

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

**Measurement Type:**

~~Tier 1 High~~

~~Tier 2 High~~

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

**Benchmark:**

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

<b>30. Measurement:</b>																			
<b>Percent Ameritech Missed Due Dates Due To Lack Of Facilities</b>																			
<b>Definition:</b>																			
Percent N, T, and C orders with missed committed due dates due to lack of facilities.																			
<b>Exclusions:</b>																			
<ul style="list-style-type: none"> <li>• Orders that are not N, T, or C.</li> <li>• No Field Work (NFW) Orders.</li> </ul>																			
<b>Business Rules:</b>																			
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at an order level. <del>UNE Combo</del> UNE-Ps are also reported at an order level.																			
<b>Levels of Disaggregation:</b>																			
<p><del>Geographic</del> <u>Geographic per State Agreements (See Appendix Four)</u></p> <p>POTS</p> <ul style="list-style-type: none"> <li>• Residence class of service                             <ul style="list-style-type: none"> <li>-- &gt; 30 calendar days</li> <li>-- &gt; 90 calendar days</li> </ul> </li> <li>• Business class of service                             <ul style="list-style-type: none"> <li>-- &gt; 30 calendar days</li> <li>-- &gt; 90 calendar days</li> </ul> </li> </ul> <p><del>UNE Combo</del> <u>UNE-P (UNE P)</u></p> <ul style="list-style-type: none"> <li>• Residence class of service                             <ul style="list-style-type: none"> <li>-- &gt; 30 calendar days</li> <li>-- &gt; 90 calendar days</li> </ul> </li> <li>• Business class of service                             <ul style="list-style-type: none"> <li>-- &gt; 30 calendar days</li> <li>-- &gt; 90 calendar days</li> </ul> </li> </ul>																			
<b>Calculation:</b>	<b>Report Structure:</b>																		
(# of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100	Reported for CLEC, all CLECs Ameritech, and Ameritech Affiliate.																		
<b>Measurement Type:</b>																			
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;"></th> <th style="width: 10%;">IL</th> <th style="width: 10%;">IN</th> <th style="width: 10%;">MI</th> <th style="width: 10%;">OH</th> <th style="width: 10%;">WI</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>Low</td> <td>Low</td> <td>Med</td> <td>Low</td> <td>Low</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </tbody> </table>			IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

**Benchmark:**

Resale POTS parity compared to Ameritech (N, T, and C order types). ~~UNE~~  
~~Combo~~UNE-P Parity compared to Ameritech (N, T, C order types).

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

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

<b>32. Measurement:</b>																			
<b>Average Delay Days For Ameritech Caused Missed Due Dates</b>																			
<b>Definition:</b>																			
Average calendar days from due date to completion date on company missed orders.																			
<b>Exclusions:</b>																			
<ul style="list-style-type: none"> <li>• Orders that are not N, T, or C.</li> <li>• Company delayed orders as a result of lack of facilities.</li> </ul>																			
<b>Business Rules:</b>																			
Includes orders missed due to lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. <del>UNE-Combo</del> <u>UNE-Ps</u> are also reported at an order level.																			
<b>Levels of Disaggregation:</b>																			
<del>Geographic</del> <u>Geographic per State Agreements (See Appendix Four)</u>																			
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<b>Calculation:</b>	<b>Report Structure:</b>																		
$\Sigma(\text{Completion date} - \text{due date}) \div$ (total completed orders with a Ameritech caused missed due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
<b>Measurement Type:</b>																			
<table border="1" 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>Tier 1</td> <td>Med</td> <td>Med</td> <td>Med</td> <td>Med</td> <td>Med</td> </tr> <tr> <td>Tier 2</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </tbody> </table>			IL	IN	MI	OH	WI	Tier 1	Med	Med	Med	Med	Med	Tier 2	None	None	None	None	None
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Tier 1	Med	Med	Med	Med	Med														
Tier 2	None	None	None	None	None														

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

**Benchmark:**

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

<b>33. Measurement:</b>																			
<b>Percent Ameritech Caused Missed Due Dates &gt; 30 days</b>																			
<b>Definition:</b>																			
Percent of orders where installation was completed greater than 30 days following the due date.																			
<b>Exclusions:</b>																			
Orders that are not N, T, or C.																			
<b>Business Rules:</b>																			
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at an order level. <del>UNE Combo</del> <u>UNE-Ps</u> are also reported at an order level.																			
<b>Levels of Disaggregation:</b>																			
<u>Geographic, Geographic per State Agreements (See Appendix Four)</u>																			
POTS																			
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<b>Calculation:</b>	<b>Report Structure:</b>																		
$\left( \frac{\text{\# of orders completed greater than 30 calendar days following the due date}}{\text{total orders completed}} \right) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
<b>Measurement Type:</b>																			
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	<u>IL</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	<u>None</u>	None	None														

