble report) - (Date and time trouble report is received)] ÷ Total customer trouble reports	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- Resale POTS Dispatch Parity compared to SBC/Ameritech Retail Dispatch
- Resale POTS No Dispatch Parity compared to SBC/Ameritech Retail No Dispatch Business and Residence respectively.
- UNE-P Dispatch Parity compared to SBC/Ameritech Retail Dispatch
- UNE-P No Dispatch Parity compared to SBC/Ameritech Retail No Dispatch, Business and Residence respectively.

40. Percent Out Of Service (OOS) < 24 Hours

Definition:

Percent of OOS trouble reports cleared in less than 24 hours.

Exclusions:

- 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.
- No Access.
- CLEC extended commitments.

Business Rules:

Utilize state specific Business Rule or Standard clock hours as appropriate.

Levels of Disaggregation:

Geographic

POTS

- Business class of service
- Residence class of service

UNE-P

- Business class of service
- Residence class of service

Calculation:	Report Structure:
(# of OOS trouble reports < 24 hours ÷ total OOS trouble reports) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively.
- UNE-P – Parity with SBC/Ameritech Business and Residence respectively.

41. Percent Repeat Reports

Definition:

Percent of customer trouble reports received within 30 calendar days of a previous customer report.

Exclusions:

- 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 calendar 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 calendar 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 calendar days is a measured report, then the second report counts as a Repeat report.

Levels of Disaggregation:

Geographic

POTS

- Business class of service
- Residence class of service

UNE-P

- 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively.
- UNE-P – Parity with SBC/Ameritech Business and Residence respectively.

42. Percent No Access (Percent of Trouble Reports with No Access)

Definition:

Percentage of dispatched customer trouble reports with a status of "No Access."

Exclusions:

- 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:

SBC/Ameritech personnel set the "No Access" flag when access cannot be obtained at the customer's premises. Reports are counted in the month they are closed.

Levels of Disaggregation:

Geographic
POTS
- Business class of service
- Residence class of service

UNE-P
- 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

- POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively.
- UNE-P – Parity with SBC/Ameritech Retail, Business and Residence respectively.

RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY AMERITECH (EXCLUDES "ACCESS" ORDERS) - Provisioning

43. Average Installation Interval

Definition:

Average business days from LSR receipt application date to completion date for N, T, and C orders.

Exclusions:

- UNE and Interconnection Trunks and Resold POTS.
- 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 SBC/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.
- CLEC caused and/or end-user caused misses.

Business Rules:

The Application Date is the day that SBC/Ameritech receives the customer initiated service request. The Completion Date is the day that SBC/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.

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

Levels of Disaggregation:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - Other combinations

Calculation:	Report Structure:
[Σ(completion date - application date)] ÷ (Total circuits completed)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SBC/Ameritech Retail.

44. 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 SBC/Ameritech.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Official Company service from Retail.
- Orders where CLECs are charged expedite charges
- Facility misses counted in PM 47
- CLEC caused and/or end-user caused misses.

Business Rules:

The Application Date is the day that SBC/Ameritech receives the customer initiated service request. The Completion Date is the day that SBC/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.

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

Levels of Disaggregation:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - Other combinations

Calculation:	Report Structure:
(# of circuits installed within the customer requested due date ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:					
	IL	**IN**	**MI**	**OH**	**WI**
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
Parity with SBC/Ameritech Retail.					

45. Percent SBC/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 SBC/Ameritech caused missed due date.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Official company service from Retail.
- Facility misses counted in PM 47.
- CLEC caused misses excluded from the numerator.

Business Rules:

This includes items completed after the Due Date, due to an SBC/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.

This measure includes, in both the numerator and denominator, the number of orders canceled after an SBC/Ameritech-caused missed due date.

Levels of Disaggregation:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - -- Other combinations

Calculation:	Report Structure:
(# of circuits with SBC/Ameritech caused missed due dates or canceled after the due date that were caused by SBC/Ameritech ÷ total circuits installed and those canceled after the due date that were caused by SBC/Ameritech) * 100	Reported for CLEC all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:
Parity with SBC/Ameritech Retail.

46. 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:

- 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
- Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.

Business Rules:

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 calendar 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.

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 be equal to 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.

Levels of Disaggregation:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - -- Other combinations

Calculation:	Report Structure:
[# of circuits that receive a network customer trouble report on or within 30 calendar days after service order completion ÷ total circuits installed] * 100	Reported for CLEC all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:					
	IL	**IN**	**MI**	**OH**	**WI**
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
Parity with SBC/Ameritech Retail.					

47. Percent SBC/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:

- 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 SBC/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:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - -- Other combinations

NOTE: All the above disaggregations also reported for > 30 calendar days & > 90 calendar days.

Calculation:	Report Structure:
(# of circuits with missed committed due dates due to lack of facilities ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

48. 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:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.

Business Rules:

The calculation 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:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - Other combinations

Calculation:	Report Structure:
Σ(Completion date - Committed circuit due date) ÷ (Total completed circuits with SBC/Ameritech caused missed due dates due to lack of facilities)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate. .

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SBC/Ameritech Retail.

49. Average Delay Days For SBC/Ameritech Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on company missed circuits.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Facility misses counted in PM 48.

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:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - -- Other combinations

Calculation:	Report Structure:
Σ(Completion date – committed circuit due date) ÷ (Total completed circuits with a SBC/Ameritech caused missed due date)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SBC/Ameritech Retail.

50. Percent SBC/Ameritech Caused Missed Due Dates > 30 days

Definition:

Percentage of circuits where installation was completed greater than 30 calendar days following the due date.

Exclusions:

- CLEC caused and/or end-user 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 SBC/Ameritech reason. This measurement is reported at a circuit level for all Specials.

Levels of Disaggregation:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

Maintenance - Resale Specials & UNE Loop and Port Combinations

52. 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:

- UNE and Interconnection Trunk.
- No Access Time.
- Delayed Maintenance Time.
- CLEC extended commitments.

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 of the circuit ID.

Levels of Disaggregation:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - Other combinations

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

53. 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:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

54. 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 SBC/Ameritech repair reports are entered into and tracked via WFA. Measured reports are counted in the month they close.

Levels of Disaggregation:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - ISDN BRI
  - ISDN PRI
  - Other combinations

Calculation:	Report Structure:
[# of network trouble reports ÷ (Total in service circuits ÷ 100)]	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SBC/Ameritech Retail.

54.1 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:

- 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 SBC/Ameritech repair reports are entered into and tracked via WFA. Reports are counted in the month they post.

Levels of Disaggregation:

- Geographic
- Resold Specials
  - DDS
  - DS1
  - DS3
  - Voice Grade Private Line (VGPL)
  - ISDN BRI
  - ISDN PRI
  - Any other services available for resale
- UNE Loop and Port
  - 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 SBC/Ameritech.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

55. 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 loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P 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 and/or end-user 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 SBC/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 SBC/Ameritech receives the customer initiated service request. The Completion Date is the day that SBC/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, SBC/Ameritech will include that day in the calculation of interval.

For DSL Loop Orders: The Application Date is the day that the CLEC authorizes SBC/Ameritech to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, SBC/Ameritech will initiate the service order when the loop qualification is returned from SBC/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. If an order is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.

Levels of Disaggregation:

Geographic

- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops requiring conditioning
  -- Line Sharing
  -- No Line Sharing
- DSL Loops requiring no conditioning
  -- Line Sharing
  -- No Line Sharing
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

Calculation:	Report Structure:
[Σ(Completion Date – Application Date)] ÷ (Total items completed)	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

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.

- DSL Loops requiring conditioning
  - -- Line Sharing - Parity
  - -- No Line Sharing– 10 Business Day; Critical z-value applies.
- DSL Loops requiring no conditioning
  - -- Line Sharing - Parity
  - -- No Line Sharing - 5 Business Days; Critical z-value applies
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- Broadband DSL
  - -- Line Sharing - Parity
  - -- No Line Sharing - 5 Business Days
- EELs (Diagnostic)
  - -- 2 wire analog
  - -- 4 wire analog
  - -- Digital
  - -- Transport

55.2 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:

- 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:

	Std. Interval	"X" Days
Non-CHC 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 (21-24) – 10 day	11 days
FDT		
▪	Loop with LNP (1-10) – 5 days	6 days
▪	Loop with LNP (11-20) – 7 days	8 days
▪	Loop with LNP (21-24) – 10 days	11 days

- CLEC caused and/or end-user caused misses
- NPAC caused delays unless caused by SBC/Ameritech
- Orders where CLECs are charged expedite charges
- Service requests/order involving major projects mutually agreed upon by CLECs and SBC/Ameritech. For Loop with LNP, a project is defined as >100 lines, circuits and/or telephone numbers.

Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SBC/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, SBC/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

CHC

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21-24)

Non CHC 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 (21-24)

Calculation:	Report Structure:
[Σ(completion date – application date)] ÷ (Total number of orders completed)	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

Diagnostic

55.3 Percent DSL-Capable Loop Orders Requiring the Removal of Load Coils and or Repeaters.

Definition:

The percentage of all DSL-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 DSL services.

Exclusions:

- Loops under 12,000 feet
- Loops conditioned through the FMOD process

Business Rules:

The percentage of all orders for DSL-capable loops where the removal of load coils or repeaters has been requested by the CLEC. 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.

Levels of Disaggregation:

- Loops between 12,000 feet and 17,500 feet
- Loops over 17,500 feet

Calculation:	Report Structure:
[Σ(number of DSL-capable loops requesting the removal of load coils or repeaters] ÷ (Total number of orders for DSL-capable loops UNEs completed) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech DSL Affiliate..

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

56. 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 SBC/Ameritech.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- CLEC caused and/or end-user caused misses.
- Orders where CLECs are charged expedite charges
- Orders included in Measurement 56.1
- Facility misses counted in PM 60.

Business Rules:

The Application Date is the day that SBC/Ameritech receives the customer initiated service request. The Completion Date is the day that SBC/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, SBC/Ameritech will include that day in the calculation of interval.

Levels of Disaggregation:

- Geographic
- 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
- DSL loops with no Line Sharing
  - Non Conditioned
  - Conditioned
- DSL loops with Line Sharing
  - Non Conditioned
  - Conditioned
- 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.
- UNE-OCN
- DS3-Loop only
- Broadband DSL
  - Line Sharing
  - No Line Sharing
- EELs
  - 2 wire analog
  - 4 wire analog
  - Digital
  - Transport

Calculation:	Report Structure:
(# of items installed within the customer requested due date ÷ total items) * 100	Reported for CLEC, all CLECs, and SBC/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% within "X" days = IN, MI, OH, WI; IL requires parity.

