**SBC MIDWEST PERFORMANCE MEASUREMENT USER GUIDE**
**Version 2.0**

# 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, and SBC Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | Med |

**Benchmark:**

2 Business Days

## 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 Midwest 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.
- From the Reject Message disaggregation exclude orders that receive an FMOD Form B or Form C.

### Business Rules:

This measure assesses whether SBC Midwest is able to provide a loop in response to a CLEC order that, based upon the loop qualification information provided by SBC Midwest 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 a jeopardy is 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 (within 30 calendar days of service order completion) requiring conditioning to be added, and without a subsequent conditioning only order being required within 30 calendar days of service order completion.

The disaggregation for DSL orders that received a Reject message for fiber to the curb or PAIR GAIN/DLC found will be measured as follows: The denominator will be DSL orders completed in the reporting month and the numerator will be the DSL orders that were rejected for one of the two reasons noted above.

## 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)

- DSL Orders that received a Reject Message

| 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 Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | Med |

**Benchmark:**

- YZP/AS IS: Parity with SBC Midwest DSL Affiliate
- Standard Ordering (Non-YZP/AS IS): 95% Benchmark
- Tier 1/Tier 2 Diagnostic for the YZP/AS IS-bridge/load/repeater disaggregation.
- % Completed DSL Orders that received a Reject Message: Diagnostic

## 2. Percent Pre-Ordering Responses Received within "X" seconds

### 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 Time Searched Parameters for the pre-order transactions can be accessed in the following manner:

1) Go to CLEC Online, 2) Select CLEC handbook, 3) Choose a Midwest State,
4) Select OSS, 5) Select Operating Support Systems, 6) Select Time Searched Parameters.

The response time is measured only within the published hours of interface availability as posted on the CLEC Online website. This information can be accessed in the following manner:

1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose a Midwest State, 4) Select OSS, 5) Select Operating Hours. (The spreadsheet portion shows the interface hours while the footnote will show the processing hours for each region.)

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.

Where CLEC accesses SBC Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – LEC's performance shall 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 (5 or less loops searched)
- Actual Loop Makeup Information requested (greater than 5 loops searched)
- Design Loop Makeup Information requested (includes Pre-Qual transactions)
- Protocol translation time – EDI (includes input and output times) where the message size is less than or equal to 65K
- Protocol translation time – EDI (includes input and output times) where the message size is greater than 65K.
- 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 Midwest Affiliate where applicable (or SBC Midwest acting on behalf of its' Affiliate), by interface. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | Med |

Subject to a Cap

## 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. No damages will apply to the Protocol Translation Times for EDI (includes input and output times) where the message size is greater than 65K.
Actual Loop Makeup Information requested (greater than 5 loops searched) is Diagnostic

| 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 |
| 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) | Diagnostic |
| Design Loop Makeup Information requested (includes Pre-Qual transactions) | 95% in <= 15 seconds |
| Protocol Translation Time – EDI (includes input and output times) where message size is less than or equal to 65K | 95% in <= 4 seconds |
| Protocol Translation Time – EDI (includes input and output times) where the message size is greater than 65K. | Diagnostic |
| Protocol Translation Time – CORBA (input and output) | 95% in <= 1 seconds |
| Protocol Translation Time – Web Verigate (input and output) | 95% in <= 1 second |

## 4. OSS Interface Availability

### Definition:

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

### Exclusions:

Where CLEC accesses SBC Midwest – LEC's systems using a Service Bureau Provider, the measurement of SBC Midwest – 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 Midwest plans to offer and support CLEC access to SBC Midwest'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 Midwest 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 Midwest 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 Midwest'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 Midwest shall calculate the availability time rounded to the nearest minute.

### Levels of Disaggregation:

EBTA
EBTA GUI
BOP-GUI (as it is implemented in the SBC Midwest 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 Midwest region (Company level reporting). . |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | None | None |
| **Tier 2** | Remedied | High |

Subject to a per measure limit

**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 Midwest retail disconnect orders in conjunction with wholesale migrations.
- Service requests involving major Projects mutually agreed upon by CLECs and SBC Midwest or as defined as Projects on the CLEC Online website.

  The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose a Midwest State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.

- Where CLEC accesses SBC Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – 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.
- 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 Midwest (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. SBC Midwest 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.

When related LSR's are submitted the FOC clock will start with the receipt of the last related LSR (date/time), and will be based on the disaggregation with the longest FOC duration for any of the related LSR's. When a Related LSR is rejected the FOC clock for all Related LSRs will start with receipt of the SUP or last related LSR, whichever is later.

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 Midwest 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 Midwest institutes a reject process for these type orders.

## Levels of Disaggregation:

**Electronic/Electronic**

- All electronic/electronic
- Resale (residential and simple business combined)
- UNE-P (POTS loop/port combinations)
- UNE loop (excluding DSL loops), with or without LNP
- DSL capable loops (including standalone loops, and line sharing)
- LNP only
- All other

**Manual Intervention**

- Resale (residential and simple business combined)
- UNE-P (POTS loop/port combinations)
- UNE loop (excluding DSL loops), with or without LNP
- DSL capable loops (including standalone loops, and line sharing)
- LNP only
- All Other (Includes order types that require manual submission)

**Note 1: Tails will be displayed for all levels of disaggregations but remedies only apply to the Manual Intervention disaggregations at the Tier 1 Level.**
NOTE 2: Orders are measured according to how the Service Order was received via SBC Midwest (i.e. electronically or manually) and are included in these disaggregations regardless of how they are processed. SBC Midwest 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 Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | Med |

Subject to a Cap

- 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.

All electronic-electronic disaggregations are combined to a summary level for remedy calculations**.** Individual electronic/electronic disaggregations are diagnostic and remedies do not apply.

## Benchmark:

**Electronic –**

- 95% within 1 hour for LSRs that were not subject to "reflow/held in queue" processing
- 95% within 3 hours for LSRs that were subject to "reflow/held in queue" processing

**Manual Intervention - 95% within the benchmarks defined below:**

**Within 5 Hours for the following service types:**

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

**Within 6 Hours for the following service types:**

Line Sharing (1-49 Loops)
UNE xDSL Capable Loop (1-19 Loops)

**Within 14 Hours for the following service types:**

UNE xDSL Capable Loop (> 19 Loops)
Line Sharing (>49 Loops)

**Within 24 Hours for the following service types:**

Complex Business (1-200 Lines)
Simple Res. And Bus. – Manually Submitted
UNE Loop (1-49 Loops) – Manually Submitted
Switch Ports – Manually Submitted
CIA Centrex (1-200 Lines)
UNE P Simple Res and Bus – Manually Submitted
UNE P Complex Business (1-200 Lines)
UNE xDSL Capable Loop (1-49 Loops)
Line Sharing (1-49 Loops) – Manually Submitted
LNP Only Simple Residence and Business (1-19 Lines) – Manually Submitted
LNP with Loop (1-19 Loops) – Manually Submitted
LNP Complex Business (1-19 Lines)
Complex Business (1-200 Lines)
UNE P Complex Business (1-200 Lines)
EELs

**Within 48 Hours for the following service types:**

Complex Business (>200 Lines)
UNE Loop (>49 Loops)
CIA Centrex (>200 Lines)
UNE P Complex Business (>200 Lines)
UNE xDSL Capable Loop (> 49 Loops) – Manually Submitted
Line Sharing (>49 Loops) – Manually Submitted
LNP Only Simple Residence and Business (>19 Lines)
LNP with Loop (>19 Loops)
LNP Complex Business (>19 Lines)
UNE Loop (>49 Loops)
UNE P Complex Business (>200 Lines)
LNP Only Simple Residence and Business (>19 Lines)
LNP with Loop (>19 Loops)
LNP Complex Business (>19 Lines)

**Within 1 Day for the following service types:**

Unbundled Local (Dedicated) Transport-DS1 < 1 Business Day

**Within 5 Days for the following service types:**

Unbundled Local (Dedicated) Transport-DS3 < 5 Business Days

**Within 6 Days for the following service types:**

Interconnection Trunks (< 5 DS1) < 6 days

**Within 8 Days for the following service types:**

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

## 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
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 Midwest Affiliate. |

**Measurement Type:**

Tier 1 – None
Tier 2 – None

**Benchmark:**

Diagnostic

## 7.1 Percent Mechanized Completions Sent/Made Available Within One Day Of Work Completion

### Definition:

Percent mechanized completions sent/made available within one day.

### Exclusions:

- Where CLEC accesses SBC Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – 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 for LSR orders. The calculation is based on LSC business days. This information can be found as follows: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose a Midwest State, 4) Select OSS, 5) Select Operating Hours. (The spreadsheet portion shows the interface hours while the footnote will show the processing hours for each region.)

### Levels of Disaggregation:

- All (The total of the 5 disaggregations below.)
- Resale
- UNEs
- UNE-P
- LNP Only
- Other

| 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

Subject to a Remedy Cap

### Benchmark:

97% for the aggregate of all disaggregations. Remedies paid on the aggregate only in each State.

Individual disaggregations are diagnostic and remedies do not apply.

## 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 Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – 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 Midwest or as defined as Projects on the CLEC Online website.

  The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Midwest 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 Midwest 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 Midwest Affiliate. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

Diagnostic

## 10. Percent Rejects Returned Within "X" Hours

### Definition:

Percent rejects returned within "X" Hours.

