

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

<b>MI 14 Measurement:</b>	
Percent Completion Notifications Returned Within "X" Hours of Completion of Maintenance Trouble Ticket	
<b>Definition:</b>	
Percent mechanized completions returned within "X" hours of completion of the trouble tickets.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
<p>The elapsed time for a completion notice to be sent to the CLEC from the time that the trouble ticket is closed in the Ameritech Work and Force Management System.</p> <p>For trouble reports that are submitted electronically – the time from the close of the trouble in WFA or LMOS to the time that the completion status is made available to the CLEC (via EBTA).</p> <p>For orders, which are submitted manually – the time from the close in the WFA or LMOS systems to the time, that completion notice report is faxed to the CLEC. This is based on a process whereby previous day troubles are faxed to CLECs. The CLEC must provide a FAX number to Ameritech.</p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Resale               <ul style="list-style-type: none"> <li>-- Manual - <del>&lt;24 hours</del> <u>Next Day</u></li> <li>-- Electronic &lt; 1 hour</li> </ul> </li> <li>• UNE Loops               <ul style="list-style-type: none"> <li>-- Manual <del>&lt;24 hours</del> <u>Next Day</u></li> <li>-- Electronic &lt;1 hour</li> </ul> </li> <li>• UNE P               <ul style="list-style-type: none"> <li>-- Manual <del>&lt;24 hours</del> <u>Next day</u></li> <li>-- Electronic &lt;1 hour</li> </ul> </li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{(\# \text{ of completions returned to CLEC within X hours } \div \text{ total completions}) * 100}{}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
95% w/in the specified interval.	

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

<b>MI 16 Measurement:</b>	
Percentage Rejected Query Notices	
<b>Definition:</b>	
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).	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Total number of Rejected Query Notices sent as compared to the total number of Queries processed.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Address Verification</li> <li>• Request for Telephone Number</li> <li>• Request for Customer Service Record</li> <li>• Service Feature Availability</li> <li>• Dispatch Required – Ameritech combines “Service Appointment Scheduling” and “Dispatch Required” functions in the “Due Date Selection” query</li> <li>• PIC</li> <li>• DSL Loop Qualification</li> <li>• NC/NCI</li> <li>• CFA Availability</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left( \frac{\text{\# rejected query notices}}{\text{total number of queries processed}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

<b>WI 2 Measurement:</b>	
Percent No Access (Percent of Trouble Reports with No Access) – UNE Loops	
<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>• 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” indicator 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>	
<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>	
UNE Field Work Parity compared to Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change - 5.0 dB Loop not offered in Ameritech

<b>WI 9. Measurement:</b>	
Percent Facility Modification Orders	
<b>Definition:</b>	
Percentage of orders requiring Facility Modification	
<b>Exclusions:</b>	
Orders not requiring Facility modification notification.	
<b>Business Rules:</b>	
The total number of orders requiring facility modification reflected as a percentage of all orders completed in the period.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 8.0 dB Loops                             <ul style="list-style-type: none"> <li>-- With Test Access</li> <li>-- Without Test Access</li> </ul> </li> <li>    <i>NOTE:</i> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.</li> <li><del>• 5.0 dB Loops</del> <ul style="list-style-type: none"> <li><del>— With Test Access</del></li> <li><del>— Without Test Access</del></li> </ul> </li> <li>• BRI Loop With Test Access</li> <li>• DS1 Loop With Test Access</li> <li>• Dedicated Transport                             <ul style="list-style-type: none"> <li>-- DS1</li> <li>-- DS3</li> </ul> </li> <li>• Dark Fiber</li> <li>• DSL Loops                             <ul style="list-style-type: none"> <li>-- With Line Sharing</li> <li>-- No Line Sharing</li> </ul> </li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of FMOD UNEs/Total UNEs installed) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 - None	
Tier 2 - None	
<b>Benchmark:</b>	
Diagnostic	