The standard offered interval (X) 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
- DSL loops with no Line Sharing
  - Non Conditioned – 5 Days
  - Conditioned – 10 Days
- DSL loops with Line Sharing Parity with SBC/Ameritech Affiliate
- UNE Loop Projects – As negotiated/ICB
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- Broadband DSL
  - Line Sharing — Parity with SBC/Ameritech Affiliate
  - No Line Sharing — 5%
- EELs - Diagnostic
  - 2 wire analog
  - 4 wire analog
  - Digital
  - Transport

56.1 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 SBC/Ameritech.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- CLEC caused and/or end-user caused misses.
- NPAC caused delays unless caused by SBC/Ameritech.

Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SBC/Ameritech 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.

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:

- Aggregate
  - -- Loop with LNP (1-10)
  - -- Loop with LNP (11-20)
  - -- Loop with LNP (>20)
- CHC - Diagnostic
  - -- Loop with LNP (1-10)
  - -- Loop with LNP (11-20)
  - -- Loop with LNP (21-24)
- FDT – Diagnostic
  - -- Loop with LNP (1-10)
  - -- Loop with LNP (11-20)
  - -- Loop with LNP (21-24)
- Projects
- Loop with LNP (Service request/order with >100 lines, circuits and/or telephone numbers, or mutually agreed to) – all service requests/orders included in the 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:

	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.

58. Percent SBC/Ameritech Caused Missed Due Dates

Definition:

Percentage of items where installations are not completed by the negotiated due date.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- CLEC caused misses excluded from the numerator.
- Orders included in CLEC WI 11 – FMOD Missed Due Dates
- Facility misses counted in PM 60.

Business Rules:

This includes items completed after the Due Date, due to an SBC/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.

The number of items on orders canceled after an SBC/Ameritech-caused missed due date is included in both the numerator and denominator

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
  -- 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
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- UNE-OCN
- DS3-Loop only
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

Calculation:	Report Structure:
(# of UNEs with missed due dates and the number of UNEs canceled after the due date as result of an SBC/Ameritech cause ÷ total items installed and total items canceled as result of an SBC/Ameritech cause) *100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity:	Retail Comparison:
• 8.0 dB Loops	POTS (Res and Bus combined and FW)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	5% (No critical z-value applies)
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	5% (No critical z-value applies)
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

59. Percent Trouble Reports Within 30 Days (I-30) of Installation,

Definition:

Percentage of UNE items that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Specials and Interconnection Trunks.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- PTRs as defined in PM 115.1
- Excludes DSL (Line Share/No Line Share) > 12k ft with load coils, repeaters, and/or excessive bridged taps (as indicated on the loop qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of the trouble.
- Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same circuit.

Business Rules:

A trouble report is counted if it is received within 30 calendar 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. 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 be equal to 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.

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
  -- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops
  -- Line Sharing
  -- No Line Sharing
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

Calculation:	Report Structure:
(# of UNE circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNE circuits installed) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity:	**Retail Comparison:**
• 8.0 dB Loops	POTS (Res and Bus combined and FW)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	6% (No critical z-value applies)
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	6% (No critical z-value applies)
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

60. Percent SBC/Ameritech Missed Due Dates Due To Lack Of Facilities

Definition:

Percentage of items with missed committed due dates due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders included in CLEC WI 11 – FMOD Missed Due Dates
- 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 SBC/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:

- Geographic
- 8.0 dB Loops
  -- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops
  -- Line Sharing
  -- No Line Sharing
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

NOTE: All the above disaggregations are reported for > 30 calendar days & > 90 calendar days

Calculation:	Report Structure:
(# of UNEs with missed committed due dates due to lack of facilities ÷ total items installed) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity:	Retail Comparison:
• 8.0 dB Loops	POTS (Res and Bus combined and FW)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	5% (No critical z-value applies)
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	6% (No critical z-value applies)
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

61. 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:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Orders included in CLEC WI 1 – FMOD Average Delay

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. 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:

- Geographic
  - 8.0 dB Loops
    -- 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
  - UNE-OCN
  - DS3-Loop only
  - DSL Loops
    -- Line Sharing
    -- No Line Sharing
  - Broadband DSL
    -- Line Sharing
    -- No Line Sharing
  - EELS
    -- 2 wire analog
    -- 4 wire analog
    -- Digital
    -- Transport

Calculation:	Report Structure:
Σ(Completion date - UNE(8db loops are measured at the order level) due date) ÷ (total closed items with SBC/Ameritech caused missed due dates due to lack of facilities)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate. .

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity:	Retail Comparison:
• 8.0 dB Loops	POTS (Res and Bus combined and FW)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	6.5 days
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	6.5 days (No critical z-value applies)
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

62. Average Delay Days For SBC/Ameritech Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on company missed items.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Orders included in CLEC WI 1 – FMOD Average Delay
- Orders counted in PM 61.

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:

- Geographic
- 8.0 dB Loops
  -- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops
  -- Line Sharing
  -- No Line Sharing
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

Calculation:	Report Structure:
∑(Completion date – UNE due date ÷ (total closed items with SBC/Ameritech caused missed due dates)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity:	Retail Comparison:
• 8.0 dB Loops	POTS (Res and Bus combined and FW)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
• -- No Line Sharing	6.5 days (No critical z-value applies)
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	6.5 days (No critical z-value applies)
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

63. Percent SBC/Ameritech Caused Missed Due Dates > 30 days

Definition:

Percentage of items where installation was completed greater than 30 days following the due date.

Exclusions:

- Specials and Interconnection Trunks.
- CLEC caused misses.

Business Rules:

This includes items completed after the Due Date, due to an SBC/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:

- Geographic
- 8.0 dB Loops
  -- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops
  -- Line Sharing
  -- No Line Sharing
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

Calculation:	Report Structure:
(# of UNEs completed greater than 30 calendar days following the due date ÷ total items) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity:	**Retail Comparison:**
• 8.0 dB Loops	POTS (Res and Bus combined and FW)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• DSL Loops	Parity with SBC/Ameritech Affiliate
-- Line Sharing	
-- No Line Sharing	
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	6% (No critical z-value applies)
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

Maintenance - Unbundled Network Elements

65. Trouble Report Rate

Definition:

The number of network customer trouble reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports.
- PTRs as defined in PM 115.1

- UNE-P captured in the POTS or Specials measurements.
- Excludes DSL (Line Share/No Line Share) > 12k ft with load coils, repeaters, and/or excessive bridged taps (as indicated on the loop qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of the trouble.

Business Rules:

Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
  -- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops
  -- Line Sharing
  -- No Line Sharing
- Interconnection Trunks
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

Calculation:	Report Structure:
[# of network trouble reports ÷ (Total UNEs in service ÷ 100)]	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity:	Retail Comparison:
• 8.0 dB Loops	POTS (Bus)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	3% (No critical z-value applies)
• Interconnection Trunks	Inter-office Trunks
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	3% (No critical z-value applies)
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

65.1 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:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports.
- PTRs as defined in PM 115.1.
- Trouble reports counted in PM 59 or PM 69.
- Excludes DSL (Line Share/No Line Share) > 12k ft with load coils, repeaters, and/or excessive bridged taps (as indicated on the loop qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble.

Business Rules:

Repair reports are tracked by trouble ticket type. Reports are counted in the month they close.

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
  -- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops
  -- Line Sharing
  -- No Line Sharing
- Broadband DSL
  -- Line Sharing
-- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

Calculation:	Report Structure:
[Count of trouble reports less installation and repeat reports ÷ (Total UNEs in service ÷ 100)]	Reported for CLEC, all CLECs SBC/Ameritech and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity:	Retail Comparison:
• 8.0 dB Loops	POTS (Bus)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	3% (No critical z-value applies)
• Interconnection Trunks	Inter-office Trunks
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	3% (No critical z-value applies)
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

66. Percent Missed Repair Commitments

Definition:

Percentage of trouble reports not cleared by the commitment time due to SBC/Ameritech reasons.

Exclusions:

- Specials and Interconnection Trunks.
- All UNE-P (other than 8dB loops) captured in the POTS or Specials measurements.
- Non-measured reports (CPE, Interexchange, and Information reports).
- No Access Time for Wholesale and No Access tickets for Retail.
- CLEC extended commitments.

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:

- Geographic
- 2-Wire Analog 8dB Loop.
- DSL Line Sharing
- Broadband DSL
  -- 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- Parity with SBC/Ameritech POTS Business for 2-Wire Analog 8dB Loop.
- Parity with SBC/Ameritech Affiliate for DSL line sharing and no line sharing

67. 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:

- Specials and Interconnection Trunks.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports.
- No Access Time for Wholesale and No Access tickets for Retail.
- CLEC extended commitments.
- Delayed Maintenance Time.
- UNE-Ps captured in the POTS or Specials measurements.
- PTRs as defined in PM 115.2.
- Excludes DSL (Line Share/No Line Share) > 12k ft with load coils, repeaters, and/or excessive bridged taps (as indicated on the loop qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble.

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:

- Geographic
- 8.0 dB Loops
  -- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops
  -- Line Sharing
  -- No Line Sharing
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

NOTE: All the above disaggregations also reported for Dispatch and No Dispatch

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity:	Retail Comparison:
• 8.0 dB Loops -- Dispatched -- Without Test Access	POTS (Res and Bus combined and FW)
• 8.0 dB Loops – Non-Dispatched -- Without Test Access	POTS (Res and Bus combined and NFW)
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop -- With Test Access	DS1 & ISDN PRI
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	9 Hours (No critical z-value applies)
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	9 Hours (No critical z-value applies)
• EELs (Diagnostic) -- 2 wire analog -- 4 wire analog -- Digital -- Transport	

68. Percent Out Of Service (OOS) < "24" Hours

Definition:

Percentage of OOS trouble reports cleared in less than 24 hours.

Exclusions:

- Specials and Interconnection Trunks.
- All UNE-P (other than 8dB loops) captured in the POTS or Specials measurements.
- Non-measured reports (CPE, Interexchange, and Information reports).
- No Access Time for Wholesale and No Access tickets for Retail.
- CLEC extended commitments.

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:

- Geographic
- 2-Wire Analog 8dB Loop.

Calculation:	Report Structure:
(# of OOS trouble reports < 24 hours ÷ total OOS trouble reports) * 100	Reported for CLEC all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech POTS Business and Residence combined.

69. Percent Repeat Reports

Definition:

Percentage of network customer trouble reports received within 30 calendar days of a previous customer trouble report.