### Exclusions:

- Where CLEC accesses SBC Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – 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 Midwest or as defined as projects on the CLEC Online website.

The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Midwest 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.
When a Related LSR is rejected, and a SUP is not received in four business hours, the remaining related LSRs will be rejected. The Reject start time for the remaining Related LSRs is the Reject time of the initial Rejected LSR plus four business hours.

### 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | None | None |

Subject to a Remedy Cap

### Benchmark:

95% Mechanized Rejects within 2 Business Hours
95% Manual Rejects Received Electronically within 8 Business Hours
95% Manual Rejects Received Manually within 24 Clock 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.
- Orders that are received from a CLEC with a same-day due date.

### Business Rules:

An 870 is a jeopardy notice that is sent to the CLEC to notify them that an LSR order's confirmed due date is in jeopardy of being missed. Unsolicited FOCs will be counted as Jeopardies. The calculation is based on 870 notices sent during system processing hours. System processing hours can be found on the CLEC Online website. This information can be accessed in the following manner: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Midwest State, 4) Select OSS, 5) Select Operating Hours. (The spreadsheet portion shows the interface hours while the footnote will show the processing hours for each region.)

### 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 Midwest Affiliate. |

### Measurement Type:

Tier 1 - None
Tier 2 - None

### Benchmark:

Not to exceed 5% of orders given jeopardy notices.

## 12. Mechanized Provisioning Accuracy

### Definition:

Percent of mechanized orders completed as ordered.

### Exclusions:

Where CLEC accesses SBC Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | Low |

Subject to a Remedy Cap

### Benchmark:

Parity

## 13. Order Process Percent Flow Through

### Definition:

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

### Exclusions:

- Orders both electronically generated and rejected.
- Manually received orders
- Where CLEC accesses SBC Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – 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 Midwest'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 (includes Loop with LNP, LNP, and LSNP with all other UNE Loops)
- UNE-P
- Other (Resale, Line Sharing and any other products not reported in UNE Loops and UNE-P)

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

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | High |

Subject to a Remedy Cap

### Benchmark:

- 95% for UNE Loops;
- 95% for UNE-P;
- 90% for All Other

## 13.1 Total Order Process Percent Flow Through

### Definition:

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

### Exclusions:

- Excludes rejected orders.
- Where CLEC accesses SBC Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

### Business Rules:

The number of orders that flow through SBC Midwest'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 Midwest Affiliate. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

Diagnostic

# Billing

## 14. Billing Accuracy

### Definition:

SBC Midwest 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, and SBC Midwest. Reported on an SBC Midwest 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | High |
| Subject to a Remedy Cap | | |

### 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 Midwest 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

Subject to a Remedy Cap

### 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | Med |

Subject to a Remedy Cap

### Benchmark:

Parity with SBC Midwest Retail for UNE-P, Resale, and All Other Products
Parity with SBC Midwest 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | High |
| Subject to a Remedy Cap | | |

### 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 Midwest 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 Midwest 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 Midwest 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 Midwest 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 Midwest call management system queue until the CLEC customer call is transferred to SBC Midwest 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 all calls to the LSC for all CLECs (aggregated). and SBC Midwest . Reported at the Company level. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | None | None |
| **Tier 2** | Remedied | High |

Subject to a per measure limit

### Benchmark:

Parity with SBC Midwest Retail.

## 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 SBC Midwest 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: |
|---|---|
| SUM(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 SBC Midwest only on a regional basis. Company level reporting. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

120 seconds

## 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 Midwest 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). Company level reporting. |

**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:

### Business Rules:

The clock starts when the customer enters the queue and the clock stops when the SBC Midwest 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 Midwest call management system queue until the CLEC customer call is transferred to SBC Midwest 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:

- Maintenance
- Provisioning

| Calculation: | Report Structure: |
|---|---|
| (# of calls answered by the LOC within a specified period of time ÷ total calls answered) * 100 | Reported for all calls to the LOC for all CLECs (aggregated) and SBC Midwest.<br>Reported at the Company level. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | None | None |
| **Tier 2** | Remedied | High |

Subject to a per measure limit

### Benchmark:

- Parity with SBC Midwest Retail for Maintenance.
- Provisioning measured against a 90% standard.

# 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.
- Orders where the requested due date is greater than the standard/offered installation interval.
- CIA Centrex excluded if customer requested due dates greater than 5 business days.
- Orders that are not N, T, and C orders.
- UNE-P Orders if included in a project (as mutually agreed upon by CLECs and SBC Midwest or as defined as Projects on the CLEC Online website.).
  The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an SBC Midwest State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.
- Orders for ISDN product

**Business Rules:**

The clock starts on the Application Date, which is the day that SBC Midwest 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 Midwest 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 Midwest 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 Midwest, and SBC Midwest Affiliate. |

## Measurement Type:

Tier 1 – None
Tier 2 – None

## Benchmark:

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

CIA Centrex Field Work Parity with SBC Midwest Centrex (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 Midwest. .

### Exclusions:

- CLEC caused and/or end-user caused misses.
- All orders except N, T, and C orders.
- Facility misses as counted in PM 30.
- Orders for ISDN products

### Business Rules:

The clock starts on the Application Date, which is the day that SBC Midwest receives a correct Service Order. The clock stops on the Completion Date, which is the day that SBC Midwest personnel complete the service, order activity. Orders are included in the month they are posted. Due dates for No Field Work orders will be assigned as defined on the CLEC Online website. UNE-Ps are also reported at order level.

If an order is completed on a Saturday, Sunday, or Holiday, SBC Midwest will include that day in the calculation of interval.
If an order is submitted on a non LSC business day and requires manual processing, then the order will be processed as if it were submitted on the next LSC business day.

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 Midwest. If the CLEC submits an expedite which is not accepted or the LSR contains an invalid due date, the SBC Midwest 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 Midwest.

## 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 (Including UNE-P Projects)
  - -- Field Work (FW)
  - -- No Field Work (NFW)
- Residence class of service (Including UNE-P Projects)
  - -- Field Work (FW)
  - -- No Field Work (NFW)

(UNE-P projects are as mutually agreed upon by CLECs and SBC Midwest or as defined as Projects on the CLEC Online website. The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an SBC Midwest State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.

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

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

## Benchmark:

- Resale POTS Field Work Parity compared to SBC Midwest 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 Midwest 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 Midwest Centrex Field Work (N, T, C order types)
- CIA Centrex No Field Work compared to 95% within a 5-day interval.

## 29. Percent SBC Midwest 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 Midwest 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.
- Orders for ISDN products

### Business Rules:

This includes orders completed after the Due Date, due to an SBC Midwest reason. This measurement is reported at an order level. UNE-Ps are also reported at an order level. If SBC Midwest 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 Midwest-caused missed due date.

### Levels of Disaggregation:

Statewide Aggregate Only

POTS

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

UNE-P

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

Geographic

POTS

- Business class of service
  -- Field Work (FW)
- Residence class of service
  -- Field Work (FW)

UNE-P

- Business class of service
  -- Field Work (FW)
- Residence class of service
  -- Field Work (FW)

| Calculation: | Report Structure: |
|---|---|
| (# of orders not completed by the due date or canceled after the due date as a result of an SBC Midwest cause ÷ total orders plus total orders canceled after the due date as a result of an SBC Midwest cause) * 100 | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| • Resale POTS Field Work Parity compared to SBC Midwest Retail Field Work (N, T, C order types), Business and Residence respectively.<br>• Resale POTS No Field Work measured against a benchmark of 3%.<br>• UNE-P Field Work Parity compared to SBC Midwest Retail Field Work (N, T, C order types**)**, Business and Residence respectively.<br>• UNE-P No Field Work measured against a benchmark of 3%. | |

## 30. Percent SBC Midwest 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
- Orders for ISDN products

### Business Rules:

Includes orders with a completion date that is greater than the due date based on an SBC Midwest missed reason code for lack of facilities. This measurement is reported at an order level.

### Levels of Disaggregation:

Geographic

POTS

- Residence class of service
- Business class of service

UNE-P

- Residence class of service
- Business class of service

| Calculation: | Report Structure: |
|---|---|
| (# of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100 | Reported for CLEC, all CLECs SBC Midwest, and SBC Midwest Affiliate |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

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

## 32. Average Delay Days For SBC Midwest 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.
- Orders for ISDN products

### Business Rules:

Includes orders missed due to company reasons 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 Midwest caused missed due date) | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

Tier 1 – None

Tier 2 – None

### Benchmark:

- Resale POTS Field Work Parity compared to SBC Midwest Retail Field Work (N, T, C order types), Business and Residence respectively.
- Resale POTS No Field Work Parity compared to SBC Midwest Retail No Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P Field Work Parity compared to SBC Midwest Retail Field Work (N, T, C order types), Business and Residence respectively.
- UNE-P No Field Work Parity compared to SBC Midwest 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"(except subcode 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.
- Orders for ISDN products

### Business Rules:

Includes trouble reports received the day that SBC Midwest 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 Midwest, and SBC Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

## Benchmark:

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

## 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"(except subcode 11), "12", & "13" reports (excludable reports).
- Orders for ISDN products

### 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 Midwest. |

### 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

## 37.1 Trouble Report Rate Net of Installation and Repeat Reports

### Definition:

The number of electronic or manual customer trouble reports net of installation and repeat 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
- Trouble reports for ISDN products

### Business Rules:

CLEC and SBC Midwest repair reports are entered into and tracked in the trouble management system. Reports are counted in the month they post as closed in the trouble management system..

