

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

10. Measurement:																															
Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR																															
Definition:																															
Percent mechanized rejects returned within one hour of the receipt of the reject in MOR.																															
Exclusions:																															
<ul style="list-style-type: none"> • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and <u>CPO-UNE-P</u> a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 																															
Business Rules:																															
The start time used is the date and time the reject is available to MOR and the end time is the date and time the reject notice is sent to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually).																															
Levels of Disaggregation:																															
None																															
Calculation:	Report Structure:																														
$\frac{\text{(# of mechanized rejects sent within 1 hour)}}{\text{total mechanized rejects}} * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.																														
Measurement Type:																															
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Hier 1</td> <td style="width: 15%;">Low</td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> </tr> <tr> <td>Hier 2</td> <td>None</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> </tr> <tr> <td style="text-align: center;">Hier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td style="text-align: center;">Hier 2</td> <td style="text-align: center;">None</td> </tr> </table>		Hier 1	Low					Hier 2	None							IL	IN	MI	OH	Hier 1	Low	Low	Med	Low	Low	Hier 2	None	None	None	None	None
Hier 1	Low																														
Hier 2	None																														
		IL	IN	MI	OH																										
Hier 1	Low	Low	Med	Low	Low																										
Hier 2	None	None	None	None	None																										
Benchmark:																															
97% within 1 hour of the receipt of a reject in MOR.																															

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

12. Measurement:																			
Mechanized Provisioning Accuracy																			
Definition:																			
Percent of mechanized orders completed as ordered.																			
Exclusions:																			
Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.																			
Business Rules:																			
This measurement compares the features <u>USOCs</u> ordered on a mechanized order, to the copy of the order which updates the customer billing database.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of orders completed as ordered ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;"></td> <td style="width: 15%; text-align: center;"><u>IL</u></td> <td style="width: 15%; text-align: center;"><u>IN</u></td> <td style="width: 15%; text-align: center;"><u>MI</u></td> <td style="width: 15%; text-align: center;"><u>OH</u></td> <td style="width: 15%; text-align: center;"><u>WI</u></td> </tr> <tr> <td>Tier 1</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> <tr> <td>Tier 2</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Low</td> </tr> </table>			<u>IL</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>	Tier 1	Low	Low	Med	Low	Low	Tier 2	Low	Low	Med	Low	Low
	<u>IL</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	Low	Low	Med	Low	Low														
Benchmark:																			
Parity																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

13. Measurement:																													
Order Process Percent Flow Through																													
Definition:																													
Percent of orders from receipt to distribution that progress mechanically through to Ameritech provisioning systems.																													
Exclusions:																													
<ul style="list-style-type: none"> • Orders both electronically generated and rejected if error is caused by CLEC. • Manually received orders • Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. 																													
Business Rules:																													
The number of eligible orders, that flow through Ameritech’s ordering systems without manual intervention, divided by the total number of eligible electronically generated orders within the reporting period. Manually intervened orders that are electronically generated are considered failed pass-through. Orders that fall out after receipt, but are not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences. This measure is based on orders designed to flow through. (See Appendix 4 for clarification.)																													
Levels of Disaggregation:																													
<ul style="list-style-type: none"> • UNE Loops • Resale • <u>UNE ComboUNE-Ps</u> • <u>OtherLNP</u> • <u>LSNP - when available and added to disaggregations for business rule (schedule determined by Two-Year Flowthrough Improvement Plan)</u> 																													
Calculation:	Report Structure:																												
(# of orders that flow through ÷ total eligible electronic orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																												
Measurement Type:																													
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	Tier 1	Low	High																										
	IL	IN	MI	OH	WI																								
Tier 1	Low	Low	Med	Low	Low																								
Tier 2	High	High	Med	High	High																								
Benchmark:																													
Parity 95% for UNE Loops; Parity with Ameritech Retail for other disaggregations.																													