Exclusions:

- Specials and Interconnection Trunks.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports.
- PTRs as defined in PM 115.1.
- UNE-P captured in the POTS or Specials measurements.
- Excludes repeat troubles where the original customer report was excluded in PM 59.

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
- 8.0 dB Loops
  -- 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
- UNE-OCN
- DS3-Loop only
- DSL Loops
  -- Line Sharing
  -- No Line Sharing
- Interconnection Trunks
- Broadband DSL
  -- Line Sharing
  -- No Line Sharing
- EELs
  -- 2 wire analog
  -- 4 wire analog
  -- Digital
  -- Transport

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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity:	Retail Comparison:
• 8.0 dB Loops	POTS (Res and Bus combined and FW)
-- Without Test Access	
• BRI Loop With Test Access	ISDN BRI
• ISDN BRI Port	ISDN BRI
• DS1 Loop	DS1 & ISDN PRI
-- With Test Access	
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Subtending Channel	
-- 23B	DDS
-- 1D	DDS
• Analog Trunk Port	VGPL
• Subtending Digital Direct Combination Trunks	VGPL
• Dark Fiber	DS3
• UNE-OCN (Diagnostic)	
• DS3-Loop only (Diagnostic)	
• DSL Loops	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	12% (No critical z-value applies)
• Interconnection Trunks	Parity w/Retail equivalent
• Broadband DSL	
-- Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	6% (No critical z-value applies)
• EELs (Diagnostic)	
-- 2 wire analog	
-- 4 wire analog	
-- Digital	
-- Transport	

Interconnection Trunks

70. Percentage of Trunk Blockage (Call Blockage)

Definiti on:

Percentage of calls blocked on outgoing traffic from SBC/Ameritech end office to CLEC end office and from SBC/Ameritech tandem to CLEC end office.

Exclusions:

- 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.
- SBC/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 SBC/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 SBC/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.

The exclusions do not apply if SBC/Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC/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.

Business Rules:

Blocked calls and total calls are gathered during 20 business days.

Levels of Disaggregation:

- SBC/Ameritech end office to CLEC end office.
- SBC/Ameritech tandem to CLEC end office.

Calculation:	Report Structure:
(# of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:
Dedicated Trunk Groups not to exceed blocking standard of B.01 = IL, IN, MI, OH, WI. Parity with SBC/Ameritech Retail to be reported in Illinois, though performance greater than or equal to the benchmark not in parity with SBC/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 SBC/Ameritech Retail, will result in SBC/Ameritech being subject to remedy payments for this measurement.

70.1 Trunk Blockage Exclusions

Definition:

Number of calls blocked on outgoing traffic from SBC/Ameritech end office to CLEC end office and from SBC/Ameritech tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.

Exclusions:

- 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.
- SBC/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 SBC/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 SBC/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.

The exclusions do not apply if SBC/Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC/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.

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

70.2 Percentage of Trunk Blockage (Trunk Groups)

Definition:

Percentage of trunk groups (TGs) with calls blocked on outgoing traffic from SBC/Ameritech end office to CLEC end office, and from SBC/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:

- 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 month's calculation.
- A TG may be excluded from the calculations for a particular month if CLEC 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 SBC/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 SBC/Ameritech from traffic usage studies, is more than 150% of CLEC's forecast for the TG in question, which was delivered to SBC/Ameritech six 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.

The exclusions do not apply if SBC/Ameritech fails to timely provide the CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC/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.

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:

- SBC/Ameritech end office to CLEC end office.
- SBC/Ameritech tandem to CLEC end office.

Calculation:	Report Structure:
(# of trunk groups exceeding 1% blocking for each of three consecutive months ÷ total # trunk groups in service) * 100.	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier-1 None Tier-2 None	
Benchmark:	
Diagnostic.	

71. 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:

Common transport trunk groups that reflect blocking in excess of 2% or 1%(if a separate common transport trunk group is established to carry CLEC traffic only) using a busy hour from the four most recent weeks of data.

Levels of Disaggregation:

- 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 SBC/Ameritech Affiliate.

Measurement Type:

	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.

73. Percent Installations Completed Within Customer Requested Due Date – 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 SBC/Ameritech.

Exclusions:

CLEC Caused Misses.

Business Rules:

The Due Date starts the clock. The Completion Date is the day that SBC/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.

Delay of Ameritech-Initiated Tandem Re-homing project notification – the notification of any delay of these projects will be via LERG update and also via accessible letter sent to the CLECs. SBC/Ameritech will be responsible to modify the due date as defined in the accessible letter and notify the CLEC of this revised due date. The 30 days will be measured against this new due date established and sent to the CLEC

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks (Non projects – subject to standard interval)
- Interconnection Trunks (Projects – subject to negotiated interval)
- Tandem Re-homing – SBC/Ameritech owned/initiated (subject to negotiated interval and excluded from all other disaggregations)

Calculation:	Report Structure:
(# of trunk circuit due dates met ÷ total trunk circuits installed) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/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% within customer requested due date or, if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech.
- For projects, 95% within the negotiated due date.
- Tandem Re-homing – SBC/Ameritech owned/initiated: within 30 calendar days of negotiated due date (This disaggregation will be diagnostic for 6 months from the filing date of the Joint Motion at which time the PM will then be remedied.)

74. 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:

- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
∑ (Completion date – committed circuit due date) ÷ (Total completed trunk circuits with missed Due Dates)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SBC/Ameritech Interoffice Facility Trunks.

75. Percentage SBC/Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks

Definition:

Percentage of Interconnection Trunk Circuits where installation was completed greater than 30 calendar 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:

- 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

No more than 2% interconnection trunk orders completed > 30 days = IN, MI, OH, WI; Parity with SBC/Ameritech Retail = IL

76. Average Trunk Restoration Interval – Interconnection Trunks

Definition:

Average time to repair interconnection trunks. This measure is based on calendar days.

Exclusions:

- 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:

- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] ÷ total trunk trouble reports	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

77. Average Trunk Restoration Interval for Service-Affecting Trunk Groups

Definition:

The average time to restore service-affecting trunk groups.

Exclusions:

- 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 SBC/Ameritech.

Levels of Disaggregation:

- Tandem trunk groups.
  - -- 911
  - -- OS/DA
  - -- SS7
  - -- Interconnection Trunks
- Non-Tandem trunk groups.
  - -- 911
  - -- OS/DA
  - -- SS7
  - -- Interconnection Trunks

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] ÷ total service affecting trunk group trouble reports	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- Tandem trunk groups-all disaggregations – 1 hour
- Non-Tandem trunk groups – all disaggregations – 2 hours.

78. 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.CLEC caused misses.

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:

- Interconnection Trunks
- SS7 Links
- OS/DA
- 911 Trunks
- Projects (not included in the other disaggregations)

Calculation:	Report Structure:
∑(completion date of the trunk order - receipt date of complete and accurate ASR) ÷ total installed trunk orders	Reported for CLEC all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

20 Business days = IN, MI, OH, WI; Parity with SBC/Ameritech Retail = IL
Diagnostic for Projects.

Directory Assistance (DA) and Operator Services (OS)

79. Directory Assistance Grade Of Service

Definition:

Percentage of directory assistance calls answered within "X" seconds.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when an SBC/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 SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/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.

Levels of Disaggregation:

- < 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 of all CLECs and SBC/Ameritech

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

80. 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 an SBC/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 SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/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 and SBC/Ameritech

Measurement Type:

	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 = N/A; OH = 20.0 sec; WI = 6.3 sec; To be consistent/and change (auto-evolve) with State Retail Minimum Standard rulings. The State Commission Minimum Service Standards can be found at these URLs:

Illinois
- http://www.icc.state.il.us/tc/telecommunications.aspx

Wisconsin
- http://psc.wi.gov/_search/advquery.asp

Michigan
- http://www.cis.state.mi.us/mpsc/comm/rules/

Indiana
- http://www.in.gov/legislative/register/September-1-2002.html

Ohio
- http://onlinedocs.andersonpublishing.com/oac/index3.cfm?GRStructure1=4901%3A1&GRStructure2=4901%3A1%2D5&GRStructure3=&TextField=%3CJD%3A%224901%3A1%2D5%22%3EChapter%20%3CJL%3AJump%2C%224901%3A1%2D5%22%3E4901%3A1%2D5%3CEL%3E%20Furnishing%20of%20Int

81. Operator Services Grade Of Service

Definition:

Percentage of operator services calls answered within "X" seconds.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when an SBC/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 SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/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.

Levels of Disaggregation:

- < 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 of all CLECs and SBC/Ameritech

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

82. 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 an SBC/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 SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/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 and SBC/Ameritech

Measurement Type:

	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; To be consistent/and change (auto-evolve) with State Retail Minimum Standard rulings. The State Commission Minimum Service Standards can be found at these URLs:

Illinois
- http://www.icc.state.il.us/tc/telecommunications.aspx

Wisconsin
- http://psc.wi.gov/_search/advquery.asp

Michigan
- http://www.cis.state.mi.us/mpsc/comm/rules/

Indiana
- http://www.in.gov/legislative/register/September-1-2002.html

Ohio
- http://onlinedocs.andersonpublishing.com/oac/index3.cfm?GRStructure1=4901%3A1&GRStructure2=4901%3A1%2D5&GRStructure3=&TextField=%3CJD%3A%224901%3A1%2D5%22%3EChapter%20%3CJL%3AJump%2C%224901%3A1%2D5%22%3E4901%3A1%2D5%3CEL%3E%20Furnishing%20of%20Int

83. Percentage of Calls Abandoned

Definition:

The percentage of calls where the customer hangs up while the call is in queue.

Exclusions:

SBC/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 month in quarter hour intervals.

Levels of Disaggregation:

- OS
- DA

Calculation:	Report Structure:
(# of calls abandoned ÷ number of operator positions available) * 100	Reported for the aggregate of all CLECs and SBC/Ameritech

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

Local Number Portability (LNP)

91. Percentage of LNP Only Orders within the Customer Requested Due Date

Definition:

Percentage of LNP Only Orders that are completed within or on the Customer Requested Due Date.

Exclusions:

- CLEC caused or requested delays.
- NPAC caused delays unless caused by SBC/Ameritech.
- CLEC requested Due Dates less than 3 business days.

Business Rules:

The clock starts on the date of FOC issuance, which is the date that SBC/Ameritech returned a FOC to the CLEC. The clock stops on the Completion Date, which is the date that SBC/Ameritech completed the order. Orders are included in the month they posted. Standard due date interval for LNP Only orders is three business days. :

- >100 TNs - The due dates are negotiated

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of LNP Only Orders completed within the Customer Requested Due Date or Negotiated Due Date ÷ total LNP Only Orders) *100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

96.5%.