### 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 CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

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

## 38. Percent Missed Repair Commitments

### Definition:

Percent of trouble reports not cleared by the commitment time due to SBC Midwest 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).
- Trouble reports for ISDN products

### 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 Midwest 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

| **Benchmark:** |
| --- |
| • POTS – Parity with SBC Midwest Retail, Business and Residence, respectively.<br>• UNE-P – Parity with SBC Midwest 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).
- CLEC requested commitments
- Trouble reports for ISDN products

### Business Rules:

The clock starts on the date and time SBC Midwest receives a trouble report. The clock stops on the date and time that SBC Midwest 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 Midwest clears trouble report) - (Date and time trouble report is received)] ÷ Total customer trouble reports | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

**Benchmark:.**

- Resale POTS Dispatch Parity compared to SBC Midwest Retail Dispatch, Business and Residence respectively.
- Resale POTS No Dispatch Parity compared to SBC Midwest Retail No Dispatch Business and Residence respectively.
- UNE-P Dispatch Parity compared to SBC Midwest Retail Dispatch, Business and Residence respectively
- UNE-P No Dispatch Parity compared to SBC Midwest 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.
- Trouble reports for ISDN products

### 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | None | None |

### Benchmark:

- POTS – Parity with SBC Midwest Retail, Business and Residence respectively.
- UNE-P – Parity with SBC Midwest 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.
- Trouble reports for ISDN products

### 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

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

# RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SBC MIDWEST (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 the CLEC requested due date is greater than the standard/offered installation interval.
- Service requests involving major projects mutually agreed upon by CLECs and SBC Midwest or as defined as Projects on the CLEC Online website.

  The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an SBC Midwest State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.

- CLEC caused and/or end-user caused misses.

**Business Rules:**

The Application Date is the day that SBC Midwest receives the customer initiated service request. The Completion Date is the day that SBC Midwest 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 Midwest 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 Midwest, and SBC Midwest Affiliate. |

**Measurement Type:**

Tier 1 – None
Tier 2 – None

**Benchmark:**

Parity with SBC Midwest 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 Midwest.

### 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 Midwest receives the customer initiated service request. The Completion Date is the day that SBC Midwest 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 Midwest 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 Midwest, and SBC Midwest Affiliate. |

| **Measurement Type:** | | |
|---|---|---|
| | **IL/IN/MI/WI** | **OH** |
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |
| **Benchmark:** | | |
| Parity with SBC Midwest Retail. | | |

## 45. Percent SBC Midwest 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 Midwest 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 Midwest 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 Midwest-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 Midwest caused missed due dates or canceled after the due date that were caused by SBC Midwest ÷ total circuits installed and those canceled after the due date that were caused by SBC Midwest) * 100 | Reported for CLEC all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

| **Benchmark:** |
| --- |
| Parity with SBC Midwest 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 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 within 30 calendar days after service order completion ÷ total circuits installed] * 100 | Reported for CLEC all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

| **Measurement Type:** | | |
|---|---|---|
| | **IL/IN/MI/WI** | **OH** |
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |
| **Benchmark:** | | |
| Parity with SBC Midwest Retail. | | |

## 47. Percent SBC Midwest 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 Midwest 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.

| 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

Parity with SBC Midwest Retail.

## 49. Average Delay Days For SBC Midwest 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.

### 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 Midwest caused missed due date) | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

Parity with SBC Midwest Retail.

## 50. Percent SBC Midwest 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 Midwest 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | None | None |

### Benchmark:

Parity with SBC Midwest 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.(except for non-design ISDN)
- Delayed Maintenance Time. (except for non-design ISDN)
- CLEC extended commitments
- Trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational

### 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

Parity with SBC Midwest 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
- Trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational

### 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

Parity with SBC Midwest 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 Midwest 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 Midwest. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

Parity with SBC Midwest 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:**

- Resold 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 included in Measure 55.2
- CFA expedites
- Orders where the requested due date is greater than the standard/offered installation interval.
- Service requests involving major projects mutually agreed upon by CLECs and SBC Midwest or as defined as Projects in CLEC Online.

  The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an SBC Midwest State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.

**Business Rules:**

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

For DSL Loop Orders: The Application Date is the day that the CLEC authorizes SBC Midwest to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, SBC Midwest will initiate the service order when the loop qualification is returned from SBC Midwest engineering which will also be the application date. If conditioning is required, SBC Midwest will reject the order back to the CLEC and wait for a supplement from the CLEC notifying SBC Midwest of the appropriate action to take. If the CLEC supplements the DSL order, SBC Midwest will issue the order and the application date will be the date that SBC Midwest receives the supplement. The Completion Date is the day that SBC Midwest 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 Midwest will include that day in the calculation of interval.

**Levels of Disaggregation:**

Geographic

- 8db loop (1-10)
- 8db loop (11-20)
- 8db loop (20+)
- BRI loop (1-10)
- BRI loopl (11-20)
- BRI loopl (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 Midwest Affiliate. |

**Measurement Type:**

Tier 1 – None
Tier 2 – None

**Benchmark:**

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

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

- 8db loop (1-10) – 3 Days
- 8db loop (11-20) – 7 Days
- 8db loop (20+) – 10 Days
- BRI loop (1-10) – 3 Days
- BRI loop (11-20) – 7 Days
- BRI loop (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 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 – Parity with Retail OCN (all states)
- DS3-Loop only – Parity with Retail DS3 (all states)
- Broadband DSL
  -- Line Sharing - Parity
  -- No Line Sharing - 5 Business Days
- EELs
  -- 2 wire analog – Parity with Retail VGPL (all states)
  -- 4 wire analog – Parity with Retail VGPL (all states)
  -- Digital – Parity with Retail DS1 (all states)
  -- Transport – Parity with Retail DS1 (all states)

## 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:

- Resold 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 Midwest
- Orders where CLECs are charged expedite charges
- Service requests/order involving major projects mutually agreed upon by CLECs and SBC Midwest. 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 Midwest 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 Midwest will include that day in the calculation of interval.

| **Levels of Disaggregation:** | |
|---|---|
| Geographic<br>CHC<br>▪ Loop with LNP (1-10)<br>▪ Loop with LNP (11-20)<br>▪ Loop with LNP (21-24)<br>Non CHC Excluding FDT<br>▪ Loop with LNP (1-10)<br>▪ Loop with LNP (11-20)<br>▪ Loop with LNP (21+)<br>FDT<br>▪ Loop with LNP (1-10)<br>▪ Loop with LNP (11-20)<br>▪ Loop with LNP (21-24) | |
| **Calculation:** | **Report Structure:** |
| [ Σ(completion date – application date)] ÷ (Total number of items completed) | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |
| **Measurement Type:** | |
| Tier 1 – None<br>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 Midwest.

### Exclusions:

- Resold 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 Midwest receives the customer initiated service request. The Completion Date is the day that SBC Midwest 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 Midwest will include that day in the calculation of interval.

**Levels of Disaggregation:**

Geographic

- 8db loop (1-10)
- 8db loop (11-20)
- 8db loop (20+)
- BRI loop (1-10)
- BRI loop (11-20)
- BRI loop (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 Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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:

- 8db loop (1-10) – 3 Days
- 8db loop (11-20) – 7 Days
- 8db loop (20+) – 10 Days
- BRI loop (1-10) – 3 Days
- BRI loop (11-20) – 7 Days
- BRI loop (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 Midwest Affiliate
- UNE Loop Projects – As negotiated/ICB
- UNE-OCN - Parity with Retail OCN (all states)
- DS3-Loop only - Parity with DS3 (all states)
- Broadband DSL
  - Line Sharing — Parity with SBC Midwest Affiliate
  - No Line Sharing — 95%
- EELs
  - 2 wire analog - Parity with Retail VGPL (all states)
  - 4 wire analog - Parity with Retail VGPL (all states)
  - Digital - Parity with Retail DS1 (all states)
  - Transport - Parity with Retail DS1 (all states)

## 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 Midwest.

### Exclusions:

- Resold 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 Midwest.

### Business Rules:

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

### 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 (As mutually agreed upon by CLECs and SBC Midwest or as defined as Projects on the CLEC Online website.

  The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an SBC Midwest State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.
- 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/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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 Midwest Caused Missed Due Dates

### Definition:

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

### Exclusions:

- Resold 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 Forms B, C, D Percentage of Due Dates Met
- Facility misses counted in PM 60.