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

<b>CLEC WI 4. Measurement:</b>																			
Accuracy of Processing CLEC Corrections Based on Review of Directory Information (Issue L)																			
<b>Definition:</b>																			
Measures number of errors in final review and in printed directory that were not corrected after notice by CLEC of needed correction.																			
<b>Exclusions:</b>																			
Listings with Incorrect information submitted by CLEC.																			
<b>Business Rules:</b>																			
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.																			
<b>Levels of Disaggregation:</b>																			
<ul style="list-style-type: none"> <li>• First Pre-BOC</li> <li>• Second Pre-BOC</li> </ul>																			
<b>Calculation:</b>	<b>Report Structure:</b>																		
(# of listings without errors after correction requested/Total updates submitted) *100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.																		
<b>Measurement Type:</b>																			
<p>If the benchmark is not met for corrections requested after the first review, the \$200 charge for the second pre-BOC will be waived by AAS.</p> <p>If the Benchmark is not met for corrections requested after the second pre-BOC, the remedy will be</p> <p><del>Tier 1 High</del></p> <ul style="list-style-type: none"> <li>• <del>Tier 2 None</del></li> </ul> <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>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>None</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </tbody> </table>			IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	None	None	None	None	None														
<b>Benchmark:</b>																			
<p>For corrections requested in the review of the First pre-BOC 95% must be corrected in the second pre-BOC</p> <p>For corrections noted in the review of the second pre-BOC 99% of those corrections requested initially must be corrected in the final published directory.</p>																			

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

<b>CLEC WI 5. Measurement:</b>																									
Percentage of protectors not moved after technician visit (Issue O)																									
<b>Definition:</b>																									
Measures the percentage of times that a CLEC has to call Ameritech to replace a protector with a NID and move it to the outside of the house, where there has been an Ameritech technician at the premises within the last 30 days.																									
<b>Exclusions:</b>																									
None																									
<b>Business Rules:</b>																									
If a CLEC is required to call Ameritech to replace a protector with a NID and move it to the outside of a structure when Ameritech has worked at that premises within 30 days of the report.																									
<b>Levels of Disaggregation:</b>																									
None																									
<b>Calculation:</b>	<b>Report Structure:</b>																								
(Total number of CLEC service calls to move a NID/ Number of CLEC calls to move a NID where an Ameritech technician had been on site within the last 30 days) *100	Reported for CLEC, and all CLECs																								
<b>Measurement Type:</b>																									
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;"></td> <td style="width: 15%;"><del>High</del></td> </tr> <tr> <td></td> <td style="text-align: center;">IL</td> <td style="text-align: center;">IN</td> <td style="text-align: center;">MI</td> <td style="text-align: center;">OH</td> <td style="text-align: center;">WI</td> </tr> <tr> <td style="text-align: right;">Tier 1</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> <td style="text-align: center;">Med</td> <td style="text-align: center;">High</td> <td style="text-align: center;">High</td> </tr> <tr> <td style="text-align: right;">Tier 2</td> <td style="text-align: center;">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>High</del>	<del>High</del>	<del>High</del>	<del>High</del>	<del>High</del>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	<del>High</del>	<del>High</del>	<del>High</del>	<del>High</del>	<del>High</del>																				
	IL	IN	MI	OH	WI																				
Tier 1	High	High	Med	High	High																				
Tier 2	High	High	Med	High	High																				
<b>Benchmark:</b>																									
Less than 3%.																									