92. 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 prior to the expiration of the second (T2) 9-hour timer. This would include subscription(s) released prior to the expiration of the first (T1) or the second (T2) 9-hour timers.

Exclusions:

- CLEC caused or requested delays.
- NPAC caused delays unless caused by SBC/Ameritech.
- Cases where SBC/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 SBC/Ameritech's release request. In these cases, SBC/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 SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

96.5%.

93. Percentage of Time Customer Accounts Restructured by the LNP Only Completion Date

Definition:

Percentage of accounts restructured by the LNP Only Provisioning Completion Date.

Exclusions:

None

Business Rules:

This measure is for partial LNPs only.

Partial LNP Orders require an SBC/Ameritech account to be restructured. This measures the amount of time the account was restructured by the LNP completion date.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of partial LNP Only orders where the account was restructured by the completion date of the order) ÷ (total partial LNP Only orders that required customer accounts to be restructured) *100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type

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

Benchmark:

96.5%

96. Percentage Pre-Mature Disconnects for LNP Orders

Definition:

Percentage of LNP cutovers where SBC/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:

- LNP only.
- LNP with Loop.

Calculation:	Report Structure:
(# of premature disconnects ÷ total conversions) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

	IL	IN	MI	OH	WI
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).

97. Percentage of Time SBC/Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition:

Percentage of time SBC/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.
- CLEC caused misses.

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:

- 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 SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

96.5%

98. Percentage LNP Trouble Reports within 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:

- 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 SBC/Ameritech personnel complete the service order through 30 calendar days after completion.

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 be equal to 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.

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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail POTS – No Field Work.

99. Average Delay Days for SBC/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 SBC/Ameritech caused missed due date	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SBC/Ameritech Retail POTS – No Field Work.

100. Average Time of Out of Service for LNP Conversions

Definition:

Average time to facilitate the activation request in SBC/Ameritech's network.

Exclusions:

- CLEC-caused errors.
- NPAC-caused errors unless caused by SBC/Ameritech.
- Large ports greater than 500 ports.

Business Rules:

The Start time is the Receipt of NPAC broadcast activation message in SBC/Ameritech's LSMS; and the End time is when the Provisioning event is done in SBC/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:
Σ(LNP stop time – LNP start time) ÷ total LNP activated TNs	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

60 Minutes

101. 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 SBC/Ameritech's network is less than 60, expressed as a percentage of total number of activations that took place.

Exclusions:

- CLEC caused errors.
- NPAC caused errors unless caused by SBC/Ameritech.
- Large ports greater than 500 ports.

Business Rules:

The Start time is the Time that an "activate NPAC" broadcast is received in SBC/Ameritech's LSMS. The End time is the Time the provisioning event is complete in SBC/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 SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

96.5%

911

102. Average Time To Clear Errors (Facility-Based Providers)

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 SBC/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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity

103. Percent Accuracy for 911 Database Updates (Facility-Based Providers)

Definition:

The percentage of 911 records that were updated by SBC/Ameritech in error.

Exclusions:

CLEC Caused Errors.

Business Rules:

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 SBC/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, SBC/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. SBC/Ameritech will verify the records determined to be in error to validate that the records were input by SBC/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.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of SBC/Ameritech caused update errors ÷ Total updates) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

104. Average Time Required to Update 911 Database (Facility Based Providers)

Definition:

The average time it takes to update the 911database 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity with SBC/Ameritech Retail.

104.1 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:**
[Σ (SOC Date - date 911 record is unlocked)] ÷ Total 911 database unlocks	Reported for individual CLEC, and all CLECs and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

Poles, Conduit and Rights of Way

105. 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 SBC/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 SBC/Ameritech Retail = IL

106. 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:
Σ(Date request returned to CLEC – date request received from CLEC) ÷ total requests	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

90% within 35 days = IN, MI, OH, WI; Parity with SBC/Ameritech Retail = IL

Collocation

107. Percentage Missed Collocation Due Dates

Definition:

The percentage of SBC/Ameritech caused missed due dates for collocation projects.

Exclusions:

If the CLEC has not submitted their second fifty percent (50%) payment prior to the space being turned over, SBC/Ameritech will exclude the job from reporting. For instances where the payment has rightfully been withheld, (the account manager provides the notification to proceed), the job is not excluded.

Business Rules:

The clock starts when SBC/Ameritech 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 SBC/Ameritech 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 SBC/Ameritech 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 SBC/Ameritech 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:

- CLEC return to SBC/Ameritech corrected and complete floor plan drawings.
- CLEC placement of required component(s).

If the business rules and Commission Order, approved interconnection agreement or effective tariff, whichever is applicable, are inconsistent, then these business rules are superseded.

Levels of Disaggregation:

For Physical Collocations:

- Caged
- Shared Caged
- Caged Common
- Cageless
- Adjacent On-site
- Adjacent Off-site
- All Augments to Physical Collocation

For Virtual Collocations:

- Virtual
- All Augments to Virtual Collocations

Calculation:	Report Structure:
(count of number of SBC/Ameritech caused missed due dates for collocation facilities ÷ total number of collocation projects) * 100	Reported for individual CLEC and all CLECs and SBC/Ameritech Affiliate

Measurement Type:

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

Benchmark:

Less than 5% not met within the due date) Damages and Assessments will be calculated based on the number of calendar days late. The critical z-value does not apply.

108. Average Delay Days for SBC/Ameritech Missed Due Dates

Definition:

The average delay days caused by SBC/Ameritech to complete collocation facilities.

Exclusions:

If the CLEC has not submitted their second fifty percent (50%) payment prior to the space being turned over, SBC/Ameritech will exclude the job from reporting. For instances where the payment has rightfully been withheld, (the account manager provides the notification to proceed), the job is not excluded.

Business Rules:

The clock starts when SBC/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 SBC/Ameritech and the CLEC. SBC/Ameritech will turn over the APOT with the notice of job completion if the CLEC has submitted their second fifty-percent (50%) payment prior to the due date.

Levels of Disaggregation:

- Caged
- Caged Common
- Shared Caged
- Adjacent On-Site
- Adjacent Off-Site
- Cageless
- Augments to Physical Collocation
- Virtual
- Augments to Virtual Collocation

Calculation:	Report Structure:
Σ(Date collocation work completed - collocation due date) ÷ SBC/Ameritech caused missed collocation completions.	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Delay days not to exceed 10% of standard interval for IN, MI, OH and WI.

- Physical - 90 days standard interval, 10% of std interval = 9 Calendar Days
- Virtual - 60 days standard interval, 10% of std interval = 6 Calendar Days
- Cageless - 60 days standard interval, 10% of std interval = 6 Calendar Days
- Additions - 90 days standard interval, 10% of std interval = 9 Calendar Days

IL = Parity with SBC/Ameritech Affiliate.

109. Percent of Requests Processed Within the Established Timelines

Definition:

The percent of requests for collocation facilities processed within the established timelines.

Exclusions:

.

Business Rules:

The clock starts when SBC/Ameritech receives the application. The clock stops when SBC/Ameritech responds back to the application request with a quote. Per FCC Order 99-48 (706 Collocations Requirements).
Applications received after 2:00 p.m. are considered as being received on the next business day.

Levels of Disaggregation:

- Physical
- Virtual
- Cageless
- Additions

Calculation:	Report Structure:
(# of requests processed within the timeline ÷ total requests with quotes) * 100	Reported for CLEC, all CLECs, and SBC/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 10 Calendar Days = IN, MI, OH, WI.
IL = Parity with SBC/Ameritech Affiliate

Directory Assistance Database

110. 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:

- Weekends and Holidays.
- CLEC caused errors.
- 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. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day.

For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. Electronic orders received after 4:00 p.m. will not be processed until the following workday.

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.

Levels of Disaggregation:

IN, MI, OH, WI = None

IL = Manual and Electronic

Calculation:	Report Structure:
(# of updates completed within 72 hours ÷ total updates completed) * 100	Reported for CLEC all CLECs for facility-based providers, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- IN, MI, OH, WI = 95% updated within 72 hours
- IL = Manual orders are 95% updated within 72 hours and Electronic orders are parity with SBC/Ameritech Retail

111. Average Update Interval for DA Database for Facility-Based CLECs

Definition:

The average update interval for DA database changes for facility-based CLECs.

Exclusions:

- Weekends and holidays
- CLEC caused errors
- 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. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day.

For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. Electronic orders received after 4:00 p.m. will not be processed until the following workday.

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.

Levels of Disaggregation:

- IN, MI, OH, WI = None
- IL = Manual and Electronic

Calculation:	Report Structure:
[∑ (8:00 a.m. of the day following the input into the DL database – Time update received from CLEC)] ÷ total updates completed	Reported for CLEC all CLECs for facility-based providers, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- IN, MI, OH, WI = 48 Hours
- IL = Manual are 48 hours and Electronic orders are parity with SBC/Ameritech Retail.

112. Percentage DA Database Accuracy For Manual Updates for Facility-Based CLECs

Definition:

The percentage of DA records that were updated by SBC/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. SBC/Ameritech will verify the records determined to be in error to validate that the records were input by SBC/Ameritech incorrectly.

Exclusions:

- Errors not submitted within 10 days of order confirmation receipt.
- CLEC caused errors
- 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. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day.

For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. Electronic orders received after 4:00 p.m. will not be processed until the following workday.

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.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of manual updates without SBC/Ameritech caused errors ÷ Total updates processed) *100	Reported for CLEC all CLECs for facility-based providers, and SBC/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%

113. 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 SBC/Ameritech ordering systems to ALPSS for Illinois, Michigan, Ohio and Wisconsin. Percentage of electronic updates from entry to distribution that progress through SBC/Ameritech ordering systems to DA for Indiana.

Exclusions:

- Updates rejected due to incorrect/invalid data received from the CLEC (e.g. missing zip code, incomplete phone number, etc.).
- CLEC caused errors
- Weekends and Holidays

Business Rules:

The number of updates, for facility-based providers, that flow through SBC/Ameritech's ordering systems and are passed to ALPSS or DA 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 or DA ÷ Total updates received in the month) * 100	Reported for CLEC all CLECs for facility-based providers, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

- IN, MI, OH, WI = 97%
- IL = Parity with SBC/Ameritech Retail.

Coordinated Conversions

114. Percentage of Premature Disconnects (Coordinated Cutovers)

Definition:

Percentage of coordinated cutovers where SBC/Ameritech prematurely disconnects the customer 10 minutes or more prior to the scheduled conversion.