### Business Rules:

This includes items completed after the Due Date, due to an SBC Midwest 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 Midwest-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 WithoutTest Access
- ISDN BRI Port
- DS1 Loop Without Test Access
- Dedicated Transport
  - -- DS1
  - -- DS3
- Subtending Channel
  - -- 23B
  - -- 1D
- Analog Trunk Port
- Analog Switch 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 Midwest cause ÷ total items installed and total items canceled as result of an SBC Midwest cause) *100 | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest 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 Without Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop Without Test Access | DS1 & ISDN PRI |
| • Dedicated Transport | |
| -- DS1 | DS1 |
| -- DS3 | DS3 |
| • Subtending Channel | |
| -- 23B | DDS |
| -- 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Analog Switch Port | VGPL |
| • Subtending Digital Direct Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| -- Line Sharing | Parity with SBC Midwest Affiliate |
| -- No Line Sharing | 5% (No critical z-value applies) |
| • Broadband DSL | |
| -- Line Sharing | Parity with SBC Midwest Affiliate |
| -- No Line Sharing | 6% (No critical z-value applies) |
| • UNE-OCN | Retail OCN (all states) |
| • DS3-Loop only | Retail DS3 (all states) |
| • EELs | |
| -- 2 wire analog | Retail VGPL (all states) |
| -- 4 wire analog | Retail VGPL (all states) |
| -- Digital | Retail DS1 (all states) |
| -- Transport | Retail DS1 (all states) |

## 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:

- Resold 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 Without Test Access
- ISDN BRI Port
- DS1 Loop Without Test Access
- Dedicated Transport
  - -- DS1
  - -- DS3
- Subtending Channel
  - -- 23B
  - -- 1D
- Analog Trunk Port
- Analog Switch 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 Midwest, and SBC Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

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

## 60. Percent SBC Midwest Missed Due Dates Due To Lack Of Facilities

### Definition:

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

### Exclusions:

- Resold Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders included in CLEC WI 11 – FMOD Forms B, C, D Percentage of Due Dates Met
- 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 Midwest 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 Without Test Access
- ISDN BRI Port
- DS1 Loop Without Test Access
- Dedicated Transport
  - -- DS1
  - -- DS3
- Subtending Channel
  - -- 23B
  - -- 1D
- Analog Trunk Port
- Analog Switch 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 with missed committed due dates due to lack of facilities ÷ total items installed) * 100 | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

## Benchmark:

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

## 62. Average Delay Days For SBC Midwest Caused Missed Due Dates

### Definition:

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

### Exclusions:

- Resold 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. 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 Without Test Access
- ISDN BRI Port
- DS1 Loop Without Test Access
- Dedicated Transport
  - -- DS1
  - -- DS3
- Subtending Channel
  - -- 23B
  - -- 1D
- Analog Trunk Port
- Analog Switch 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 Midwest caused missed due dates) | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest 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 Without Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop Without Test Access | DS1 & ISDN PRI |
| • Dedicated Transport | |
| -- DS1 | DS1 |
| -- DS3 | DS3 |
| • Subtending Channel | |
| -- 23B | DDS |
| -- 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Analog Switch Port | VGPL |
| • Subtending Digital Direct Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • UNE-OCN | Retail OCN (all states) |
| • DS3-Loop only | Retail DS3 (all states) |
| • DSL Loops | |
| -- Line Sharing | Parity with SBC Midwest Affiliate |
| • -- No Line Sharing | 6.5 days (No critical z-value applies) |
| • Broadband DSL | |
| -- Line Sharing | Parity with SBC Midwest Affiliate |
| -- No Line Sharing | 6.5 days (No critical z-value applies) |
| • EELs | |
| -- 2 wire analog | Retail VGPL (all states) |
| -- 4 wire analog | Retail VGPL (all states) |
| -- Digital | Retail DS1 (all states) |
| -- Transport | Retail DS1 (all states) |

## 63. Percent SBC Midwest Caused Missed Due Dates > 30 days

### Definition:

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

### Exclusions:

- Resold Specials and Interconnection Trunks.
- CLEC caused misses.

### Business Rules:

This includes items completed after the Due Date, due to an SBC Midwest 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 Without Test Access
- ISDN BRI Port
- DS1 Loop Without Test Access
- Dedicated Transport
  - -- DS1
  - -- DS3
- Subtending Channel
  - -- 23B
  - -- 1D
- Analog Trunk Port
- Analog Switch 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 Midwest, and SBC Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | None | None |

## Benchmark:

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

# Maintenance - Unbundled Network Elements

## 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:

- Resold Specials .
- 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 Without Test Access
- ISDN BRI Port
- DS1 Loop Without Test Access
- Dedicated Transport
  - -- DS1
  - -- DS3
- Subtending Channel
  - -- 23B
  - -- 1D
- Analog Trunk Port
- Analog Switch Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN
- DS3-Loop only
- Interconnection Trunks
- 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 Midwest and SBC Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

| **Benchmark:** | |
|---|---|
| **Parity:** | **Retail Comparison:** |
| • 8.0 dB Loops | POTS (Res and Bus combined) |
| -- Without Test Access | |
| • BRI Loop Without Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop Without Test Access | DS1 & ISDN PRI |
| • Dedicated Transport | |
| -- DS1 | DS1 |
| -- DS3 | DS3 |
| • Subtending Channel | |
| -- 23B | DDS |
| -- 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Analog Switch Port | VGPL |
| • Subtending Digital Direct Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • UNE-OCN | Retail VGPL (all states) |
| • DS3-Loop only | Retail VGPL (all states) |
| • DSL Loops | |
| -- Line Sharing | Parity with SBC Midwest Affiliate |
| -- No Line Sharing | 3.0 (No critical z-value applies) |
| • Interconnection Trunks | Inter-office Trunks |
| • Broadband DSL | |
| -- Line Sharing | Parity with SBC Midwest Affiliate |
| -- No Line Sharing | 3.0 (No critical z-value applies) |
| • EELs | |
| -- 2 wire analog | Retail VGPL (all states) |
| -- 4 wire analog | Retail VGPL (all states) |
| -- Digital | Retail DS1 (all states) |
| -- Transport | Retail DS1 (all states) |

## 66. Percent Missed Repair Commitments

### Definition:

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

### Exclusions:

- Resold 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 for UNEs 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.

For retail tickets the commitment time is the commitment given to the customer.

### 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

- Parity with SBC Midwest POTS Business for 2-Wire Analog 8dB Loop.
- Parity with SBC Midwest 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:

- Resold 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 Without Test Access
- ISDN BRI Port
- DS1 Loop Without Test Access
- Dedicated Transport
  - -- DS1
  - -- DS3
- Subtending Channel
  - -- 23B
  - -- 1D
- Analog Trunk Port
- Analog Switch 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 Midwest, and SBC Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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 Without Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop Without Test Access | DS1 & ISDN PRI |
| • Dedicated Transport | |
| -- DS1 | DS1 |
| -- DS3 | DS3 |
| • Subtending Channel | |
| -- 23B | DDS |
| -- 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Analog Switch Port | VGPL |
| • Subtending Digital Direct Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • UNE-OCN | Retail OCN (all states) |
| • DS3-Loop only | Retail DS3 (all states) |
| • DSL Loops | |
| -- Line Sharing | Parity with SBC Midwest Affiliate |
| -- No Line Sharing | 9 Hours (No critical z-value applies) |
| • Broadband DSL | |
| -- Line Sharing | Parity with SBC Midwest Affiliate |
| -- No Line Sharing | 9 Hours (No critical z-value applies) |
| • EELs | |
| -- 2 wire analog | Retail VGPL (all states) |
| -- 4 wire analog | Retail VGPL (all states) |
| -- Digital | Retail DS1 (all states) |
| -- Transport | Retail DS1 (all states) |

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

### Definition:

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

### Exclusions:

- Resold 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | None | None |

### Benchmark:

Parity with SBC Midwest 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:

- Resold Specials.
- 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 Without Test Access
- ISDN BRI Port
- DS1 Loop Without Test Access
- Dedicated Transport
  - -- DS1
  - -- DS3
- Subtending Channel
  - -- 23B
  - -- 1D
- Analog Trunk Port
- Analog Switch 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 Midwest, and SBC Midwest Affiliate. |

## Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

## Benchmark:

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

# Interconnection Trunks

## 70. Percentage of Trunk Blockage (Call Blockage)

### Definition:

Percentage of calls blocked on outgoing traffic from SBC Midwest end office to CLEC end office and from SBC Midwest 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 Midwest 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 Midwest or in the timeframe specified in the ICA.
- If CLEC does not take action upon receipt of TGSR/ASR within 10 business days when a pre-service of 75% or greater occupancy situation is identified by SBC Midwest or in the time frame specified in the ICA.
- If CLEC fails to provide a forecast within the most recent 6 months..
- If CLEC's actual trunk usage, as shown by SBC Midwest 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 Midwest fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC Midwest 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 Midwest end office to CLEC end office.
- SBC Midwest tandem to CLEC end office.

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

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

Subject to a Remedy Cap

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

## 70.1 Trunk Blockage Exclusions

### Definition:

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

### Exclusions:

None

### 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

## 71. Common Transport Trunk Group Blockage

### Definition:

Percentage of local common transport trunk groups exceeding 2% blockage.

### Exclusions:

- No data is collected on weekends.
- Blocking caused by unforecasted load on a CLECs network that overflows or routes to the Common Transport Trunk Groups. CLEC is to be notified when exclusion is applied for the CLEC.

### 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. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | None | None |
| **Tier 2** | Remedied | High |

Subject to a per measure limit

### 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 Midwest.

### Exclusions:

- CLEC Caused Misses.

### Business Rules:

The Due Date starts the clock. The Completion Date is the day that SBC Midwest 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 SBC Midwest-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 Midwest 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 Midwest 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 Midwest, and SBC Midwest Affiliate |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

- 95% within customer requested due date or, if expedited (accepted or not accepted), the date agreed to by SBC Midwest.
- For projects, 95% within the negotiated due date.
- Tandem Re-homing – SBC Midwest owned/initiated: within 30 calendar days of negotiated due date. Effective with July 2003 results the benchmark is 95% within 30 calendar days and this disaggregation is 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 Midwest, and SBC Midwest Affiliate. |

**Measurement Type:**

Tier 1 – None
Tier 2 – None

**Benchmark:**

Parity with SBC Midwest Interoffice Facility Trunks.