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

<b>CLEC WI 6. Measurement:</b>	
FMOD Process: Percent Form A Received Within the Interval Ordered by the Commission.	
<b>Definition:</b>	
Measures the percentage of FMOD orders where Form A is issued within the interval ordered by the Commission.	
<b>Exclusions:</b>	
Loop Qualified Orders requiring modification	
<b>Business Rules:</b>	
Under the revised FMOD policy issued 10/27, the FMOD process commences with Form A being issued by Ameritech. Form A must be received by the CLEC within the interval ordered by the Commission. Measured from date and time of initial FOC to send time of Form A.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 8.0 dB Loops                             <ul style="list-style-type: none"> <li>-- With Test Access</li> <li>-- Without Test Access</li> </ul> </li> <li><u>NOTE:</u> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.</li> <li><del>7.5 dB Loops</del> <ul style="list-style-type: none"> <li><del>— With Test Access</del></li> <li><del>— Without Test Access</del></li> </ul> </li> <li>• BRI Loop With Test Access</li> <li>• DS1 Loop With Test Access</li> <li>• Dedicated Transport                             <ul style="list-style-type: none"> <li>-- DS1</li> <li>-- DS3</li> </ul> </li> <li>• Dark Fiber</li> <li>• DSL Loops                             <ul style="list-style-type: none"> <li>-- With Line Sharing</li> <li>-- No Line Sharing</li> </ul> </li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left( \frac{\text{\# of FMOD orders where Form A issued within 24 hours}}{\text{Total \# FMOD orders}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

<b>Measurement Type:</b>					
<del>Tier 1</del>	<del>High</del>				
<del>Tier 2</del>	<del>High</del>				
	<u>IL</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
<b>Benchmark:</b>					
95 %					

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

<b>CLEC WI 7. Measurement:</b>	
FMOD Process: Percent Forms B, C, D, and E Received Within 72 Hours of Form A	
<b>Definition:</b>	
Measures the percentage of FMOD orders where Forms B, C, D, and/or E are issued within 72 hours of Form A.	
<b>Exclusions:</b>	
Loop Qualified Orders requiring modification.	
<b>Business Rules:</b>	
Measured from issuance of form A to receipt of Form B, C, D, E.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 8.0 dB Loops                             <ul style="list-style-type: none"> <li>-- With Test Access</li> <li>-- Without Test Access</li> </ul> </li> <li><u>NOTE:</u> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.</li> <li><del>□ 5.0 dB Loops</del> <ul style="list-style-type: none"> <li><del>— With Test Access</del></li> <li><del>— Without Test Access</del></li> </ul> </li> <li>• BRI Loop With Test Access</li> <li>• DS1 Loop With Test Access</li> <li>• Dedicated Transport                             <ul style="list-style-type: none"> <li>-- DS1</li> <li>-- DS3</li> </ul> </li> <li>• Dark Fiber</li> <li>• DSL Loops                             <ul style="list-style-type: none"> <li>-- With Line Sharing</li> <li>-- No Line Sharing</li> </ul> </li> </ul> <p style="margin-top: 20px;"><u>NOTE:</u> The above disaggregations are also reported for:</p> <ul style="list-style-type: none"> <li>• Form B</li> <li>• Form C</li> <li>• Form D</li> <li>• Form E</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left( \frac{\text{\# of FMOD orders where Form B, C, D, E issued within 24-72 hours/}}{\text{Total \# FMOD orders}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

<b>Measurement Type:</b>					
<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
<b>Benchmark:</b>					
95%					

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – 5.0 dB Loop not offered in Ameritech; Measurement Type Updated Per MI Remedy Plan Ruling

<b>CLEC WI 8. Measurement:</b>	
FMOD Process: Form B Percent Return FOC with New Due date Within 24 Hours	
<b>Definition:</b>	
<p>Form B is for Complex modifications. This measures the percent of time Ameritech issues the FOC with the new due date within:</p> <p>24 hours of Ameritech's receipt of the CLEC authorization of the complex modification charges; or</p> <p>B) if no confirmation of Form B is required from the CLEC, within 24 hours of Form B being sent.</p>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>▪ FMOD orders resulting in Forms C, D, and E.</li> <li>▪ Loop Qualified Orders requiring modification</li> </ul>	
<b>Business Rules:</b>	
Measured from the time that Ameritech receives the authorization of charges by the CLEC via Form B.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 8.0 dB Loops               <ul style="list-style-type: none"> <li>-- With Test Access</li> <li>-- Without Test Access</li> </ul> </li> <li><u>NOTE:</u> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.</li> <li><del>• 5.0 dB Loops</del> <ul style="list-style-type: none"> <li><del>-- With Test Access</del></li> <li><del>-- Without Test Access</del></li> </ul> </li> <li>• BRI Loop With Test Access</li> <li>• DS1 Loop With Test Access</li> <li>• Dedicated Transport               <ul style="list-style-type: none"> <li>-- DS1</li> <li>-- DS3</li> </ul> </li> <li>• Dark Fiber</li> <li>• DSL Loops               <ul style="list-style-type: none"> <li>-- With Line Sharing</li> <li>-- No Line Sharing</li> </ul> </li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left( \frac{\text{\# of FMOD orders where Form B, issued and FOC with new due date returned within 24 hours}}{\text{Total \# FMOD orders where form B issued}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