Exclusions:

None

Business Rules:

A premature disconnect occurs any time SBC/Ameritech disconnects the CLEC customer 10 or more minutes prior to the CLEC being on line. CHC and FDT orders, by definition, must consist of 1-24 lines, therefore this measure only includes orders with 1-24 lines

Levels of Disaggregation:

- 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 SBC/Ameritech Affiliate.

Measurement Type:

	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.

114.1. CHC/FDT LNP with Loop Provisioning Interval

Definition:

The % of CHC/FDT LNP with Loop Lines completed by SBC/Ameritech within the established provisioning intervals.

Exclusions:

- CHC 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 SBC/Ameritech 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:

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 SBC/Ameritech LOC to start the conversion, and ends when the SBC/Ameritech technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cutover has been completed. For FDT orders, the clock starts at the frame due time and ends when the SBC/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.

Levels of Disaggregation:

CHC/LNP with loop
- < 10 lines
- 10-24 lines

FDT/LNP with loop
- < 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 SBC/Ameritech Affiliate.

Measurement Type:

	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.

115. Percentage of SBC/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 SBC/Ameritech is not ready within "X" (30, 60, and 120) minutes after the scheduled cut time. CHC and FDT orders, by definition, must consist of 1-24 lines, therefore this measure only includes orders with 1-24 lines

Levels of Disaggregation:

- CHC LNP with Loop
- FDT LNP with Loop

Calculation:	Report Structure:
(# of SBC/Ameritech caused late coordinated CHC/FDT LNP with Loop orders in excess of "X" (30, 60 and 120) minutes ÷ total coordinated CHC/FDT LNP with Loop orders) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

8% or less of SBC/Ameritech coordinated conversions beyond 30 minutes, 2% beyond 60 minutes from scheduled time or 1% beyond 120 minutes.

115.1 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:

- Reports for which the trouble is attributable to the SBC/Ameritech network (unless SBC/Ameritech had knowledge of the trouble prior to the due date.
- IDLC (pair gain systems) identified on or before the due date.
- Non-measured reports (CPE, Interexchange, and Information reports).

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. CHC and FDT orders, by definition, must consist of 1-24 lines, therefore this measure only includes orders with 1-24 lines

Levels of Disaggregation:

- 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 SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

2%

115.2 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:

- Non-measured reports (CPE, Interexchange, and Information reports).
- 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. CHC and FDT orders, by definition, must consist of 1-24 lines, therefore this measure only includes orders with 1-24 lines

Levels of Disaggregation:

- CHC
- FDT

Calculation:	Report Structure:
Σ[(Date and time PTR is closed with the customer) - (date and time PTR is received)] ÷ total PTRs.	Reported by CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

NXX

117. 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity

118. 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:
Σ(Completion Date – LERG effective date) ÷ Total SBC/Ameritech caused late orders	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity

119. 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. SBC/Ameritech will contact the CLEC to close the trouble.

Levels of Disaggregation:

None

Calculation:	Report Structure:
[Σ(Date and time trouble report is cleared with the customer – Date and time trouble report is received) ÷ (Total NXX trouble reports)]	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity

Bona Fide Request Process (BFRs)

120. 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 SBC/Ameritech receives the application. The clock stops when SBC/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 SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% within 30 business days = IN, MI, OH, WI. IL = Parity with SBC/Ameritech Affiliate.	

121. Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days

Definition:

Percentage of quotes provided in response to authorized Bona Fide Requests (authorized preliminary analysis from CLEC) within 45 business days.

Exclusions:

Weekends and Holidays.

Business Rules:

The clock starts when SBC/Ameritech receives the authorization. The clock stops when SBC/Ameritech responds back to the authorization 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 SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

90% within 45 business days = IN, MI, OH, WI.
IL = Parity with SBC/Ameritech Affiliate

New Performance Measure

124. Timely Resolution of Significant Software Failures Related with Releases

Definition:

Measures timely resolution of software errors after a Release that is having a significant impact on CLEC business activity.

Exclusions:

Error where a workaround transparent to the CLEC is available (workaround in this sense does not include manual faxing to the LSC or any other action required by the CLEC) that is different from what would be required if the software had not failed.

Business Rules:

Software errors identified in production within two weeks of the release with no work-arounds that have a disabling affect on CLECs ability to conduct business. Significant or disabling effect on the CLEC is defined as an inability to pass to Ameritech, or receive back from Ameritech, order activity on more than 10% of the CLEC LSRs relative to normal work volumes. This impact will be viewed on a per CLEC basis, upon notification by the CLEC to the OSS Help Desk that they are impacted. Problem resolution time will start being measured from the time the problem is reported to the help desk to the time the software fix is implemented or a workaround that does not require the CLEC to do anything different from what would be required if the software had not failed is in place. For Tier 1 damages, the CLEC is responsible for reporting the problem to the OSS Help Desk in order for this measure to apply to the individual CLECs and will be paid to those identified with an impact of 10% or more as outlined above.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# Significant Software Failures resolved within 48 hours ÷ Total Significant Software Failures)*100	By CLEC, on an Ameritech Regional basis (non-state specific)

Measurement Type:

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

Benchmark:

95% completed within 48 hours or 2 days.

New Performance Measure

124.1 Test Environment Availability

Definition:

Extent that the Joint Test Environment is actually available to CLECs.

Exclusions:

None

Business Rules:

The total "Scheduled system available hours" is the cumulative number of hours during the reporting period that Ameritech has committed to provide CLECs access to the Joint Test Environment. "Hours functionality is available during the scheduled available hours" is the actual number of hours, during scheduled system available hours, during which the Joint Test Environment is actually available for testing purposes. The actual time available is divided by the scheduled time available and the result multiplied by 100 to produce the "Percent system availability" measure.

Scheduled system available hours is Monday through Friday, 8:00AM to 5:00PM CT (except as noticed to the industry via Accessible Letter). "Hours functionality is available during the scheduled available hours" is calculated from the date/time a CLEC reports its inability to access the Joint Test Environment to the date/time the reporting CLEC is able to access the Joint Test Environment, based on records maintained by Ameritech's Joint Test Environment Availability Team.

Only situations where the inability of the CLEC to access the Joint Test Environment is confirmed to be due to a problem within the control of SBC Ameritech are to be included in this measure. Situations where a CLEC cannot access the Joint Test Environment due to problems outside the control of SBC Ameritech (e.g. internal CLEC network connectivity or performance issues) will not be included in this PM

Levels of Disaggregation:

- Pre-Order
- Order

Calculation:	Report Structure:
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours] * 100	Reported on an aggregate CLEC basis and a Ameritech-region basis (non-state specific)

Measurement Type:

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

Benchmark:

Diagnostic

Additional Measures

MI 2. 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:

- CLEC/End User Initiated Jeopardy Codes.
- Weekends and Holidays.
- Orders that fall into, or are completed thru, the FMOD process.
- Orders received from CLEC and due on same day.
- Jeopardy Notices sent on or after the due date.

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:

- Resale POTS
  - -- Field Work (FW)
  - -- Non-Field Work (NFW)
- Resale Specials
  - -- Field Work (FW)
  - -- Non-Field Work (NFW)
- Unbundled Loops
  - -- Field Work (FW)
  - -- Non-Field Work (NFW)
- UNE-Ps
  - -- Field Work (FW)
  - -- Non-Field Work (NFW)

Calculation:	Report Structure:
[(# of orders receiving an 870 within 24 hours of the order due date) ÷ (Total orders receiving an 870 in the report month)] * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:
Less than or equal to 5% orders given jeopardy notices with 24 hours of the due date

MI 3. Coordination Conversions Started Within One Hour of the Scheduled Time

Definition:

Coordinated Conversion Started Within One Hour of the Scheduled Time 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:

- 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 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 SBC/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. CHC orders, by definition, must consist of 1-24 lines, therefore this measure only includes orders with 1-24 lines

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 SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

MI 4. 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:

- Canceled 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 walk through is not included in the completion interval calculation..

Levels of Disaggregation:

Physical Collocation

Calculation:	Report Structure:
∑[(Date Physical Node Is Complete) - (Date Collocation COBO Payment Is Received)] ÷ Total Physical Nodes Completed	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

MI 5. Structure Requests Completed Outside of Interval

Definition:

Structure Requests Completed Outside of Interval measures the number of requests to view SBC/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 SBC/Ameritech to perform record checks.

Business Rules:

Structure includes poles, ducts, conduit and rights-of-way that are owned or controlled by SBC/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.

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 SBC/Ameritech structure for attachment or occupancy by an attaching Party.

Levels of Disaggregation:

- 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 SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

MI 9. Percentage Missing FOCs

Definition:

Percentage of FOCs that are not sent as compared to the total number of orders completed.

Exclusions:

None

Business Rules:

Total number of responses not sent as compared to the total number of orders completed. FOC responses not sent are identified by using a report that compares to completed orders that do not show FOC response in the Local Service Request (LSR) processing systems.

Levels of Disaggregation:

- Resale
- UNE (Loops, LNP, and LSNP)
- UNE-P

Calculation:	Report Structure:
(# of missing FOC responses ÷ total orders completed) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

MI 10. Percent 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 number of queries processed. (time-outs and valid responses).

Levels of Disaggregation:

- Address Verification
- Telephone Number Assignment
- Customer Service Inquiry (CSI)<=30 lines
- Service Availability
- Dispatch Required – SBC/Ameritech combines "Service Appointment Scheduling" and "Dispatch Required" functions for TCNET
- PIC
- Actual Loop Makeup Information
- Design Loop Makeup Information

Service Appointment Scheduling (Due Date) – Reported in "Dispatch Required" for TCNET

Calculation:	Report Structure:
(# of Time Out Transactions ÷ Total Number of Queries processed) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

MI 11. 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 interface outages to the time that email notification (to email distribution list) is sent by SBC/Ameritech.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Time interface outage is identified – Time notification is given)/Total interface outages in a period	Reported on a total wholesale basis across the SBC/Ameritech region (Company level reporting).
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

MI 12. 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 business days to clear 3E service order errors 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:

- 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, SBC/Ameritech, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity

New PM MI 13

MI 13. Percent Mechanized Line Loss Notifications Returned Within One Day Of Work Completion

Definition:

Percent mechanized line loss notifications returned within one business day of the completion of work.

Exclusions:

- Line Loss Notifications that are delayed due to a CLEC cause that prevents SBC/Ameritech from completing the order and thus sending the line loss notification

Business Rules:

Days are calculated by subtracting the date the line loss notification was sent/made available to the losing CLEC from the work completion date. The date that the last service order associated with the winning carrier's service request is provisioned is the work completion date. The calculation is based on business days, using a full 24-hour day.