## 75. Percentage SBC Midwest 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. The installations measured are SBC Midwest caused missed due dates.

### Exclusions:

### Business Rules:

This measure counts the SBC Midwest caused missed dates (> 30 days) in the numerator. The day 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | None | None |

### Benchmark:

No more than 2% interconnection trunk orders completed > 30 days = IN, MI, OH, WI; Parity with SBC Midwest 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

### Benchmark:

Parity with SBC Midwest 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 Midwest.

### 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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 (except for projects)
- 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, SBC Midwest and SBC Midwest Affiliate. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

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

# 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 Midwest.
- 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 Midwest returned a FOC to the CLEC. The clock stops on the Completion Date, which is the date that SBC Midwest 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 Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

**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 Midwest 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 Midwest 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 Midwest 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | 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 Midwest Applies the 10-digit Trigger Prior to the LNP Order Due Date

### Definition:

Percentage of time SBC Midwest 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. ( Some Examples are: When the CLEC delays the due date/conversion prior to due date minus 1; When the CLEC fails to correct the SO jeopardy related to ESOIs prior to due date minus 1; When the CLEC changes the due date or expedites a due date and the interval is less than 1 day.
- Orders where the CLEC has given SBC Midwest less than 1 day to provision the LNP/LNP w/loop service order.

### 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

96.5%

## 98. Percentage LNP Trouble Reports within 30 Days of Installation

### Definition:

Percentage of LNP lines 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 Midwest personnel complete the service order through 30 calendar days after completion.
The denominator for this measure is the total count of lines on 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 days after service order completion and closed within the reporting month.

### Levels of Disaggregation:

None

| Calculation: | Report Structure: |
|---|---|
| (# of LNP lines that receive a network customer trouble report within 30 calendar days of service order completion ÷ total LNP lines) * 100 | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

Parity with SBC Midwest Retail POTS – No Field Work.

## 99. Average Delay Days for SBC Midwest Missed Due Dates (For Stand-Alone LNP lines)

**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 line completion date– LNP line due date) ÷ total LNP lines where there was a SBC Midwest caused missed due date | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

**Measurement Type:**

Tier 1 – None
Tier 2 – None

**Benchmark:**

Parity with SBC Midwest 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 Midwest's network.

### Exclusions:

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

### Business Rules:

The Start time is the Receipt of NPAC broadcast activation message in SBC Midwest's LSMS; and the End time is when the Provisioning event is done in SBC Midwest'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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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 Midwest'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 Midwest.
- Large ports greater than 500 ports.

### Business Rules:

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

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | Remedied | Med |

### Benchmark:

96.5%

# 911

## 102. Average Time To Clear Errors

**Definition:**

The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that SBC Midwest 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 Midwest, and SBC Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | 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 Midwest 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 Midwest 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 Midwest 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 Midwest will verify the records determined to be in error to validate that the records were input by SBC Midwest 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 Midwest caused update errors ÷ Total updates) * 100 | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

### Benchmark:

Parity with SBC Midwest Retail.

## 104. Percent of 911 Updates Processed Within the Established Timeline (Facility Based Providers)

**Definition:**

The percent of 911 database updates processed within the established timeline.

**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: |
|---|---|
| (# of files processed within the timeline ÷ total files) * 100 | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

**Benchmark:**

95% within 24 hours.

| 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 Midwest Affiliate. |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| Diagnostic | |

# Poles, Conduit and Rights of Way

## 105. Percentage of Field Survey Requests Processed Within X Business Days

**Definition:**

The percentage of requests for access to poles, conduits, and right-of-ways processed within X business days.

**Exclusions:**

None

**Business Rules:**

The clock starts upon the receipt date of the field survey request 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 X business days ÷ total requests) * 100 | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

**Benchmark:**

90% within X business days where X is determined as follows:
Ducts and Conduit:

First 10 manholes: 25 business days
Each additional 5 manholes: 2 additional business days; i.e. request 1 to 5 manholes above 10, add 2 business days to the benchmark, making it 27.

Poles:

First 25 Poles: 25 business days
Each additional 25 Poles: 2 additional business days; i.e. request 1 to 25 poles above 25, add 2 business days to the benchmark, making it 27.

## 106. Average Days Required to Process a Field Survey Request

### Definition:

The average time it takes to process a field survey request for access to poles, conduits, and right-of-ways.

### Exclusions:

- Requests greater than offered standard interval as defined on CLEC on-line:
- Conduit – 10 manholes 25 business days
- Poles – 25 poles 25 business days

### Business Rules:

The clock starts upon the receipt date of the field survey request 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 Midwest Affiliate. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

25 business days

# Collocation

## 107. Percentage Missed Collocation Due Dates

### Definition:

The percentage of SBC Midwest 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 Midwest 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:

This includes orders completed after the due date, due to an SBC Midwest reason. Due Date Extensions will be extended when mutually agreed to by SBC Midwest and the CLEC or when a CLEC fails to complete work items for which they are responsible.

### Levels of Disaggregation:

- New
- Augments

(Note: All approved types, e.g. Cages, Cageless, etc. are now included in these two disaggregations.)

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

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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 Midwest Missed Due Dates

### Definition:

The average delay days caused by SBC Midwest 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 Midwest 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:

This includes orders completed after the due date, due to an SBC Midwest reason. Due Date Extensions will be extended when mutually agreed to by SBC Midwest and the CLEC or when a CLEC fails to complete work items for which they are responsible.

### Levels of Disaggregation:

- New
- Augments

(Note: All approved types, e.g. Cages, Cageless, etc. are now included in these two disaggregations.)

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

### Measurement Type:

| | IL/IN/ MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

### Benchmark:

Delay days not to exceed 10% of standard interval for IN, MI, OH and WI.
The average delay days is compared to the weighted average of the different tariffed intervals within the levels of disaggregation.

IL = Parity with SBC Midwest 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 Midwest receives the application. The clock stops when SBC Midwest 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

### Benchmark:

90% within 10 Calendar Days = IN, MI, OH, WI.
IL = Parity with SBC Midwest 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, except for Martin Luther King Day and Good Friday.
- 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 and all CLECs for facility-based providers, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | 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 Midwest Retail

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

### Definition:

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

### Exclusions:

- Errors not submitted within 10 days of order confirmation receipt.
- CLEC caused errors
- Weekends and Holidays, except for Martin Luther King Day and Good Friday.
- Updates rejected due to incorrect/invalid data from the facility-based CLEC (e.g. missing a zip code, incomplete phone number, etc

### Business Rules:

This measure includes, for the month, all updates that required manual intervention in the denominator. The numerator reflects those updates included in the denominator that were not reported by the CLEC and confirmed by SBC to have been updated in error.

### Levels of Disaggregation:

None

| Calculation: | Report Structure: |
|---|---|
| (# of manually handled updates without SBC Midwest caused errors. ÷ Total updates that required manual intervention) *100 | Reported for CLEC and all CLECs for facility-based providers, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | 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 Midwest ordering systems to ALPSS for Illinois, Michigan, Ohio and Wisconsin. Percentage of electronic updates from entry to distribution that progress through SBC Midwest 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 Midwest'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 and all CLECs for facility-based providers, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

### Benchmark:

- IN, MI, OH, WI = 97%; IL = Parity with SBC Midwest Retail.

# Coordinated Conversions

## 114. Percentage of Premature Disconnects (Coordinated Cutovers)

### Definition:

Percentage of coordinated cutovers where SBC Midwest prematurely disconnects the customer 10 minutes or more prior to the CLEC call to start the CHC or scheduled time for an FDT conversion.

### Exclusions:

None

### Business Rules:

A CHC premature disconnect occurs any time SBC Midwest disconnects the CLEC customer 10 or more minutes prior to the CLEC calling to initiate the CHC for CHC orders, or 10 minutes or more prior to the scheduled time for FDT orders . 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MIWI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

2% or less premature disconnects as defined in the Business Rule section above.

## 114.1. CHC/FDT LNP with Loop Provisioning Interval

### Definition:

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

### Exclusions:

- CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).
- CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow SBC Midwest 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 Midwest LOC to initiate the conversion, and ends when SBC Midwest called the CLEC to notify that the cutover has been completed. For FDT orders, the clock starts at the scheduled due time and ends when the SBC Midwest technician completes the cross-connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts and FDT orders 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | Remedied | Med |

| **Benchmark:** |
| --- |
| CHC/FDT LNP with Loop for < 10 Lines 90% within one hour.<br>CHC/FDT LNP with Loop for 10-24 Lines 90% within two hours. |

## 115. Percentage of SBC Midwest Caused Delayed Coordinated Cutovers

### Definition:

CHC Percentage of SBC Midwest caused late coordinated cutovers in excess of "X" (30, 60 and 120) minutes from the time the CLEC calls to initiate a CHC plus the allowed appropriate interval for the cut.

FDT Percentage of SBC Midwest caused late coordinated cutovers in excess of "X" (30, 60 and 120) minutes after the scheduled cut time.

### Exclusions:

- Any order in the FMOD process

### Business Rules:

A coordinated cutover is delayed if SBC Midwest's work is not complete within "X" (30, 60, and 120) minutes after the scheduled plus allowable work time for the cutover.