<b>Measurement Type:</b>					
<del>Tier 1</del>	<del>Low</del>				
<del>Tier 2</del>	<del>Medium</del>				
	<b>IL</b>	<b>IN</b>	<b>MI</b>	<b>OH</b>	<b>WI</b>
<b>Tier 1</b>	Low	Low	Med	Low	Low
<b>Tier 2</b>	Med	Med	Med	Med	Med
<b>Benchmark:</b>					
95%					

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

## CLEC WI 9. Measurement:

**FMOD Process:** Form C Percent Return Quote Within the Interval Ordered by the Commission

### Definition:

Form C involves orders where provisioning is through ILDC or RSU. This measures the percentage of orders involving Form C where Ameritech returns the quote for the work within the interval ordered by the Commission.

### Exclusions:

FMOD orders with Forms B, C, or D resulting in Forms B, D or E.

### Business Rules:

- Measured from the time Form C is issued.
- Loop Qualified Orders requiring modification

### Levels of Disaggregation:

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

*NOTE:* The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.
- ~~15.0 dB Loops~~
  - ~~— With Test Access~~
  - ~~— Without Test Access~~
- BRI Loop With Test Access
- DS1 Loop With Test Access
- Dedicated Transport
  - DS1
  - DS3
- Dark Fiber
- DSL Loops
  - With Line Sharing
  - No Line Sharing

### Calculation:

$$\left( \frac{\# \text{ of FMOD orders where Form C issued and quote issued within 24 30 days}}{\text{Total \# FMOD orders where form C issued}} \right) * 100$$

### Report Structure:

Reported for CLEC, all CLECs, 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

<b>Benchmark:</b>
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95%
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## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – 5.0 dB Loop not offered in Ameritech; Measurement Type Updated Per MI Remedy Plan Ruling

<b>CLEC WI 11. Measurement:</b>	
FMOD Forms B, C, D, Percentage of Due Dates Met	
<b>Definition:</b>	
Measures the percentage of due dates met when FMOD process invoked	
<b>Exclusions:</b>	
Loop Qualified Orders requiring modification	
<b>Business Rules:</b>	
Based on the first revised due date. Subsequent modifications to the due date will count as a missed due date.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 8.0 dB Loops                             <ul style="list-style-type: none"> <li>-- With Test Access</li> <li>-- Without Test Access</li> </ul> </li> <li><u>NOTE:</u> The Ameritech comparable to the 9dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.</li> <li><del>5.0 dB Loops</del> <ul style="list-style-type: none"> <li><del>— With Test Access</del></li> <li><del>— Without Test Access</del></li> </ul> </li> <li>• BRI Loop With Test Access</li> <li>• DS1 Loop With Test Access</li> <li>• Dedicated Transport                             <ul style="list-style-type: none"> <li>-- DS1</li> <li>-- DS3</li> </ul> </li> <li>• Dark Fiber</li> <li>• DSL Loops                             <ul style="list-style-type: none"> <li>-- With Line Sharing</li> <li>-- No Line Sharing</li> </ul> </li> </ul> <p style="margin-top: 10px;"><u>NOTE:</u> The above disaggregations are also reported for:</p> <ul style="list-style-type: none"> <li>• Form B</li> <li>• Form C</li> <li>• Form D</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of FMOD orders with missed revised due dates/Total # FMOD orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

