

LARGE FILING SEPERATOR SHEET

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loop at the time of opening the trouble ticket. CLEC should utilize its testing equipment to determine the following: the number and location of load coil(s), repeater(s) and bridged tap(s), including the length of individual sections. If an RABT trouble ticket is opened, and it is later determined by AT&T-12STATE that the requested conditioning is not available because no such bridged tap was on the loop, the trouble ticket will be closed as a 'No Trouble Found' (NTF) and CLEC shall pay the Maintenance of Service charges referenced in Section 7.2 below.

4.2.2 CLEC may open an RABT trouble ticket via one of the following two methods: (i) by calling the LOC and opening a manual ticket with its specific RABT conditioning request; or (ii) by opening an electronic bonding ticket and in such case, shall identify its specific RABT conditioning request in the remarks field. If the specific RABT conditioning request is not documented on the CLEC trouble ticket, the trouble ticket will be returned to CLEC for specific information. Upon CLEC's request, the LOC will also investigate and address any AT&T-12STATE non-conditioning related reasons for any No Sync situation, or ensure CLEC's RABT request is appropriate by verifying the subject bridged tap is located on the loop, but AT&T-12STATE does not guarantee the synchronization of any loop. AT&T-12STATE In either case, when Excessive Bridged Tap is present on the loop, CLEC may request the removal of All Bridged Tap; and when Excessive Bridged Tap is not present on the loop, the removal of Non-Excessive Bridged Tap. If and when All Bridged Tap has been removed, any future trouble tickets concerning bridged tap will require a vendor meet with the AT&T-12STATE LOC. AT&T-12STATE LOC will notify CLEC as soon as the trouble is closed, whether conditioning has been performed or not. In those instances where AT&T-12STATE removes All or Non-Excessive Bridged Tap upon receipt of an RABT trouble ticket from CLEC under the provisions set forth herein, CLEC shall pay the applicable RABT conditioning charges set forth in Appendix Pricing for such conditioning work.

4.2.3 A trouble ticket opened by CLEC for RABT conditioning will be assigned a zero plus five (0+5) business day interval or in parity with the repair intervals AT&T-12STATE provides to its advanced services affiliate. When AT&T-12STATE determines it is not possible to perform RABT e.g., in those situations in which (i) municipalities will not grant rights of way to certain areas; or (ii) there are other issues associated with access to the subject facilities; or (iii) events, actions or circumstances exist or arise that are outside the sole control of AT&T-12STATE, AT&T-12STATE has no obligation to perform such conditioning.

4.2.4 To the extent that CLEC would like the option to request that a loop be conditioned by AT&T-12STATE to remove any device other than Excessive Bridged Taps, load coils and/or repeaters, or Non-excessive or All Bridged Tap, to make a loop xDSL capable, the Parties shall first meet to negotiate rates, terms and conditions for any such conditioning. In the event the loop over which the end-user is being provided xDSL-based service should require conditioning during non-working hours, the due date may be adjusted consistent with the end-user's release of the voice grade circuit and the Maintenance of Service charges referenced in Section 7.2 below shall apply for the time devoted by AT&T-12STATE to perform the requested conditioning during non-working hours, in addition to the loop conditioning rates set forth in Appendix Pricing for the actual loop conditioning work performed.

4.3 **Maintenance, Repair and Testing:** AT&T-12STATE shall provide Maintenance Repair and Testing in accordance with the lawful and effective requirements of 47 C.F.R. §51.319(a)(1)(iv).

4.3.1 **Maintenance Scope:** AT&T-12STATE's maintenance shall be as follows: (i) for loops 12,000 feet or less: AT&T-12STATE maintenance shall be limited to assuring loop continuity and balance and verification that the loop was (or is) conditioned as described in Section 4.1 above; (ii) for loops greater than 12,000 feet for which CLEC elected that AT&T-12STATE not perform any conditioning, AT&T-12STATE maintenance shall be limited to assuring loop continuity and balance. For loops greater than 12,000 for which CLEC requested that AT&T-12STATE perform some or all of the available conditioning, AT&T-12STATE will verify continuity, the completion of all requested conditioning and will repair at no charge to CLEC any gross defects which would be unacceptable for POTS and which do not result from the loop's modified design. AT&T-12STATE will resolve CLEC-referred trouble tickets in parity with the repair intervals AT&T-12STATE provides its advanced services affiliate.