- For CHC orders any delay is calculated starting from the time the CLEC calls to initiate the CHC plus the appropriate time interval allowed for the cut to be completed in (1 hour for CHC orders with less than 10 lines, 2 hours for CHC orders with 10-24 lines) until the time of completion of the CHC work.
- For FDT Orders the delay is calculated starting from the scheduled time for the FDT cutover.

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 Midwest 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

### Benchmark:

8% or less of SBC Midwest coordinated conversions delayed beyond 30 minutes, 2% delayed beyond 60 minutes, or 1% delayed 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 Midwest network (unless SBC Midwest 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 LOC 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 LOC business day after conversion ÷ total # of CHC/FDT circuits converted) * 100. | Reported by CLEC, all CLECs, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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 Midwest 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 Midwest, and SBC Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

Subject to a per measure limit

**Benchmark:**

Parity with SBC Midwest Retail

## 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 Midwest caused late orders | Reported for CLEC, all CLECs, SBC Midwest, and SBC Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

**Benchmark:**

Parity with SBC Midwest Retail.

## 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 Midwest 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

Parity with SBC Midwest Retail.

# 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 Midwest receives the application. The clock stops when SBC Midwest 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 Midwest Affiliate. |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| 90% within 30 business days = IN, MI, OH, WI.<br>IL = Parity with SBC Midwest Affiliate. | |

## 121. Percentage of Quotes Provided for Authorized BFRs Within 90 Calendar Days or the CLEC's ICA-specified interval (whichever is less)

### Definition:

Percentage of quotes provided in response to authorized Bona Fide Requests (authorized preliminary analysis from CLEC) within 90 calendar days or the CLEC's ICA-specified interval..

### Exclusions:

Weekends and Holidays.

### Business Rules:

The clock starts when SBC Midwest receives the authorization. The clock stops when SBC Midwest responds back to the authorization request with a quote.

### Levels of Disaggregation:

None

| Calculation: | Report Structure: |
|---|---|
| (# of requests processed within 90 calendar days ÷ total # of requests) * 100 | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

Subject to a per measure limit

### Benchmark:

90% within 90 calendar days or the CLEC's ICA-specified interval whichever is less = IN, MI, OH, WI.
IL = Parity with SBC Midwest Affiliate

# Additional Measures

## 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 SBC Midwest, or receive back from SBC Midwest, 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 SBC Midwest Regional basis (non-state specific), Company level reporting, |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | High |

### Benchmark:

95% completed within 48 hours or 2 days.

## 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 SBC Midwest 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 SBC Midwest'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 Midwest 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 Midwest (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 SBC Midwest-region basis (non-state specific). Company level reporting. |

**Measurement Type:**

None

**Benchmark:**

Diagnostic

## 125. Percent Matching UNE-P Provisioning & Billing DB Records

**Definition:**

Percent of UNE-P circuit-level ACIS CSR records with posted service order activity that would generate a monthly recurring charge, that match the corresponding UNE-P circuit level CABS billing records.

**Exclusions:**

- Circuits with pending UNE-P service order activity between ACIS and CABS as of the end of the reporting month (posted to ACIS but not yet posted to CABS) where the activity is unposted to CABS for less than 30 calendar days from the completion date will be excluded from the test sample.
- UNE-P orders/circuits that post to ACIS but are not designed to post to CABS (e.g. Directory Listings updates).
- UNE-P orders/circuits that post to billing in CABS but are not designed to post to the ACIS CSR (e.g., UNE loops, interconnection trunks).

**Business Rules:**

A statistically valid sample of circuit-level billable provisioning records updated in, or added to, ACIS in the report month will be compared to the corresponding recurring billing record updated in, or added to, CABS. The comparison will assess all updates to CABS for UNE-P services and/or features that generate monthly recurring charges. The statistically valid sample will be established from the total number of UNE-P service orders that process from ACIS to CABS in the reporting month. The number of records compared will be sufficient to assure 95% confidence in the test result.

If any of the bill-affecting services and/or features do not match when the corresponding ACIS and CABS UNE-P circuit records are compared, the update will be deemed a "miss" for reporting purposes.

**Levels of Disaggregation:**

None

| Calculation: | Report Structure: |
|---|---|
| (# of matching UNE-P ACIS/CABS records ÷ total number of records sampled) * 100 | Reported for all CLECs in the aggregate. |

**Measurement Type:**

Tier 1 –None
Tier 2 - None

**Benchmark:**

95%

## 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 from the numerator.
- 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. The calculation is based on 870 notices sent during system processing hours. The response time is measured only within the published hours of interface availability as posted on the CLEC Online website. This information can be accessed in the following manner: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an SBC Midwest State, 4) Select OSS, 5) Select Operating Hours. (The spreadsheet portion shows the interface hours while the footnote will show the processing hours for each region.)

Any jeopardy notification that cannot be definitively determined as not being sent prior to 24 hours before the due date, on or between, or after the due date, is included in the numerator.

### 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 Midwest Affiliate. |

**Measurement Type:**

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

**Benchmark:**

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

## 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 clock starts when SBC/Midwest 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~~ the Acceptance form, and applicable payment, 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. SBC Midwest 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:

Physical Collocation (include New and Augments for the approved Types)

| 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 Midwest 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 Midwest 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 Midwest to perform record checks.

### Business Rules:

Structure includes poles, ducts, conduit and rights-of-way that are owned or controlled by SBC Midwest. 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 Midwest 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 Midwest 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 Midwest 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
- PIC
- Actual Loop Makeup Information
- Design Loop Makeup Information
- Service Appointment Scheduling (Due Date)

**The above reported for each interface - EDI, CORBA and Verigate**

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

**Measurement Type:**

Tier 1 – None
Tier 2 – None

**Benchmark:**

Diagnostic

## MI 11. Average Interface Outage Notification

### Definition:

The average time from the identification of an interface outage, to the initial notification to the CLECs.

### Exclusions:

None

### Business Rules:

The time from the identification of an interface outage to the time that initial email notification (to email distribution list) is sent by SBC Midwest. One minute is the minimum duration that will be counted for any individual notification.

### Levels of Disaggregation:

None

| Calculation: | Report Structure: |
|---|---|
| ∑((Time initial e-mail notification is given) - (Page time to Subject Matter Experts))/Total interface outage notifications in a period | Reported on a total wholesale basis across the SBC Midwest 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:

Resubmits

### 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 Midwest, and SBC Midwest Affiliate. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

Parity

## 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 Midwest 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 Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – LEC's performance shall not include Service Bureau Provider processing, availability or response times.

### 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | Low |

| **Benchmark:** |
| --- |
| 97%; Remedies apply only to the “All” disaggregation, SBC Winback and CLEC-to-CLEC results are not separately subject to remedies |

## 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 Midwest 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 Midwest – LEC's systems using a non-SBC required Service Bureau Provider, the measurement of SBC Midwest – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

### 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 Midwest Affiliate. |

### Measurement Type:

| | IL/ IN/OH/WI | MI |
|---|---|---|
| **Tier 1** | None | Remedied |
| **Tier 2** | None | Remedied |

| **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 . The number of payable occurrences shall be determined by the specified calculation logic in the remedy plan, except that the number of payable occurrences shall not exceed the number of LLNs delayed by more than 4 days.<br>IL/IN/OH/WI - Diagnostic |

## 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 Midwest regional basis (non-state specific). Company level reporting. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| Tier 1 – | None | None |
| Tier 2 – | Remedied | 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/<br>Click on Gold bar "Change Management Process"<br>Click on SBC All Regions<br>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
- PIC
- Actual Loop Makeup Information
- Design Loop Makeup Information
- Service Appointment Scheduling (Due Date)

| Calculation: | Report Structure: |
|---|---|
| (# rejected query notices ÷ total number of queries processed ) * 100 | Reported for CLEC, all CLECs, and SBC Midwest 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).<br>• All orders that are not N, T, or C.<br>• No Field Work. | |
| **Business Rules:** | |
| SBC Midwest 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 Midwest, and SBC Midwest Affiliate. |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| UNE Field Work Parity compared to SBC Midwest 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.<br>• Reports caused by customer provided equipment (CPE) or wiring.<br>• Reports that are not dispatched. | |
| **Business Rules:** | |
| SBC Midwest 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 Midwest, and SBC Midwest Affiliate. |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| UNE Field Work Parity compared to SBC Midwest 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 Delay Notification (Form A)

### Exclusions:

Orders not requiring Facility modification notification. (FMOD Form A)

### Business Rules:

The total number of orders requiring facility modification delay notification (Form A) reflected as a percentage of all orders completed in the period.

This measure assesses the percent of total orders that are processed through the Facilities Modification Process established through collaborative efforts. The formal policy is available on the SBC CLEC OnLine web site within the CLEC Handbook section, under Ordering as the UNE Ordering Facility Modification & Construction. The formal policy identifies that the Facilities Modification Process is started only by the transmission of a Form A to the CLEC.

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

### Levels of Disaggregation:

- 8.0 dB Loops
  -- Without Test Access
- . BRI Loop Without Test Access
- DS1 Loop Without 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 Midwest 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 the date of actual completion for all orders that receive delay notices. | |
| **Exclusions:** | |
| • Weekends and Holidays<br>• The portion of the delay caused by the CLEC (i.e. waiting for the CLEC response.) This is time from when SBC sends Form C to the CLEC until the CLEC responds. | |
| **Business Rules:** | |
| Average Delay is measured from original FOC due date to the actual completion 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 Midwest Affiliate. |
| **Measurement Type:** | |
| Tier 1 – None<br>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: | Report Structure: |
|---|---|
| (# of listings without errors after correction requested ÷ Total updates submitted) *100 | Reported for CLEC, all CLECs for facility-based providers, and SBC Midwest 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 SBC Midwest Directory Operations.. If the Benchmark is not met for corrections requested after the second pre-BOC, the remedy will be

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | 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 Midwest to replace a protector with a NID and move it to the outside of the house, where there has been an SBC Midwest technician at the premises within the last 30 days.