## 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:

Parity:

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

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

~~5.0 dB Loops~~ ————— ~~VGPL~~  
~~— With Test Access~~  
~~— Without Test Access~~

- |                             |                                  |
|-----------------------------|----------------------------------|
| • BRI Loop With Test Access | ISDN BRI                         |
| • DS1 Loop With Test Access | DS1 & ISDN PRI                   |
| • Dedicated Transport       |                                  |
| -- DS1                      | DS1                              |
| -- DS3                      | DS3                              |
| • Dark Fiber                | DS3                              |
| • DSL Loops                 |                                  |
| -- With Line Sharing        | Parity with Ameritech Affiliate  |
| -- No Line Sharing          | 5% (No critical z-value applies) |

NOTE: The above disaggregations are also reported for:

- Form B
- Form C
- Form D

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

## PERFORMANCE MEASUREMENTS

### Appendix One

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

## PERFORMANCE MEASUREMENTS

### Appendix Two

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

### Disposition Codes

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

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

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

## AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

### Disposition Codes

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

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

## PERFORMANCE MEASUREMENTS

### Appendix Three

#### Percentage of Missed Collocation Due Dates Damages and Assessments Methodology

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

##### **Tier 1:**

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

##### **Tier 2:**

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

# AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

## PERFORMANCE MEASUREMENTS

### Appendix Four

#### State Geographic Disaggregations

<u>Reporting Wire Center Nbr</u>	<u>Office Name</u>	<u>METRO Area Name</u>
216251	CLEARWATER	OHIO NORTH
216267	CLEARWATER S	OHIO NORTH
216321	FAIRMONT	OHIO NORTH
216381	EVERGREEN	OHIO NORTH
216421	GARFIELD	OHIO NORTH
216431	HENDERSON	OHIO NORTH
216451	GLENVILLE	OHIO NORTH
216521	LAKEWOOD	OHIO NORTH
216524	INDEPENDENCE	OHIO NORTH
216531	KENMORE	OHIO NORTH
216621	CLEVELAND MN	OHIO NORTH
216631	MELROSE	OHIO NORTH
216641	MICHIGAN	OHIO NORTH
216662	MONTROSE	OHIO NORTH
216731	REDWOOD	OHIO NORTH
216741	SHADYSIDE	OHIO NORTH
216831	TERRACE	OHIO NORTH
218921	WASHINGTON	OHIO NORTH
216977	AERO SPACE SYS	OHIO NORTH
330227	ROGERS	OHIO NORTH
330253	BLACKSTONE	OHIO NORTH
330274	MANTUA	OHIO NORTH
330296	RAVENNA	OHIO NORTH
330325	ROOTSTOWN	OHIO NORTH
330332	SALEM	OHIO NORTH
330385	EAST LIVERPOOL	OHIO NORTH
330424	LISBON	OHIO NORTH
330426	EAST PALESTINE	OHIO NORTH
330427	LEETONIA	OHIO NORTH
330448	BROOKFIELD	OHIO NORTH
330452	GLENDALE	OHIO NORTH
330457	NEW WATERFORD	OHIO NORTH
330477	GREENWOOD	OHIO NORTH
330482	COLUMBIANA	OHIO NORTH
330484	HUXLEY	OHIO NORTH
330488	IVANHOE	OHIO NORTH
330494	NORTH CANTON	OHIO NORTH
330532	WELLESVILLE	OHIO NORTH
330533	CANFIELD	OHIO NORTH
330534	HUBBARD	OHIO NORTH
330536	LOWELLVILLE	OHIO NORTH
330538	NORTH JACKSON	OHIO NORTH