This measure includes all product/ordering scenarios for which loss notifications are to be sent according to the information documented on the CLEC OnLine website, including retail winbacks.

Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response times.

Calculation of the number of days between the day of work completion and the day line loss notification was sent/made available to the losing CLEC will exclude non-system processing days as documented on CLEC OnLine or communicated in advance via accessible letter

Levels of Disaggregation:

- All (combination of two disaggregations below)
- SBC Winback (SBC Retail is the "winning" carrier, CLEC is losing carrier)
- CLEC-to-CLEC (CLEC A is "winning" carrier, CLEC B is "losing" carrier)

Calculation:	Report Structure:
(# of mechanized line loss notifications returned to the losing CLEC within 1 day of work completion ÷ total line loss notifications) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

97%; Remedies apply only to the "All" disaggregation, SBC Winback and CLEC-to-CLEC results are not separately subject to remedies

New Performance Measure

MI 13.1 Average Delay Days For Mechanized Line Loss Notifications

Definition:

Average business days from completion of work to the date the line loss notification was sent/made available to the CLEC for line loss notifications that miss the standard of one business day.

Exclusions:

- Line Loss Notifications that are delayed due to a CLEC cause that prevents SBC/Ameritech from completing the order and thus sending the line loss notification

Business Rules:

Days are calculated by subtracting the date the line loss notification was sent/made available to the losing CLEC from the work completion date. The date that the last service order associated with the winning carrier's service request is provisioned is the work completion date. The calculation is based on business days, using a full 24-hour day. Only those notifications that were sent/made available outside the one business day standard are included in this measure.

This measure includes all product/ordering scenarios for which loss notifications are to be sent according to the business rules documented on CLEC OnLine website, including retail winbacks.

Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Calculation of the number of days between the day of work completion and the day line loss notification was sent/made available to the losing CLEC will exclude non-system processing days as documented on CLEC On-Line or communicated in advance via accessible letter.

Levels of Disaggregation:

- All (combination of two disaggregations below)
- SBC Winback (SBC Retail is the "winning" carrier, CLEC is losing carrier)
- CLEC-to-CLEC (CLEC A is "winning" carrier, CLEC B is "losing" carrier)

Calculation	Report Structure:
Σ(Work completion date for line loss notifications sent outside the standard – Date LLN sent/made) ÷ (total line loss notifications sent outside the standard)	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

MI - Average Delay of 4 Days; Remedies apply only to the "All" disaggregation, SBC Winback and CLEC-to-CLEC results are not separately subject to remedies.
IL/IN/OH/WI - Diagnostic

MI 14. 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:

- Reports for which the trouble is attributable to the SBC/Ameritech network (unless SBC/Ameritech had knowledge of the trouble prior to the due date.
- IDLC (pair gain systems) identified on or before the due date.
- Non-measured reports (CPE, Interexchange, and Information reports

Business Rules:

The elapsed time for a completion notice to be sent to the CLEC from the time that the trouble ticket is closed in WFA or LMOS.

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).

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 SBC/Ameritech.

Levels of Disaggregation:

- Resale
  --Manual - Next Day
  --Electronic < 2 hours
- UNE Loops
  --Manual - Next Day
  --Electronic <2 hours
- UNE P
  --Manual - Next day
  --Electronic <2 hours

Calculation:	Report Structure:
(# of completions returned to CLEC within X hours ÷ total completions) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – Low w/Cap
Tier 2 – None

Benchmark:

95% w/in the specified interval.

MI 15 Change Management

Definition:

Change management measures timeliness of change notifications for final requirements to implementation as defined and agreed upon in the SBC Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management Process ("CMP"). Interfaces to which this measure applies also will be defined in the CMP.

Exclusions:

- Clarification Notes.
- Any Approved Exceptions.
- Emergency Situations
- Regulatory Mandated Changes

Business Rules:

Calendar Days is to be used in the calculation of this measure. Notification is received when the Final Release Requirements are noticed to CLECs via an Accessible Letter. Calculation is based on the number of Notifications made within the reporting period (the denominator), with the numerator being the number of those Notifications issued "X" days or more in advance of the announced implementation date.

Levels of Disaggregation:

Changes to Existing Interfaces
- Gateway
- GUI

Introductions of New Interfaces
- Gateway
- GUI

Retirements of Existing Interfaces -- Wholesale Interfaces
- Gateway
- GUI

Calculation:	Report Structure:
(Number of Notifications issued on time) ÷ (Number of Notifications in the reporting period) * 100	Reported on an SBC/Ameritech regional basis (non-state specific).

Measurement Type:

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

Remedies apply to only Gateway Changes and Introductions disaggregations.

Benchmark:

95% or greater notices should be on time as defined by the advance notification intervals for Final Requirements for each disaggregation as defined in the SBC Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management Process ("CMP") found at https://clec.sbc.com/clec/

Click on Gold bar "Change Management Process"

Click on SBC All Regions

then scroll down to: SBC Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management Process

MI 16 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:

- Address Verification
- Telephone Number Assignment
- Customer Service Inquiry (CSI)<=30 lines
- Service Availability
- Dispatch Required – SBC/Ameritech combines "Service Appointment Scheduling" and "Dispatch Required" functions for TCNET
- PIC
- Actual Loop Makeup Information
- Design Loop Makeup Information
- Service Appointment Scheduling (Due Date) – Reported in "Dispatch Required" for TCNET

Calculation:	Report Structure:
(# rejected query notices ÷ total number of queries processed) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

WI 1 Percent No Access – UNE Loops Provisioning	
Definition:	
Percent of Field Work (FW) orders with a status of "No Access."	
Exclusions:	
• 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:	
SBC/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	
Calculation:	**Report Structure:**
(# of orders that are No Access ÷ Total Field Work orders) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
UNE Field Work Parity compared to SBC/Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	

WI 2 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:	
• 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:	
SBC/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	
Calculation:	**Report Structure:**
(# of trouble reports with a status of "No Access" ÷ Total dispatched customer trouble reports) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
UNE Field Work Parity compared to SBC/Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	

WI 9 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.
(DSL with Lineshare orders do not utilize the FMOD process.)

Levels of Disaggregation:

- 8.0 dB Loops
  -- Without Test Access
- . BRI Loop With Test Access
- DS1 Loop With Test Access
- Dedicated Transport
  -- DS1
  -- DS3
- Dark Fiber
- DSL Loops
  -- No Line Sharing

Calculation:	Report Structure:
(# of FMOD UNEs ÷ Total UNEs installed) *100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

CLEC WI 1	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:**
(Actual completion date – original FOC due date) ÷ (Total number of orders with delay notices)	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

CLEC WI 4 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:

- First Pre-BOC
- Second Pre-BOC

Calculation:

(# of listings without errors after correction requested ÷ Total updates submitted) *100

Report Structure:

Reported for CLEC, all CLECs for facility-based providers, and SBC/Ameritech Affiliate.

Measurement Type:

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.

If the Benchmark is not met for corrections requested after the second pre-BOC, the remedy will be

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

Benchmark:

For corrections requested in the review of the first pre-BOC 95% must be corrected in the second pre-BOC

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.

CLEC WI 5	Percentage of protectors not moved after technician visit (Issue O)				
Definition:					
Measures the percentage of times that a CLEC has to call SBC/Ameritech to replace a protector with a NID and move it to the outside of the house, where there has been an SBC/Ameritech technician at the premises within the last 30 days.					
Exclusions:					
None					
Business Rules:					
If a CLEC is required to call SBC/Ameritech to replace a protector with a NID and move it to the outside of a structure when SBC/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 SBC/Ameritech technician had been on site within the last 30 days) *100					Reported for CLEC, and all CLECs
Measurement Type:					
	IL	**IN**	**MI**	**OH**	**WI**
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
Less than 3%.					

CLEC WI 6 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:

- Weekends and Holidays
- 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 SBC/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. Calculation reflects a 24-hour rolling clock, hours between 12:00 a.m. Monday and 11:59 p.m. Friday.
(DSL with Lineshare orders do not utilize the FMOD process.)

Levels of Disaggregation:

- 8.0 dB Loops
  -- Without Test Access
- BRI Loop With Test Access
- DS1 Loop With Test Access
- Dedicated Transport
  -- DS1
  -- DS3
- Dark Fiber
- DSL Loops
  -- No Line Sharing

Calculation:

(# of FMOD orders where Form A issued within 24 hours ÷ Total # FMOD orders) * 100

Report Structure:

Reported for CLEC, all CLECs, and SBC/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 %

CLEC WI 7 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:

- Weekends and Holidays
- Loop Qualified Orders requiring modification.

Business Rules:

Measured from issuance of form A to receipt of Form B, C, D, and/or E. Calculation reflects a 24-hour rolling clock, hours between 12:00 a.m. Monday and 11:59 p.m. Friday.
(DSL with Lineshare orders do not utilize the FMOD process.)

Levels of Disaggregation:

- 8.0 dB Loops
  -- Without Test Access
- BRI Loop With Test Access
- DS1 Loop With Test Access
- Dedicated Transport
  -- DS1
  -- DS3
- Dark Fiber
- DSL Loops
  -- No Line Sharing

NOTE: The above disaggregations are also reported for:

- Form B
- Form C
- Form D
- Form E

Calculation:

(# of FMOD orders where Form B, C, D, E issued within 72 hours ÷ Total # FMOD orders) * 100

Report Structure:

Reported for CLEC, all CLECs, and SBC/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%

CLEC WI 8 FMOD Process: Form B - Percent FOC with New Due Date Returned Within 24 Hours

Definition:

Form B is for Complex modifications. This measures the percent of time SBC/Ameritech issues the FOC with the new due date within:
(a) 24 hours of SBC/Ameritech's receipt of the CLEC authorization of the complex modification charges; or
(b) if no confirmation of Form B is required from the CLEC, within 24 hours of Form B being sent.

Exclusions:

- FMOD orders resulting in Forms C, D, and E.
- Loop Qualified Orders requiring modification
- Weekends and Holidays

Business Rules:

Measured from the time that SBC/Ameritech receives the authorization of charges by the CLEC via Form B. Calculation reflects a 24-hour rolling clock, hours between 12:00 a.m. Monday and 11:59 p.m. Friday.
(DSL with Lineshare orders do not utilize the FMOD process.)