**Exclusions:**

None

**Business Rules:**

If a CLEC is required to call SBC Midwest to replace a protector with a NID and move it to the outside of a structure when SBC Midwest has worked at that premises within 30 days of the report.

**Levels of Disaggregation:**

None

| **Calculation:** | **Report Structure:** |
|---|---|
| (Number of times when a SBC Midwest technician had been on site within the last 30 days ÷ Total number of CLEC service calls to move a NID ) *100 | Reported for CLEC, and all CLECs |

**Measurement Type:**

| | **IL/IN/MI/WI** | **OH** |
|---|---|---|
| **Tier 1** | Remedied | Med |
| **Tier 2** | Remedied | Med |

**Benchmark:**

15%.

## 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 Midwest. 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:

All products combined(8.0 dB Loops Without Test Access, BRI Loop Without Test Access,DS1 Loop Without Test Access, Dedicated Transport, DS1, DS3, Dark Fiber)

| Calculation: | Report Structure: |
|---|---|
| (# of FMOD orders where Form A issued within 24 hours ÷ Total # FMOD orders) * 100 | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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:

All products combined (8.0 dB LoopsWithout Test Access, BRI Loop Without Test Access, DS1 Loop Without Test Access, Dedicated Transport, DS1, DS3, Dark Fiber)

| Calculation: | Report Structure: |
|---|---|
| (# of FMOD orders where Form B, C, D, E issued within 72 hours ÷ Total # FMOD orders) * 100 | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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 Midwest issues the FOC with the new due date within:
(a) 24 hours of SBC Midwest'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 Midwest 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:

All products combined (8.0 dB LoopsWithout Test Access, BRI Loop Without Test Access, DS1 Loop Without Test Access, Dedicated Transport, DS1, DS3, Dark Fiber)

### 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 Midwest Affiliate.

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | Remedied | Med |

### Benchmark:

95%

| CLEC WI 9 | FMOD Process: Percent Form C Quote Returned 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 Midwest 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:** | | |
| All products combined (8.0 dB LoopsWithout Test Access, BRI Loop Without Test Access, DS1 Loop Without Test Access, Dedicated Transport, DS1, DS3, Dark Fiber) | | |
| **Calculation:** | | **Report Structure:** |
| (# of FMOD orders where Form C accepted and quote issued within 30 calendar days ÷ Total # FMOD orders where form C accepted) * 100 | | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |
| **Measurement Type:** | | |
| | **IL/IN/MI/WI** | **OH** |
| **Tier 1** | Remedied | High |
| **Tier 2** | Remedied | 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<br>• 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.<br>(DSL with Lineshare orders do not utilize the FMOD process.) | |
| **Levels of Disaggregation:** | |
| • None | |
| **Calculation:** | **Report Structure:** |
| (# of FMOD orders met ÷ Total # FMOD orders) * 100 | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |
| **Measurement Type:** | |
| None | |
| **Benchmark:** | |
| • 95% | |

## 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 Midwest 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 Midwest 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 Midwest 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 Midwest Affiliate. |

### Measurement Type:

| | IL/IN/MI/WI | OH |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

### Benchmark:

90% LAT on or before the Completion Date

**CLEC BLG-2** Percent of Billing Claims Acknowledged within 5 Business Days

## Definition:

Measures the percent of time that SBC Midwest acknowledges CLEC billing claims/disputes within 5 business days of receipt by SBC Midwest.

## Exclusions:

- Rejected Claims
- Claims received on non-standard forms
- Holidays and Weekends
- Excludes Access and LSB Billing claims

Exclusion definitions are detailed on CLEC OnLine and can be found in the Billing Adjustments and Claims section of the CLEC OnLine Handbook at https://clec.sbc.com/clec/hb/

## Business Rules:

The purpose of this measure is to track the percentage of billing claims that are acknowledged in 5 business days. Acknowledged claims are entered into the billing claims tracking system. The start time for this measure is the date of receipt by SBC Midwest. Day of receipt shall be considered Day zero (0) for computing acknowledgement performance. The end time is the date the acknowledgement (confirmation letter) is sent to the CLEC.

Claims are included in the result in the month the acknowledgement is sent.

Any valid Local claims sent to the e-mail address of
AICS-TC.Billing@Ameritech.com
will be included. Any claims that are incorrectly sent to this e-mail address will be rejected.

Any valid Collocation claims sent to the e-mail address of
AITCBLCL@txmail.sbc.com
will be included. Any claims that are incorrectly sent to this e-mail address will be rejected.

## Levels of Disaggregation:

- Collocation (agreed to be reported only on a diagnostic basis)
- All Other Local Claims

| Calculation: | Report Structure: |
|---|---|
| (# of billing claims acknowledged within 5 business days ÷ total # of billing claims acknowledged) * 100 | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |

| **Measurement Type:** |
| --- |
| **Tier 1** None<br>**Tier 2** None |
| **Benchmark:** |
| • Collocation – Diagnostic<br>• All Other Local Claims – Diagnostic |

## CLEC BLG-3 Percent of Billing Claim Resolution Notifications Sent within 30 Business Days

### Definition:

Measures the percent of time that SBC Midwest sends claims resolution notifications to the CLEC within 30 business days of receipt by SBC Midwest.

### Exclusions:

- Claims on invoices greater than 4 months old
- Rejected Claims
- Duplicate Claims
- Claims received on non-standard forms
- Holidays and weekends
- JEP Time
- Excludes Access and LSB Billing claims

Exclusion definitions are detailed on CLEC OnLine and can be found in the Billing Adjustments and Claims section of the CLEC OnLine Handbook at https://clec.sbc.com/clec/hb/

### Business Rules:

The purpose of this measure is to track the percentage of billing claims resolution notifications sent within 30 business days. Day of receipt (not date of acknowledgement) shall be considered Day zero (0) for computing resolution performance. The end time is the date the resolution is sent to the CLEC.

Any valid Local claims sent to the e-mail address of
AICS-TC.Billing@Ameritech.com
will be included. Any claims that are incorrectly sent to this e-mail address will be rejected.

Any valid Collocation claims sent to the e-mail address of
AITCBLCL@txmail.sbc.com
will be included. Any claims that are incorrectly sent to this e-mail address will be rejected.

### Levels of Disaggregation:

- Local Billing Claims (excluding negotiated projects)
- Collocation Billing Claim (excluding negotiated projects)
- Negotiated projects (5 disaggregations):
  - % sent within 0-30 days
  - % sent within 31-60 days
  - % sent within 61-90 days
  - % sent within 91-120 days
  - % sent in more than 120+ days

| Calculation: | Report Structure: |
|---|---|

| | |
|---|---|
| (# of billing claim items resolution notices sent within 30 business days ÷ total # of billing claim item resolution notices sent) * 100 | Reported for CLEC, all CLECs, and SBC Midwest Affiliate. |

## Measurement Type:

**First 6 Months**

| | |
|---|---|
| **Tier 1** | None |
| **Tier 2** | None |

**After 6 Months**

| | **IL/IN/MI/WI** | **OH** |
|---|---|---|
| **Tier 1** | Remedied | Low |
| **Tier 2** | None | None |

## Benchmark:

- Local Billing Claims (excluding negotiated projects) 95% within 30 business days. First 6 months diagnostic then remedy at per occurrence with a CAP for Tier 1 only.
- Collocation Billing Claim (excluding negotiated projects) - Diagnostic
- Negotiated Projects - Diagnostic only. This disagg is for project performance display only and will not have a benchmark or remedy.

CLECs with a denied claim item rate of 30% or greater for three consecutive months for will not be eligible for Tier 1 Payments. If a CLEC excluded from payments under this condition requests a reconciliation of results and data for this performance measurement, and that reconciliation finds that SBC Midwest incorrectly denied claims to the extent that the properly denied claim items resulting are less than 30% of total claim items for which a resolution notice was provided in any of the three months, the Tier 1 payment restriction will be removed and remedy payment will be made with appropriate interest as defined in the remedy plan for late payment of remedies.

## CLEC BLG-4 Accuracy of Rate Table Updates

### Definition:

Measures the percent of updates made to CLEC rates in a month that were not corrections.

### Exclusions:

Per the FCC UNE Remand, OA/DA will not be included.

### Business Rules:

This measure reports the percent of accurate updates made to CLEC rates used to calculate charges that appear in CABS bills and RBS bills.
The numerator is calculated by subtracting the number of CLEC rates corrected in the reporting month, from the total number of CLEC rates updated in the reporting month. (Rate corrections are counted in the month in which the correction was made. Corrections are not applied to the month in which the rate was originally changed and assumed to be correct.)
The denominator is the total number CLEC rates updated in the reporting month.
This measure counts updates made to recurring, non-recurring and usage CLEC rates, including those CLEC rates documented in interconnection agreements.

### Levels of Disaggregation:

None

| Calculation: | Report Structure: |
|---|---|
| ((The total number of CLEC rates updated in the reporting month – the number of CLEC rates corrected in the reporting month) ÷ the total number of CLEC rates updated in the reporting month) * 100 | Reported at the CLEC aggregate level. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

Diagnostic until next six-month review.