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

**Benchmark:**

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Delete - Agreed

<b>34. Measurement:</b>	
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	
<b>Definition:</b>	
The total number of orders that were cancelled by the CLEC after the order due date. Only orders cancelled with Ameritech missed codes are included.	
<b>Exclusions:</b>	
<input type="checkbox"/> CLEC delayed orders. <input checked="" type="checkbox"/> Orders that are not N, T, or C.	
<b>Business Rules:</b>	
Includes orders that are cancelled by the customer after the negotiated due date and prior to completion.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <input type="checkbox"/> Residence class of service — > 30 calendar days — > 90 calendar days <input type="checkbox"/> Business class of service — > 30 calendar days — > 90 calendar days UNE Combo (UNE-P) <input type="checkbox"/> Residence class of service — > 30 calendar days — > 90 calendar days <input type="checkbox"/> Business class of service — > 30 calendar days — > 90 calendar days	
<b>Calculation:</b>	<b>Report Structure:</b>
# of orders cancelled after the Due Date	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 — None Tier 2 — None	
<b>Benchmarks:</b>	
Parity with Ameritech Retail. Diagnostic. No benchmark required. The critical z allowance does not apply.	

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Delete - Agreed

<b>34.1 Measurement:</b>	
<b>Average Delay Days for Ameritech Caused Canceled Orders</b>	
<b>Definition:</b>	
Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.	
<b>Exclusions:</b>	
<input type="checkbox"/> CLEC delayed orders. <ul style="list-style-type: none"> <li>• Orders that are not N, T, or G.</li> </ul>	
<b>Business Rules:</b>	
Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <input type="checkbox"/> Business class of service <input type="checkbox"/> Residence class of service UNE Combos (UNE-P) <input type="checkbox"/> Business class of service <ul style="list-style-type: none"> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(total number of delay days) / total canceled orders Delay Days are defined as (complete date - due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 - None Tier 2 - None	
<b>Benchmark:</b>	
Parity with Ameritech Retail. Diagnostic. No benchmark required.	

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

<p style="text-align: center;"><b>Calculation:</b></p> <p>(# of orders that receive a network customer trouble report within 30 calendar days of service order completion <u>Count of initial electronic and manual trouble reports issued on or within 30 days after service order completion</u> ÷ total orders) * 100</p>	<p style="text-align: center;"><b>Report Structure:</b></p> <p>Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.</p>																								
<p><b>Measurement Type:</b></p>																									
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	<u>High</u>	<u>High</u>																							
	<u>High</u>	<u>High</u>	<u>Med</u>	<u>High</u>	<u>High</u>																				
Tier 1	High	High	Med	High	High																				
Tier 2	High	High	Med	High	High																				
<p><b>Benchmark:</b></p> <p>Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). <del>UNE Combo</del> <u>UNE-P</u> Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)</p>																									

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Delete - Agreed

<b>36. Measurement:</b>	
<b>Percent No Access (Service Orders With No Access)</b>	
<b>Definition:</b>	
Percent of Field Work (FW) orders with a status of "No Access."	
<b>Exclusions:</b>	
<input type="checkbox"/> CLEC caused misses. (SL - customer requests later date, SO - other customer reasons, SR - customer not ready); <input type="checkbox"/> All orders that are not N, T, or C. <ul style="list-style-type: none"> <li>• No Field Work.</li> </ul>	
<b>Business Rules:</b>	
Ameritech personnel set the "No Access" flag when access cannot be obtained to the customer's premises. Order must be completed.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <input type="checkbox"/> Business class of service <input type="checkbox"/> Residence class of service UNE Combo (UNE-P) <input type="checkbox"/> Business class of service <ul style="list-style-type: none"> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{(\# \text{ of orders that are No Access} + \text{Total Field Work orders}) * 100}{\text{Total Field Work orders}}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 - None	
Tier 2 - None	
<b>Benchmark:</b>	
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, and C order types). UNE Combo/UNE-P Field Work Parity compared to Ameritech Field Work (N, T, and C order types).	