<u>Reporting Wire Center Nbr</u>	<u>Office Name</u>	<u>METRO Area Name</u>
330542	NORTH LIMA	OHIO NORTH
330549	NORTH LIMA	OHIO NORTH
330626	KENT	OHIO NORTH
330628	MOGADORE	OHIO NORTH
330633	MEADOWBROOK	OHIO NORTH
330644	MIDLAKE	OHIO NORTH
330652	NILES	OHIO NORTH
330673	ORCHARD	OHIO NORTH
330679	SALINEVILLE	OHIO NORTH
330688	OVERDALE	OHIO NORTH
330699	UNIONTOWN	OHIO NORTH
330724	PARKWAY	OHIO NORTH
330743	RIVERSIDE	OHIO NORTH
330745	SHERWOOD	OHIO NORTH
330755	PLAZA	OHIO NORTH
330757	SKYLINE/POLAND	OHIO NORTH
330758	SKYLINE	OHIO NORTH
330759	NORTH RIVERSIDE	OHIO NORTH
330782	STERLING	OHIO NORTH
330784	STADIUM	OHIO NORTH
330799	SWEETBRIAR	OHIO NORTH
330821	ALLIANCE	OHIO NORTH
330825	VALLEY	OHIO NORTH
330828	DALTON	OHIO NORTH
330833	MASSILLON	OHIO NORTH
330854	CANAL FULTON	OHIO NORTH
330864	UNIVERSITY	OHIO NORTH
330866	MAGNOLIA	OHIO NORTH
330875	LOUISVILLE	OHIO NORTH
330877	HARTVILLE	OHIO NORTH
330879	NAVARRE	OHIO NORTH
330882	MANCHESTER	OHIO NORTH
330896	GREENSBURG	OHIO NORTH
330928	WALBRIDGE	OHIO NORTH
330935	MARLBORO	OHIO NORTH
330938	SEBRING	OHIO NORTH
330947	ATWATER	OHIO NORTH
440232	BEDFORD	OHIO NORTH
440234	BEREA	OHIO NORTH
440235	OLMSTED FALLS	OHIO NORTH
440237	NORTH ROYALTON	OHIO NORTH
440238	STRONGSVILLE	OHIO NORTH

**AMERITECH PERFORMANCE MEASUREMENT USER GUIDE**  
Appendix 4 - Geographic Reporting Disaggregations - Ohio

Reporting Wire Center Nbr	Office Name	METRO Area Name
440247	CHAGRIN FALLS	OHIO NORTH
440248	OLON	OHIO NORTH
440254	LEROY	OHIO NORTH
440255	MENTOR	OHIO NORTH
440256	KIRTLAND	OHIO NORTH
440257	MENTOR ON THE LK	OHIO NORTH
440331	EDISON	OHIO NORTH
440352	PAINESVILLE	OHIO NORTH
440442	HILLCREST	OHIO NORTH
440526	BRECKSVILLE	OHIO NORTH
440729	SCOTLAND	OHIO NORTH
440777	SPRING	OHIO NORTH
440834	BURTON	OHIO NORTH
440842	VICTORY	OHIO NORTH
440871	TRINITY	OHIO NORTH
440942	WILLOUGHBY	OHIO NORTH
419241	TOLEDO 25	OHIO SOUTH
419294	UPPER SANDUSKY	OHIO SOUTH
419332	FREEMONT	OHIO SOUTH
419359	BLOOMINGVILLE	OHIO SOUTH
419382	TOLEDO 38	OHIO SOUTH
419422	FINDLAY	OHIO SOUTH
419435	FOSTORIA	OHIO SOUTH
419447	TIFFIN	OHIO SOUTH
419472	TOLEDO 47W	OHIO SOUTH
419476	TOLEDO 47E	OHIO SOUTH
419531	TOLEDO 53	OHIO SOUTH
419595	NEW REIGEL	OHIO SOUTH
419625	SANDUSKY	OHIO SOUTH
419665	LINDSEY	OHIO SOUTH
419666	TOLEDO 66	OHIO SOUTH
419684	CASTALIA	OHIO SOUTH
419691	TOLEDO 69	OHIO SOUTH
419726	TOLEDO 72	OHIO SOUTH
419865	HOLLAND	OHIO SOUTH
419874	PERRYSBURG	OHIO SOUTH
419877	WHITEHOUSE	OHIO SOUTH
419893	MAUMEE	OHIO SOUTH
513422	MIDDLETOWN	OHIO SOUTH
513539	MONROE	OHIO SOUTH
513988	TRENTON	OHIO SOUTH
614221	COLUMBUS 22	OHIO SOUTH
614231	COLUMBUS 23	OHIO SOUTH
614252	COLUMBUS 25	OHIO SOUTH
614262	COLUMBUS 26	OHIO SOUTH
614274	COLUMBUS 27	OHIO SOUTH
614291	AXMINSTER	OHIO SOUTH