Levels of Disaggregation:

- 8.0 dB Loops
  -- Without Test Access
- BRI Loop With Test Access
- DS1 Loop With Test Access
- Dedicated Transport
  -- DS1
  -- DS3
- Dark Fiber
- DSL Loops
  -- No Line Sharing

Calculation:

(# 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

Report Structure:

Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

95%

CLEC WI 9 FMOD Process: Percent Form C Quote Returend 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 SBC/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:

Measured from the time Form C is accepted. For loop qualified orders requiring modification. (DSL with Lineshare orders do not utilize the FMOD process.)

Levels of Disaggregation:

- 8.0 dB Loops
  -- Without Test Access
- BRI Loop With Test Access
- DS1 Loop With Test Access
- Dedicated Transport
  -- DS1
  -- DS3
- Dark Fiber
- DSL Loops
  -- No Line Sharing

Calculation:

(# of FMOD orders where Form C accepted and quote issued within 30 calendar days ÷ Total # FMOD orders where form C accepted) * 100

Report Structure:

Reported for CLEC, all CLECs, and SBC/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%

CLEC WI 11 FMOD Forms B, C, D, Percentage of Due Dates Met

Definition:

Measures the percentage of due dates met when FMOD process invoked

Exclusions:

- Weekends and Holidays
- 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.
(DSL with Lineshare orders do not utilize the FMOD process.)

Levels of Disaggregation:

- 8.0 dB Loops
  -- Without Test Access
- BRI Loop With Test Access
- DS1 Loop With Test Access
- Dedicated Transport
  -- DS1
  -- DS3
- Dark Fiber
- DSL Loops
  -- With Line Sharing
  -- No Line Sharing

NOTE: The above disaggregations are also reported for:

- Form B
- Form C
- Form D

Calculation:	Report Structure:
(# of FMOD orders met ÷ Total # FMOD orders) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.

Measurement Type:

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

Benchmark:

Parity:	**Retail Comparison:**
• 8.0 dB Loops -- Without Test Access	POTS (Res/Bus and FW)
• BRI Loop With Test Access	ISDN BRI
• DS1 Loop With Test Access	DS1 & ISDN PRI
• Dedicated Transport	
-- DS1	DS1
-- DS3	DS3
• Dark Fiber	DS3
• DSL Loops	
-- With Line Sharing	Parity with SBC/Ameritech Affiliate
-- No Line Sharing	5% (No critical z-value applies)

NOTE: The above disaggregations are also reported for:

- Form B
- Form C
- Form D

IN 1 Percent Loop Acceptance Testing (LAT) Completed on or Prior to the Completion Date

Definition:

Percent Loop Acceptance Test (LAT) completed on or prior to the completion date of the order.

Exclusions:

- 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:

Loop Acceptance Test is where an SBC/Ameritech Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is completed on or before order completion date. The SBC/Ameritech 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.

This measure will include canceled orders where

- the LAT was completed and the CLEC chose not to accept the loop
- the cancel was due to an SBC/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 SBC/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% LAT on or before the Completion Date

Attachment One

Advanced and Nascent Services

1.0 In order to ensure parity and benchmark performance where CLECs order low volumes of advanced and nascent services, Ameritech will make increased voluntary payments to the Illinois State Treasury on those measurements listed under "Qualifying Measurements" below. Such increased voluntary payments will only apply when there are more than 10 and less than 100 observations for a Qualifying Measurement on average statewide for a three-month period with respect to the following order categories:

2.0 The following are the qualifying sub-measures (if within a qualifying measurement):

- UNE loop and port combinations;
- resold ISDN;
- ISDN UNE loop and port combinations;
- BRI loop with test access; and
- DSL loops.

3.0 Qualifying Measurements:

Provisioning Measurements:

- PMs 28, 44, 56 – Percent Installs Completed Within Customer Requested Due Date
- PMs 35, 46, 59 – Installation Trouble Reports Within "X" Days
- PM 1.1 – Average Response Time for Loop Qualification Information

Maintenance Measurements:

- PMs 38, 66 – % Missed Repair Commitments
- PMs 41, 53, 69 – % Repeat Reports
- PMs 39, 52, 67 – Mean Time to Restore
- PMs 37.1, 54.1, 65.1 – Trouble Report Rate

4.0 The increased voluntary payments referenced in section 1.0 will be made only if Ameritech fails to provide parity or benchmark service for the above measurements as determined by the use (where appropriate) of the Modified Z-test and a Critical Z-value for either:

- 3 consecutive months; or
- 6 months or more in a calendar year.

5.0 The increased voluntary payments will only be calculated on the rolling average of occurrences or measurements, as appropriate, where Ameritech has failed to provide parity or benchmark performance for

3 consecutive months. If Ameritech fails to provide parity or benchmark performance in Illinois for 6 or more months in a calendar year, the increased voluntary payments will be calculated as if all such months were missed consecutively.

6.0 If, for the three months that are utilized to calculate the rolling average, there were 100 observations or more on average for the qualifying measurement or sub-measurement, then no increased voluntary payments will be made to the Illinois State Treasury. However, if during this same time frame there either is (i) an average of more than 10 but less than 100 observations for a qualifying sub-measure on a statewide basis or (ii) an average of more than 10 but less than 100 for a non-qualifying sub-measure within a qualifying measure where the measure's average is more than 10 but less than 100 observations, then Ameritech shall calculate the payments to be made in addition to the normal payment to the Illinois State Treasury by first applying the normal Tier 2 assessment calculation methodology to that qualifying measurement, and then doubling (multiplying by 2) that amount. The effect of this calculation results in total payment being made at three times the normal amount alone.

7.0 Any payments made hereunder shall be subject to the annual threshold set forth in the remedy plan.

Attachment Two

Performance Measures with Remedy Limits

Measurements That Are Subject to Per Occurrence Damages or Assessment With a Cap

1. Percent Response Received Within "X" Seconds – OSS Interfaces (PM 2)
2. Percent Firm Order Confirmations (FOCs) Received Within "X" Hours/Days (PM 5)
3. Percent Mechanized Completions Returned Within One Day of Work Completion (PM 7.1)
4. Percent Rejects Returned Within “X” Hours (PM 10)
5. Mechanized Provisioning Accuracy (PM 12)
6. Order Process Percent Flow Through (PM 13)
7. Percent of Accurate and Complete Formatted Mechanized Bills Via EDI or BDT (PM 15).
8. Percent of Usage Records Transmitted Correctly (PM 16)
9. Billing Completeness (PM 17)
10. Billing Timeliness (Wholesale Bill) (PM 18)
11. Percent Trunk Blockage (Call Blockage) (PM 70)
12. Percent Completion Notifications Returned Within ‘X’ Hours of Completion of Maintenance Trouble Ticket (PM MI14)

Measurements That Are Subject To Per Measure Damages or Assessments

1. OSS Interface Availability (PM 4)
2. Local Service Center (LSC) Grade Of Service (GOS) (PM 22)
3. Local Operations Center (LOC) Grade of Service (GOS) (PM 25)
4. Common Transport Trunk Blockage (PM 71)
5. Directory Assistance Average Speed of Answer (PM 80)
6. Operator Services Speed of Answer (PM 82)
7. Percent NXXs Loaded and Tested Prior to the LERG Effective Date (PM 117)
8. Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days (PM 121)

Attachment Three

Performance Measures Subject to Tier 1 and Tier 2 Damages/Assessments Identified as High, Medium, and Low

Note: For the State of Michigan, Performance Measures Subject to Tier 1 and Tier 2 Damages are at the Medium level.

	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
Pre-Ordering/Ordering						
1.1 Average Response Time For Manual Loop Make-Up Information	✓	-	-	-	X	-
1.3 Accuracy of Actual Loop Makeup Information provided for DSL Orders	✓	-	-	-	X	-
2. Percent Responses Received Within "X" Seconds-OSS Interfaces	✓	-	-	-	X	-
4. OSS Interface Availability	-	-	-	-	-	X
5. % Firm Order Confirmations (FOCs) Returned Within "X" Hours/Days	✓	-	-	-	X	-
5.2 Percentage of Unsolicited FOCs by Reason Code	-	-	-	-	-	-
6. Average Time To Return FOC	-	-	-	-	-	-
7. % Mechanized Completions Ret'd w/i 1 Hr of Completion in Ordering System	-	-	-	-	-	-
7.1 Percent Mechanized Completions Returned Within 1 Day Of Work Completion	✓	-	-	-	-	-
8. Average Time to Return Mechanized Completions	-	-	-	-	-	-
9. Percent Rejects	-	-	-	-	-	-
10. Percent Mechanized Rejects Returned Within "X:" Hours	-	✓-	-	-	-	-
10.4 Percent of Orders Given Jeopardy Notices	-	-	-	-	-	-
11. Mean Time to Return Mechanized Rejects	-	-	-	-	-	-
12. Mechanized Provisioning Accuracy	✓	-	-	X	-	-
13. Order Process Percent Flow Through	✓	-	-	-	-	X
13.1 Total Order Process Flow Through	-	-	-	-	-	-
Billing						
14. Billing Accuracy	-	-	-	-	-	-
15. Percent of Accurate And Complete Formatted Mechanized Bills	✓	-	-	-	-	X

	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
16. Percent Of Billing Records Transmitted Correctly	✓	-	-	-	-	-
17. Billing Completeness	✓	-	-	-	X	-
18. Billing Timeliness (Wholesale Bill)	✓	-	-	-	-	X
19. Daily Usage Feed Timeliness	-	-	-	-	-	-
20. Unbillable Usage	-	-	-	-	-	-
Miscellaneous Administrative						
21.1 Average Time Placed on Hold at LSC	-	-	-	-	-	-
22. LSC Grade Of Service (GOS)	-	-	-	-	-	X
22.1. Mechanized Customer Production Support Center Grade of Service	-	-	-	-	-	-
24.1 Average Time Placed on Hold at LOC	-	-	-	-	-	-
25. LOC Grade Of Service (GOS)	-	-	-	-	-	X
Provisioning – Resale POTS and UNE-P						
27. Mean Installation Interval	-	-	-	-	-	-
28. Percent POTS/UNE-P Installations Completed Within the Customer Requested Due Date	-	-	✓	-	-	X
29. Percent SBC/Ameritech Caused Missed Due Dates	-	-	-	-	-	-
30. Percent SBC/Ameritech Missed Due Dates Due To Lack Of Facilities	-	-	✓	-	-	X
31. Average Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
32. Average Delay Days For SBC/Ameritech Missed Due Dates	-	-	-	-	-	-
33. Percent SBC/Ameritech Caused Missed Due Dates greater than 30 days		-✓	-	-	-	-
35. Percent Trouble Reports Within 30 Days (I-30) Of Installation	-	-	✓	-	-	X
35.1 Percent UNE-P Trouble Reports On the Completion Date	-	-	-	-	-	-
Maintenance – Resale POTS and UNE-P						
37. Trouble Report Rate	-	-	-	-	-	-
37.1 Trouble Report Rate Net of Installation and Repeat Reports	-	-	✓	-	-	X
38. Percent Missed Repair Commitments	-	-	✓	-	-	X