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

### Maintenance

Agreed

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed – New Measure

## **37.1 Measurement**

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

#### **Definition:**

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

#### **Exclusions:**

- Trouble reports caused by customer provided equipment (CPE) or wiring.
- All disposition "11", "12", and "13" trouble reports (excludable reports).
- Trouble reports included in PM 35.
- Trouble reports included in PM 41

#### **Business Rules:**

CLEC and AIT repair reports are entered into and tracked in the LMOS system.  
Reports are counted in the month they post to LMOS.

#### **Levels of Disaggregation:**

##### POTS

- Business class of service
- Residence class of service

##### UNE-P

- Business class of service
- Residence class of service

#### **Calculation:**

[Total number of customer trouble reports ÷ (total lines in service ÷ 100)]

#### **Report Structure:**

Reported for POTS Resale trouble reports by CLEC, all CLECs and Amertitech.

#### **Measurement Type:**

High  
High

	<u>HI</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>
<u>Tier 1</u>	<u>High</u>	<u>High</u>	<u>Med</u>	<u>High</u>	<u>High</u>
<u>Tier 2</u>	<u>High</u>	<u>High</u>	<u>Med</u>	<u>High</u>	<u>High</u>

#### **Benchmark:**

POTS – Parity with Ameritech Retail.

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

<b>38. Measurement:</b>																																
<b>Percent Missed Repair Commitments</b>																																
<b>Definition:</b>																																
Percent of trouble reports not cleared by the commitment time due to Ameritech reasons.																																
<b>Exclusions:</b>																																
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> <li>• All disposition codes "11", "12", &amp; "13" reports (excludable reports)</li> </ul>																																
<b>Business Rules:</b>																																
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that Ameritech personnel clear the repair activity and complete the trouble report in the work and force systems. If this is after the commitment time, the report is flagged as a "Missed Commitment."																																
<b>Levels of Disaggregation:</b>																																
<p><del>Geographic</del> <u>Geographic per State Agreements (See Appendix Four)</u></p> <p>POTS</p> <ul style="list-style-type: none"> <li>• Business class of service                             <ul style="list-style-type: none"> <li>-- Dispatch</li> <li>-- No Dispatch</li> </ul> </li> <li>• Residence class of service                             <ul style="list-style-type: none"> <li>-- Dispatch</li> <li>-- No Dispatch</li> </ul> </li> </ul> <p><del>UNE Combo</del> <u>UNE-P-(UNE)-P</u></p> <ul style="list-style-type: none"> <li>• Business class of service                             <ul style="list-style-type: none"> <li>-- Dispatch</li> <li>-- No Dispatch</li> </ul> </li> <li>• Residence class of service                             <ul style="list-style-type: none"> <li>-- Dispatch</li> <li>-- No Dispatch</li> </ul> </li> </ul>																																
<b>Calculation:</b>	<b>Report Structure:</b>																															
$\left( \frac{\text{\# of trouble reports not cleared by the commitment time}}{\text{total trouble reports}} \right) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																															
<b>Measurement Type:</b>																																
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;"></td> <td style="width: 20%; text-align: center;"><del>Tier 1</del> High</td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> </tr> <tr> <td></td> <td style="text-align: center;"><del>Tier 2</del> High</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> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </table>			<del>Tier 1</del> High						<del>Tier 2</del> High							IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	<del>Tier 1</del> High																															
	<del>Tier 2</del> High																															
		IL	IN	MI	OH	WI																										
Tier 1	High	High	Med	High	High																											
Tier 2	High	High	Med	High	High																											

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

**Benchmark:**

POTS – Parity with Ameritech Retail.

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

## Levels of Disaggregation:

Geographic, Geographic per State Agreements (See Appendix Four)

### POTS

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

UNE Combo UNE-P (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:

$\Sigma[(\text{Date and time Ameritech clears trouble report}) - (\text{Date and time trouble report is received})] \div \text{Total customer trouble reports}$