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Billing

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change -- Measurement Type Updated Per MI Remedy Plan Ruling

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Miscellaneous Administrative

Delete - Agreed

21. Measurement:	
Local Service Center (LSC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.	
Levels of Disaggregation:	
<input type="checkbox"/> Resale <input type="checkbox"/> UNE <input checked="" type="checkbox"/> DSL	
Calculation:	Report Structure:
Total queue time ÷ total calls answered	Reported for LSC Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Parity with Ameritech Retail.	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Delete - Agreed

23. Measurement:	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
This measurement determines the number of calls that encounter a busy condition in the ACD. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> — — Resale <input type="checkbox"/> UNE <input checked="" type="checkbox"/> DSL 	
Calculation:	Report Structure:
(# of blocked calls ÷ total calls offered) * 100	Reported for LSC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
<ul style="list-style-type: none"> Tier 1 - None Tier 2 - Low 	
Benchmark:	
Parity with Ameritech Retail.	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Delete - Agreed

24. Measurement:	
Local Operations Center (LOC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when the Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LOC hours of operation are posted on the internet.	
Levels of Disaggregation:	
HDSL Calls <ul style="list-style-type: none"> • All other Calls 	
Calculation:	Report Structure:
Total queue time ÷ total calls answered	Reported for LOC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 — None	
Tier 2 — None	
Benchmark:	
Parity with Ameritech Retail.	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

24.1 Measurement:	
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 Ameritech call management (ACD) system and accumulates hold time data based on the primary queue. Calls are answered during normal business hours and reported via ACD reporting capabilities.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNE • DSL 	
Calculation:	Report Structure:
Total time on hold ÷ total calls answered	Reported for all calls to the LOC for all CLECs (aggregated)
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Diagnostic	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Delete - Agreed

26. Measurement:	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
None	
Business Rules:	
This measurement determines the number of calls that encounter a busy condition in the ACD. 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:	
<input type="checkbox"/> DSL Calls <input checked="" type="checkbox"/> All Other Calls	
Calculation:	Report Structure:
$\left(\frac{\text{\# of blocked calls} - \text{total calls offered}}{\text{total calls offered}} \right) * 100$	Reported for LOC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - Low	
Benchmark:	
Parity with Ameritech Retail.	

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE
RESALE POTS AND UNE LOOP AND PORT
COMBINATIONS BY Ameritech

Provisioning

Agreed

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

~~Geographic~~ Geographic per State Agreements (See Appendix Four)

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 Combo~~ UNE-P (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:

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

Report Structure:

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

Measurement Type:

Tier 1 - ~~High~~ None

Tier 2 - ~~High~~ None

Benchmark:

Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). ~~UNE Combo~~ UNE-P Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). CIA Centrex parity between Field Work compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to a 4 day interval.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

28. Measurement:

Percent POTS/UNE-P Installations Completed Within "X" Business Days
(POTS) the Customer Requested Due Date

Definition:

Measure of orders completed within "X" business days of the application the customer requested due date when that date is later than or equal to the offered due date/interval or, if expedited (accepted or not accepted), the date agreed to by Ameritech. For Field Work (FW) orders "X" equals five business days, for No Field Work (NFW) orders "X" equals three business days.

Exclusions:

- CLEC caused misses.
- Field Work orders – excludes customer requested due dates beyond the offer date.
- No Field Work orders – excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day.
- CIA Centrex excluded if customer requested due dates greater than 5 business days.
- All orders except N, T, and C orders. Orders where CLECs are charged expedite charges

Business Rules:

The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order. The clock stops on the Completion Date which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion – Application Date). If the order is Next Day Due, then the interval is [(Completion – Next Business Day) + 1]. UNE Combo UNE-Ps are also reported at order level.

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

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

Geographic, Geographic per State Agreements (See Appendix Four)

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 Combo UNE-P (UNE-P)

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

Projects

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

Calculation:

$$\left(\frac{\text{\# of orders installed within "X" business days}}{\text{the requested interval}} + \frac{\text{total number of orders not subject to exclusions}}{\text{total number of orders}} \right) * 100$$

Report Structure:

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

Measurement Type:

~~Tier 1~~ None
~~Tier 2~~ None

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

Benchmark:

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

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

CIA Centrex parity between Field Work compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to 95% within a 5-day interval.

UNE-P Projects - 95% within customer-requested due date.