	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
39. Receipt To Clear Duration	-	-	✓	-	-	X
40. Percent Out Of Service (OOS) < 24 Hours	-	✓	-	-	-	-
41. Percent Repeat Reports	-	-	✓	-	-	X
42. Percent No Access (Percent of Trouble Reports with No Access)	-	-	-	-	-	-
Provisioning – Resale Specials						
43. Average Installation Interval	-	-	-	-	-	-
44. Percent Installations Completed Within Customer Requested Due Date	-	-	✓	-	-	X
45. Percent SBC/Ameritech Caused Missed Due Dates	-	-	-	-	-	-
46. Percent Trouble Reports Within 30 Days (I-30) Of Installation	-	-	✓	-	-	X
47. Percent SBC/Ameritech Missed Due Dates Due To Lack Of Facilities	-	-	✓	-	-	X
48. Average Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
49. Average Delay Days For SBC/Ameritech Missed Due Dates	-	-	-	-	-	-
50. Percent SBC/Ameritech Caused Missed Due Dates > 30 days		-✓	-	-	-	-
Maintenance – Resale Specials						
52. Mean Time To Restore	-	-	✓	-	-	X
53. Percent Repeat Reports	-	-	✓	-	-	X
54. Failure Frequency		-	-	-	-	-
54.1 Trouble Report Rate Net of Installation and Repeat Reports	-	-	✓	-	-	
Provisioning – UNE						
55. Average Installation Interval	-	-	-	-	-	-
55.2 Average Installation Interval - LNP w/ Loop	-	-	-	-	-	-
55.3 Percent DSL-capable loop orders requiring the removal of load coils and/or repeaters.	-	-	-	-	-	-
56. Percent Installations Completed Within Customer Requested Due Date	-	-	✓	-	-	X
56.1. Percent Installations Completed Within the Customer Requested Due Date for Loop with LNP	-	-	✓	-	-	X

	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
58. Percent SBC/Ameritech Caused Missed Due Dates	-	-	-	-	-	-
59. Percent Trouble Within 30 Days (I-30) Of Installation	-	-	✓	-	-	X
60. Percent SBC/Ameritech Missed Due Dates Due To Lack Of Facilities	-	-	✓	-	-	X
61. Average Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
62. Average Delay Days For SBC/Ameritech Missed Due Dates	-	-	-	-	-	-
63. Percent SBC/Ameritech Caused Missed Due Dates > 30 days		✓-	-	-	-	-
Maintenance – UNE						
65. Trouble Report Rate						
65.1 Trouble Report Rate Net of Installation and Repeat Reports	-	-	✓	-	-	X
66. Percent Missed Repair Commitments	-	-	✓	-	-	X
67. Mean Time To Restore	-	-	✓	-	-	X
68. Percent Out Of Service (OOS) < 24 Hours	-	✓	-	-	-	-
69. Percent Repeat Reports	-	-	✓	-	-	X
Interconnection Trunks						
70. Percent Trunk Blockage (Call Blockage)	-	-	✓	-	-	X
70.1 Trunk Blockage Exclusions	-	-	-	-	-	-
70.2 Percent Trunk Blockage (Trunk Groups)	-	-	-	-	-	-
71. Common Transport Trunk Blockage	-	-	-	-	-	X
73. Percent Installations Completed Within Customer Requested Due Date	-	-	✓	-	-	X
74. Average Delay Days For Missed Due Dates	-	-	-	-	-	-
75. Percent SBC/Ameritech Caused Missed Due Dates greater than 30 days		-✓	-	-	-	-
76. Average Trunk Restoration Interval	✓	-	-	-	-	-
77. Average Trunk Restoration Interval for Service Affecting Trunk Groups	-	-	✓	-	-	X
78. Average Interconnection Trunk Installation Interval	-	-	-	-	-	-
Directory Assistance and Operator						

	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
Services						
79. Directory Assistance Grade Of Service	-	-	-	-	-	-
80. Directory Assistance Average Speed Of Answer	-	-	-	X	-	-
81. Operator Services Grade Of Service	-	-	-	-	-	-
82. Operator Services Average Speed Of Answer	-	-	-	X	-	-
83. Percent Calls Abandoned	-	-	-	-	-	-
Local Number Portability (LNP)						
91. Percent LNP Only Orders within the Customer Requested Due Date	-	-	✓	-	-	X
92. Percent of Time the Old Service Provider Releases Subscription Prior to the Expiration of the Second 9-hour timer	-	-	-	-	-	-
93. Percent of time Customer Accounts Restructured by the LNP Only Completion Date	✓	-	-	-	-	-
96. Percent Premature Disconnects for LNP Orders	✓	-	-	-	-	-
97. Percent of Time SBC/Ameritech applies the 10-digit Trigger Prior to the LNP Order Due date.	-	-	✓	-	-	X
98. Percent LNP Trouble Reports within 30 days of Installation	-	-	✓	-	-	X
99. Average Delay Days for SBC/Ameritech Missed Due Dates.(For Stand-Alone LNP Orders)	-	-	-	-	-	-
100. Average Time of Out of Service for LNP conversions	-	-	✓	-	-	X
101. Percent Out of Service < 60 Minutes	-	✓	-	-	X	-
911						
102. Average Time To Clear Errors (Facility Based Providers)	✓	-	-	-	-	-
103. Percent Accuracy for 911 database updates (Facility Based Providers)	✓	-	-	-	-	-
104. Average Time Required to Update 911 Database (Facility Based Providers)	✓	-	-	-	-	-
104.1 The Average Time it takes to Unlock the 911 record	-	-	-	-	-	-
Poles, Conduit, and Rights of Way						

	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
105. Percentage of requests processed within 35 days	✓	-	-	-	-	-
106. Average Days Required to Process a Request	-	-	-	-	-	-
Collocation						
107. Percentage Missed Collocation Due Dates	-	-	✓	-	-	X
108. Average Delay Days For SBC/Ameritech Missed Due Dates	✓	-	-	-	-	-
109. Percent of requests processed within the tariffed timelines	✓	-	-	-	-	-
Directory Assistance Database						
110. Percentage of updates completed into the DA Database within 72 Hours for Facility Based CLECs	✓	-	-	-	-	-
111. Average Update Interval for DA database for facility based CLECs	✓	-	-	-	-	-
112. Percentage DA Database Accuracy For Manual Updates	✓	-	-	-	-	-
113. Percentage of Electronic Updates that Flow Through the update process without Manual intervention	✓	-	-	-	-	-
Coordinated Conversions						
114. Percent Pre-mature Disconnects (Coordinated Cutovers)	-	-	✓	-	-	X
114.1 CHC/FDT LNP w/Loop Provisioning Interval	-	✓	-	-	X	-
115. Percentage of SBC/Ameritech caused delayed Coordinated Cutovers	✓	-	-	-	-	-
115.1 Percent Provisioning Trouble Reports	-	-	✓	-	-	X
115.2 Percent Mean Time to Restore - Provisioning Trouble Reports (PTR)	-	-	-	-	-	-
NXX						
117. Percent NXXs loaded and tested prior to the LERG effective date	-	-	✓	-	-	X
118. Average Delay Days for NXX loading and testing	✓	-	-	-	-	-
119. Mean Time to Repair	-	-	✓	-	-	X
Bona Fide Request Process (BFRs)						
120. Percentage of requests processed	-	-	-	-	-	-

	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
within 45 business days						
121. Percentage of Quotes Provided for Authorized BFRs within 30 business days	-	-	✓	-	-	X
Additional Measures						
124. Timely Resolution of Significant Software Failures Related With Releases	-	-	✓	-	-	X
124.1 Test Environment Availability	-	-	-	-	-	-
MI-2 Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date	✓-	-	-	-	-	-
MI-3 Coordinated Conversions Completed within One Hour of the Scheduled Time	-	-	-	-	-	-
MI-4 Average Time to Provide a Collocation Arrangement	-	-	-	-	-	-
MI-5 Structure Requests Completed Outside of Interval	-	-	-	-	-	-
MI-9 Percent Missing FOCs	-	-	-	-	-	-
MI-10 Percent Time-Out Transactions	-	-	-	-	-	-
MI-11 Average Interface Outage Notification	-	-	-	-	-	-
MI-12 Average Time to Clear Service Order Areas	-	-	-	-	-	-
MI-13 Percent Mechanized Line Loss Notifications returned within 1 Day of Work Completion	✓	-	-	X	-	-
MI-13.1 Average Delay Days for Mechanized Line Loss Notifications	-	-	-	-	-	-
MI-14 Percent Completion Notifications Returned within “X” Hours of Completion of Maintenance Trouble Tickets	✓	-	-	-	-	-
MI-15 Change Management	-	-	-	X	-	-
MI-16 Percentage Rejected Query Notices	-	-	-	-	-	-
WI-1 Percent No-Access for UNE Loops - Provisioning	-	-	-	-	-	-
WI-2 Percent of Trouble Reports with No Access for UNE Loops - Maintenance	-	-	-	-	-	-
WI-9 Percent Facility Modification Orders	-	-	-	-	-	-
C WI-1 Average Delay In Original FOC Due Date Due to FMOD Delay Notice	-	-	-	-	-	-

	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
C WI-4 Accuracy of Processing CLEC Corrections Based on Review of Directory Information	-	-	✓	-	-	-
C WI-5 Percentage of Protectors Not Moved After Technician Visit	-	-	✓	-	-	X
C WI-6 Percent Form A Received Within the Interval Ordered by the Commission (FMOD)	-	-	✓	-	-	X
C WI-7 Percent Forms B, C, D, and E Received Within 72 Hours of Form A (FMOD)	-	-	✓	-	-	X
C WI-8 Percent FOC with New Due Date Returned Within 24 Hours of Form B (FMOD)	✓	-	-	-	✓	-
C WI-9 Percent Form C Quote Returned Within the Interval Ordered by the Commission (FMOD)	-	-	✓	-	-	X
C WI-11 Percentage of Due Dates Met (FMOD)	-	-	✓	-	-	X
IN-1 Percent Loop Acceptance Testing (LAT) Completed on or prior to the Completion Date	✓-	-	-	-	-	-

Attachment Four

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. Should a remedy plan in effect call for the use of the K-table, 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). Should a remedy plan not include the K-table component, this paragraph #4is not applicable.
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.