Reporting Wire Center Nbr	Office Name	METRO Area Name
614443	COLUMBUS 44	OHIO SOUTH
614451	COLUMBUS 45	OHIO SOUTH
614471	GAHANNA	OHIO SOUTH
614486	COLUMBUS 48	OHIO SOUTH
614491	LOCKBOURNE	OHIO SOUTH
614836	CANAL WINCHESTER	OHIO SOUTH
614855	NEW ALBANY	OHIO SOUTH
614866	REYNOLDSBURG	OHIO SOUTH
614875	GROVE CITY	OHIO SOUTH
614876	HILLIARD	OHIO SOUTH
614877	HARRISBURG	OHIO SOUTH
614878	ALTON	OHIO SOUTH
614879	W JEFFERSON	OHIO SOUTH
614882	WESTERVILLE	OHIO SOUTH
614885	COLUMBUS 644	OHIO SOUTH
614889	DUBLIN	OHIO SOUTH
740245	RIO GRANDE	OHIO SOUTH
740246	THORNVILLE	OHIO SOUTH
740254	GNADENHUTTEN	OHIO SOUTH
740256	GUYAN	OHIO SOUTH
740264	STEUBENVILLE 26	OHIO SOUTH
740282	STEUBENVILLE 28	OHIO SOUTH
740335	WASHINGTON	OHIO SOUTH
740342	NEW LEXINGTON	OHIO SOUTH
740347	CORNING	OHIO SOUTH
740367	CHESHIRE	OHIO SOUTH
740373	MARIETTA	OHIO SOUTH
740377	S POINT	OHIO SOUTH
740379	WALNUT	OHIO SOUTH
740388	VINTON	OHIO SOUTH
740394	SHAWNEE	OHIO SOUTH
740423	BELPRE	OHIO SOUTH
740425	BARNESVILLE	OHIO SOUTH
740426	JEFFERSONVILLE	OHIO SOUTH
740437	BLOOMINGBURG	OHIO SOUTH
740446	GALLIPOLIS	OHIO SOUTH
740452	ZANESVILLE	OHIO SOUTH
740458	CALRINGTON	OHIO SOUTH
740472	WOODSFIELD	OHIO SOUTH
740473	NEWPORT	OHIO SOUTH
740483	DUFFY	OHIO SOUTH
740484	BETHESDA	OHIO SOUTH
740495	NEW HOLLAND	OHIO SOUTH
740498	NEWCOMERSTOWN	OHIO SOUTH
740532	FRONTON	OHIO SOUTH
740535	MINGO JUNCTION	OHIO SOUTH
740536	RUSHVILLE	OHIO SOUTH

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE  
Appendix 4 - Geographic Reporting Disaggregations - Ohio