### Report Structure:

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

### Measurement Type:

~~Tier 1 High~~

~~Tier 2 High~~

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

### **Benchmark:**

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

<b>40. Measurement:</b>																			
Percent Out Of Service (OOS) < 24 Hours																			
<b>Definition:</b>																			
Percent of OOS trouble reports cleared in less than 24 hours.																			
<b>Exclusions:</b>																			
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.</li> <li>• Disposition codes "11", "12", &amp; "13" reports (excludable reports).</li> <li>• Affecting Service reports.</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> </ul>																			
<b>Business Rules:</b>																			
Utilize state specific Business Rule or Standard clock hours as appropriate.																			
<b>Levels of Disaggregation:</b>																			
<del>Geographic</del> <u>Geographic per State Agreements (See Appendix Four)</u>																			
POTS																			
<ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>																			
<del>UNE Combo</del> <u>UNE-P (UNE) P</u>																			
<ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>																			
<b>Calculation:</b>	<b>Report Structure:</b>																		
$\frac{(\# \text{ of OOS trouble reports } < 24 \text{ hours})}{\div \text{ total OOS trouble reports}} * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
<b>Measurement Type:</b>																			
<del>Tier 1 - Medium</del>																			
<del>Tier 2 - None</del>																			
	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">IL</th> <th style="text-align: center;">IN</th> <th style="text-align: center;">MI</th> <th style="text-align: center;">OH</th> <th style="text-align: center;">WI</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">Med</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> <td style="text-align: center;"><u>None</u></td> <td style="text-align: center;">None</td> <td style="text-align: center;">None</td> </tr> </tbody> </table>		IL	IN	MI	OH	WI	Tier 1	Med	Med	Med	Med	Med	Tier 2	None	None	<u>None</u>	None	None
	IL	IN	MI	OH	WI														
Tier 1	Med	Med	Med	Med	Med														
Tier 2	None	None	<u>None</u>	None	None														
<b>Benchmark:</b>																			
POTS - Parity with Ameritech Retail.																			
<del>UNE Combo</del> <u>UNE-P</u> - Parity with Ameritech Residence and parity with Ameritech Business.																			

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

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

<b>41. Measurement:</b>																			
<b>Percent Repeat Reports</b>																			
<b>Definition:</b>																			
Percent of customer trouble reports received within 30 calendar days of a previous customer report.																			
<b>Exclusions:</b>																			
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.</li> <li>• Disposition codes "11", "12", &amp; "13" reports (excludable reports)</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> </ul>																			
<b>Business Rules:</b>																			
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.																			
<b>Levels of Disaggregation:</b>																			
<del>Geographic</del> <u>Geographic per State Agreements</u> (See Appendix Four) POTS <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> <del>UNE Combo</del> <u>UNE-P</u> (UNE-P) <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>																			
<b>Calculation:</b>	<b>Report Structure:</b>																		
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
<b>Measurement Type:</b>																			
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;"></th> <th style="width: 10%;">IL</th> <th style="width: 10%;">IN</th> <th style="width: 10%;">MI</th> <th style="width: 10%;">OH</th> <th style="width: 10%;">WI</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> <tr> <td>Tier 2</td> <td>High</td> <td>High</td> <td>Med</td> <td>High</td> <td>High</td> </tr> </tbody> </table>			IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

**Benchmark:**

POTS – Parity with Ameritech Retail.

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

**AMERITECH PERFORMANCE MEASUREMENT USER GUIDE**  
**RESALE SPECIALS AND UNE LOOP AND PORT**  
**COMBINATIONS COMBINED BY Ameritech (EXCLUDES**  
**“ACCESS” ORDERS)**

**Provisioning**

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

<b>Calculation:</b>	<b>Report Structure:</b>																		
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total circuits completed})}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
<b>Measurement Type:</b>																			
<del>Tier 1 High</del> <del>Tier 2 High</del>																			
	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">IL</th> <th style="text-align: center;">IN</th> <th style="text-align: center;">MI</th> <th style="text-align: center;">OH</th> <th style="text-align: center;">WI</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">Tier 2</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> </tbody> </table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
<b>Benchmark:</b>																			
Parity with Ameritech Retail.																			

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

### 44. Measurement:

Percent Specials Installations Completed Within 20 Calendar Days Customer Requested Due Date

#### Definition:

Percent Specials installations completed within 20 calendar days the customer requested due date when that date is greater than or equal to the standard offered interval or, if expedited (accepted or not accepted), the date agreed to by Ameritech.

#### Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Circuits that have a customer requested Due Date greater than 20 business days.
- Official company service from Retail.
- Orders where CLECs are charged expedite charges
- Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and ~~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 Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.

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

#### Levels of Disaggregation:

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

<b>Calculation:</b>	<b>Report Structure:</b>
(# of circuits installed within <u>20</u> <u>within the customer requested due date - calendar days</u> ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

<b>Measurement Type:</b>					
<del>Fier 1</del>	High				
<del>Fier 2</del>	High				
	<u>IL</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>
Fier 1	High	High	Med	High	High
Fier 2	High	High	Med	High	High

  

<b>Benchmark:</b>
Parity with Ameritech Retail.