## CLEC BLG-5 Rate Table Correction Timeliness

### Definition:

Measures the percent of corrections made to CLEC rates within 30 calendar days from the confirmation of an inaccurate rate.

### Exclusions:

Per the UNE Remand, OA/DA is excluded.

### Business Rules:

This measure reports the timeliness in which SBC Midwest corrects inaccurate CLEC rates that affect charges that appear on CABS and RBS bills. An inaccurate rate may be discovered externally, by a CLEC, or internally, through some other process.

The calculation period begins on the day that the rate is confirmed to be incorrect, and a correct rate has been documented. For inaccurate rates discovered externally, the calculation period begins on the day that Midwest sends a claims resolution notification to a CLEC describing the finding. For inaccurate rates discovered internally, SBC Midwest uses internal documents.

The calculation period ends when the CLEC rate has been corrected.

The measure counts corrections made to recurring, non-recurring and usage CLEC rates used to calculate charges that appear in CABS bills and RBS bills. It includes corrections made to rates documented in interconnection agreements.

### Levels of Disaggregation:

None

| Calculation: | Report Structure: |
|---|---|
| (The number of CLEC rates corrected during the reporting month within 30 days of confirmation that the rate was incorrect ÷ the total number of CLEC rates corrected during the reporting month) * 100 | Reported at the CLEC aggregate level. |

### Measurement Type:

Tier 1 – None
Tier 2 – None

### Benchmark:

Diagnostic

# 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, SBC Midwest will make increased voluntary payments to the State Treasury's in the SBC Midwest region 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 SBC Midwest 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 SBC Midwest has failed to provide parity or benchmark performance

for 3 consecutive months. If SBC Midwest 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 State Treasury's in the SBC Midwest region. 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 SBC Midwest shall calculate the payments to be made in addition to the normal payment to the State Treasury's in the SBC Midwest region 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)

### 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. Percent NXXs Loaded and Tested Prior to the LERG Effective Date (PM 117)
6. Percentage of Quotes Provided for Authorized BFRs Within 90 Calendar Days or the CLEC’s ICA-specified interval (whichever is less) (PM 121)

# Attachment Three

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

Note: This table identifies the Performance Measures that are subject to damages/assessments in the 5 SBC Midwest States. The table also identifies the specific Measurement Type for Ohio. For the State of Michigan, Performance Measures shown below as Subject to Tier 1 and Tier 2 Damages/Assessments are at the Medium level., and these Performance Measures are Remedied in the other State Plans.

| | 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 | - | - | - | - | - | - |
| 7.1 Percent Mechanized Completions Returned Within 1 Day Of Work Completion | ✓ | - | - | - | - | - |
| 9. Percent Rejects | - | - | - | - | - | - |
| 10. Percent Mechanized Rejects Returned Within “X:” Hours | - | ✓- | - | - | - | - |
| 10.4 Percent of Orders Given Jeopardy Notices | - | - | - | - | - | - |
| 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 |
| 16. Percent Of Billing Records Transmitted Correctly | ✓ | - | - | - | - | - |
| 17. Billing Completeness | ✓ | - | - | - | X | - |
| 18. Billing Timeliness (Wholesale Bill) | ✓ | - | - | - | - | X |
| 19. Daily Usage Feed Timeliness | - | - | - | - | - | - |

| | Measurement Groups Subject to Tier-1 Damages | | | Measurement Groups Subject to Tier-2 Assessments | | |
|---|---|---|---|---|---|---|
| | Low | Med | High | Low | Med | High |
| 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 Midwest Caused Missed Due Dates | - | - | - | - | - | - |
| 30. Percent SBC Midwest Missed Due Dates Due To Lack Of Facilities | - | - | ✓ | - | - | X |
| 32. Average Delay Days For SBC Midwest Missed Due Dates | - | - | - | - | - | - |
| 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** | | | | | | |
| 37.1 Trouble Report Rate Net of Installation and Repeat Reports | - | - | ✓ | - | - | X |
| 38. Percent Missed Repair Commitments | - | - | ✓ | - | - | X |
| 39. Receipt To Clear Duration | - | - | ✓ | - | - | X |
| 40. Percent Out Of Service (OOS) < 24 Hours | - | ✓ | - | - | - | - |
| 41. Percent Repeat Reports | - | - | ✓ | - | - | X |
| **Provisioning – Resale Specials** | | | | | | |
| 43. Average Installation Interval | - | - | - | - | - | - |
| 44. Percent Installations Completed Within Customer Requested Due Date | - | - | ✓ | - | - | X |
| 45. Percent SBC Midwest Caused Missed Due Dates | - | - | - | - | - | - |
| 46. Percent Trouble Reports Within 30 Days (I-30) Of Installation | - | - | ✓ | - | - | X |

| | Measurement Groups Subject to Tier-1 Damages | | | Measurement Groups Subject to Tier-2 Assessments | | |
|---|---|---|---|---|---|---|
| | Low | Med | High | Low | Med | High |
| 47. Percent SBC Midwest Missed Due Dates Due To Lack Of Facilities | - | - | ✓ | - | - | X |
| 49. Average Delay Days For SBC Midwest Missed Due Dates | - | - | - | - | - | - |
| 50. Percent SBC Midwest Caused Missed Due Dates > 30 days | | -✓ | - | - | - | - |
| **Maintenance – Resale Specials** | | | | | | |
| 52. Mean Time To Restore | - | - | ✓ | - | - | X |
| 53. Percent Repeat Reports | - | - | ✓ | - | - | X |
| 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 | - | - | - | - | - | - |
| 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 |
| 58. Percent SBC Midwest Caused Missed Due Dates | - | - | - | - | - | - |
| 59. Percent Trouble Within 30 Days (I-30) Of Installation | - | - | ✓ | - | - | X |
| 60. Percent SBC Midwest Missed Due Dates Due To Lack Of Facilities | - | - | ✓ | - | - | X |
| 62. Average Delay Days For SBC Midwest Missed Due Dates | - | - | - | - | - | - |
| 63. Percent SBC Midwest Caused Missed Due Dates > 30 days | | ✓- | - | - | - | - |
| **Maintenance – UNE** | | | | | | |
| 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 |

| | Measurement Groups Subject to Tier-1 Damages | | | Measurement Groups Subject to Tier-2 Assessments | | |
|---|---|---|---|---|---|---|
| | Low | Med | High | Low | Med | High |
| 70.1 Trunk Blockage Exclusions | - | - | - | - | - | - |
| 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 Midwest 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 | - | - | - | - | - | - |
| **Local Number Portability (LNP)** | | | | | | |
| 91. Percent LNP Only Orders within the Customer Requested Due Date | - | - | ✓ | - | - | X |
| 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 Midwest 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 Midwest 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 | - | - | - | - | - | - |

| | Measurement Groups Subject to Tier-1 Damages | | | Measurement Groups Subject to Tier-2 Assessments | | |
|---|---|---|---|---|---|---|
| | Low | Med | High | Low | Med | High |
| **Poles, Conduit, and Rights of Way** | | | | | | |
| 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 Midwest 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 | ✓ | - | - | - | - | - |
| 112. Percentage DA Database Accuracy For Manual Updates for Facility Based CLECs | ✓ | - | - | - | - | - |
| 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 Midwest 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 within 45 business days | - | - | - | - | - | - |
| 121. Percentage of Quotes Provided for | - | - | ✓ | - | - | X |

| | Measurement Groups Subject to Tier-1 Damages | | | Measurement Groups Subject to Tier-2 Assessments | | |
|---|---|---|---|---|---|---|
| | Low | Med | High | Low | Med | High |
| Authorized BFRs within 30 business days | | | | | | |
| **Additional Measures** | | | | | | |
| 124. Timely Resolution of Significant Software Failures Related With Releases | - | - | ✓ | - | - | X |
| 124.1 Test Environment Availability | - | - | - | - | - | - |
| 125. Percent Matching UNE-P Provisioning & Billing DB Records | - | - | - | - | - | - |
| MI-2 Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date | ✓- | - | - | - | - | - |
| 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* (damages/assessments apply only in Michigan) | - | ✓- | - | - | X | - |
| 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 | - | - | - | - | - | - |
| 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 |

| | Measurement Groups Subject to Tier-1 Damages | | | Measurement Groups Subject to Tier-2 Assessments | | |
|---|---|---|---|---|---|---|
| | Low | Med | High | Low | Med | High |
| 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) | - | - | - | - | - | - |
| IN-1 Percent Loop Acceptance Testing (LAT) Completed on or prior to the Completion Date | ✓ | - | - | - | - | - |
| CLEC BLG-2 Percent of Billing Claims Acknowledged within 5 Business Days | - | - | - | - | - | - |
| CLEC BLG-3 Percent of Billing Claim Resolution Notifications Sent within 30 Business Days (remedies paid beginning six months after implementation) | ✓ | - | - | - | - | - |
| CLEC BLG-4 Accuracy of Rate Table Updates | - | - | - | - | - | - |
| CLEC BLG-5 Rate Table Correction Timeliness | - | - | - | - | - | - |

# 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, SBC Midwest 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, SBC Midwest 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 SBC Midwest 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. SBC Midwest 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, SBC Midwest would pay damages on 35 (20+15) missed days. In this example, SBC Midwest 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.