Reporting Wire Center Nbr	Office Name	METRO Area Name
740537	TORONTO	OHIO SOUTH
740545	W LAFAYETTE	OHIO SOUTH
740567	LEWISVILLE	OHIO SOUTH
740622	COSHOCTON	OHIO SOUTH
740633	MARTINS FERRY	OHIO SOUTH
740643	ARABIA	OHIO SOUTH
740653	LANCASTER	OHIO SOUTH
740659	GLENFORD	OHIO SOUTH
740674	PHILO	OHIO SOUTH
740676	BELLAIRE	OHIO SOUTH
740695	ST CLAIRSVILLE	OHIO SOUTH
740697	ROSEVILLE	OHIO SOUTH
740743	SOMERSET	OHIO SOUTH
740746	SUGAR GROVE	OHIO SOUTH
740753	LANCASTER	OHIO SOUTH
740754	DRESDEN	OHIO SOUTH
740756	CARROLL	OHIO SOUTH
740762	MURRAY CITY	OHIO SOUTH
740829	CONESVILLE	OHIO SOUTH
740849	FULTONHAM	OHIO SOUTH
740852	LONDON	OHIO SOUTH
740865	NEW MATAMOROS	OHIO SOUTH
740872	NORWICH	OHIO SOUTH
740874	SEDALIA	OHIO SOUTH
740922	URICHVILLE	OHIO SOUTH
740926	BEALLSVILLE	OHIO SOUTH
740934	GRAYSVILLE	OHIO SOUTH
740948	MILLEDGEVILLE	OHIO SOUTH
937222	DAYTON 22	OHIO SOUTH
937233	DAYTON 23	OHIO SOUTH
937252	DAYTON 25	OHIO SOUTH
937262	DAYTON 26	OHIO SOUTH
937266	PITCHEN	OHIO SOUTH
937274	DAYTON 27	OHIO SOUTH
937288	DANVILLE	OHIO SOUTH
937293	DAYTON 29	OHIO SOUTH
937322	SPRINGFIELD 32	OHIO SOUTH
937365	RAINSBORO	OHIO SOUTH
937368	FLETCHER	OHIO SOUTH
937372	XENIA	OHIO SOUTH
937392	RIPLEY	OHIO SOUTH
937393	HILLSBORO	OHIO SOUTH
937399	SPRINGFIELD 39	OHIO SOUTH
937426	BEAVERCREEK	OHIO SOUTH
937434	DAYTON 43	OHIO SOUTH
937453	BOWERSVILLE	OHIO SOUTH
937462	S CHARLESTON	OHIO SOUTH

Reporting Wire Center Nbr	Office Name	METRO Area Name
937466	MARSHALL	OHIO SOUTH
937568	S VIENNA	OHIO SOUTH
937675	JAMESTOWN	OHIO SOUTH
937695	WINCHESTER	OHIO SOUTH
937746	FRANKLIN	OHIO SOUTH
937764	BELFAST	OHIO SOUTH
937766	CEDARVILLE	OHIO SOUTH
937767	YELLOW SPRINGS	OHIO SOUTH
937773	PIQUA	OHIO SOUTH
937795	ABERDEEN	OHIO SOUTH
937845	NEW CARLISLE	OHIO SOUTH
937848	BELLBROOK	OHIO SOUTH
937849	MIDWAY	OHIO SOUTH
937857	CHRISTIANSBURG	OHIO SOUTH
937862	SPRING VALLEY	OHIO SOUTH
937864	ENON	OHIO SOUTH
937866	MIAMISBURG	OHIO SOUTH
937878	FAIRBORN	OHIO SOUTH
937882	DONNELSVILLE	OHIO SOUTH
937883	S SOLON	OHIO SOUTH
937885	FIVE POINTS	OHIO SOUTH
937890	VANDALIA	OHIO SOUTH
937927	SUGAR TREE RIDGE	OHIO SOUTH
937964	NORTH HAMPTON	OHIO SOUTH
937969	TREEMONT CITY	OHIO SOUTH
#####	XXXXXXXXXX	UNDETERMINED
#####2	XXXXXXXXXX	UNDETERMINED
#####3	XXXXXXXXXX	UNDETERMINED
#####4	XXXXXXXXXX	UNDETERMINED
#####5	XXXXXXXXXX	UNDETERMINED
#####6	XXXXXXXXXX	UNDETERMINED
#####7	XXXXXXXXXX	UNDETERMINED
#####8	XXXXXXXXXX	UNDETERMINED
#####9	XXXXXXXXXX	UNDETERMINED
#####1	XXXXXXXXXX	UNDETERMINED