- 4.3.2 **CLEC Submitted Trouble Ticket:** If CLEC submits a trouble ticket to **AT&T-12STATE** and the problem is determined by **AT&T-12STATE** to be in CLEC's network, data equipment or splitter, CLEC shall pay **AT&T-12STATE**, following **AT&T-12STATE** closing the trouble ticket, the Maintenance of Service charges referenced in Section 7.2 below. In any such case, when CLEC resolves the trouble condition in its network, data equipment or splitter, CLEC will contact **AT&T-12STATE** to advise that the trouble has been resolved.
- 4.3.3 **Line and Station Transfer ("LST"):** For a loop currently in service where trouble ticket resolution has identified that Excessive Bridged Tap(s), load coil(s) and/or repeater(s) are on the loop and transferring to a new loop is a solution identified by **AT&T-12STATE** to resolve a trouble, **AT&T-12STATE**, at its sole option, may perform an LST to resolve the identified trouble. In the event that a request for conditioning is received from the CLEC on a loop currently in service and **AT&T-12STATE** determines that an LST can be performed, the **AT&T-12STATE** LOC will contact CLEC to inform it of the decision to perform an LST in lieu of CLEC's requested conditioning. In such case, the charge for the LST set forth in Appendix Pricing shall apply in lieu of any loop conditioning charges which would have applied had the requested conditioning been performed. If, however, the LST does not resolve the reported trouble and the trouble is determined to be an **AT&T-12STATE** network-related problem, then CLEC will not be charged the LST rate or for **AT&T-12STATE**'s resolution of the trouble. If, however, the trouble is found not to be an **AT&T-12STATE** network-related problem, then CLEC shall pay the Maintenance of Service charges referenced in Section 7.2 below, in addition to the applicable LST charge.
5. **Spectrum Management:** The Parties shall comply with the FCC's lawful and effective spectrum management rules, 47 C.F.R. §51.231-233, as such rules may be modified from time to time. CLEC will advise **AT&T-12STATE** on the ordering form of the Power Spectral Density ("PSD") mask approved or proposed by T1.E1 that reflects the service performance parameters of the technology that CLEC intends to provision, and CLEC will notify **AT&T-12STATE** if and when a change in PSD mask is made. **AT&T-12STATE** shall use such PSD information solely for inventory and spectrum management purposes and in all cases, will manage the spectrum and differing xDSL services in a competitively neutral manner consistent with all relevant industry standards. **AT&T-12STATE** shall not deny CLEC a loop based upon spectrum management issues in the absence of FCC or Commission approval. In the event that the FCC or the industry establishes long-term standards, practices and policies relating to spectrum compatibility and management that differ from those referenced in this Agreement, the Parties shall comply with such standards, practices and policies and will establish a mutually agreeable transition plan and timeframe for implementation; provided, however, if **AT&T-12STATE** and/or CLEC is providing xDSL technologies for which there was previously no standard, then that Party must begin the process of bringing its deployed xDSL technology(ies) and equipment into compliance with such standards at its own expense within thirty (30) days after general availability.
6. **Splitters:** CLEC shall own and have sole responsibility to forecast, purchase, install, inventory, provision and maintain splitters for purposes of line splitting hereunder and shall collocate such splitters in accordance with the collocation provisions set forth elsewhere in this Agreement or as set forth in the applicable Commission-ordered tariff, as applicable, and consistent with **AT&T-12STATE**'s standard collocation practices and procedures. With respect to any CLEC physical collocation arrangement in which a CLEC splitter is located, CLEC will have test access to the line side of its splitter (assuming CLEC has provisioned splitter cards that provide test port capabilities). CLEC-owned splitters shall be provisioned using standard **AT&T-12STATE** configuration cabling and wiring in **AT&T-12STATE** locations and shall adhere to established industry and national standards. CLEC's Connecting Block layouts will reflect standard recognizable arrangements that work in conjunction with **AT&T-12STATE**'s OSS.
7. **Pricing/Rates**
- 7.1 The rates applicable to xDSL Loops and xDSL Subloops and the associated charges including without limitation, the applicable service order charges and charges for mechanized and manual loop qualification, loop conditioning, cross-connects and LSTs are set forth in Appendix Pricing.
- 7.2 In those instances specified herein, or in the event that **AT&T-12STATE** agrees to perform any additional work on CLEC's behalf that is not explicitly addressed in this Appendix, CLEC shall pay Maintenance of Service charges on a time and material basis, in 30-minute increments, for the **AT&T-12STATE** technician time involved

in performing such work, pursuant to Section 13.4.4 of the FCC No. 73 tariffs, as such tariffs may be modified from time to time. If requested by the CLEC, Overtime and Premium time charges will apply as provided for in such FCC tariffs for any work or tests requested by CLEC and performed by AT&T-12STATE are performed outside of standard business hours.

8. Definitions Applicable to this Appendix

- 8.1 **"All Bridged Tap"** means both "Excessive" and "Non-excessive" Bridged Tap.
- 8.2 **"Commission"** means the applicable state agency(ies) with regulatory authority over telecommunications in each AT&T-12STATE state.
- 8.3 **"Excessive Bridged Tap"** as used herein shall refer to bridged tap in excess of 2,500 feet in total length.
- 8.4 **"Non-excessive Bridged Tap"** as used herein shall refer to bridged tap less than 2,500 feet in total length.
- 8.5 **"AT&T-12STATE"** as used herein means the applicable AT&T-owned ILEC doing business in California, Nevada, Arkansas, Missouri, Oklahoma, Texas, Kansas, Michigan, Wisconsin, Ohio, Illinois and Indiana.
- 8.6 **"Splitter"** as used herein shall refer to the device that divides the data and voice signals concurrently moving across the loop. The Splitter may be directly integrated into the DSLAM equipment or may be externally mounted in CLEC's collocation arrangement.

APPENDIX NON-INTERCOMPANY SETTLEMENT (NICS)

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APPENDIX NON-INTERCOMPANY SETTLEMENT (NICS)

1. INTRODUCTION

- 1.1 This Appendix sets forth the terms and conditions under which AT&T MIDWEST REGION 5-STATE will perform the revenue settlement of intrastate/intraLATA local/toll alternately billed calls between AT&T MIDWEST REGION 5-STATE and the CLEC via the Centralized Message Distribution System (CMDS) NICS reports.
- 1.2 AT&T Inc. (AT&T) means the holding company which directly or indirectly owns the following ILECs: Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company Incorporated d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, Nevada Bell Telephone Company d/b/a AT&T Nevada, The Ohio Bell Telephone Company d/b/a AT&T Ohio, Pacific Bell Telephone Company d/b/a AT&T California, The Southern New England Telephone Company, Southwestern Bell Telephone, L.P. d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma and/or AT&T Texas and/or Wisconsin Bell, Inc. d/b/a AT&T Wisconsin.
- 1.3 AT&T ILLINOIS - As used herein, AT&T ILLINOIS means Illinois Bell Telephone Company d/b/a AT&T Illinois, the applicable AT&T-owned ILEC doing business in Illinois.
- 1.4 AT&T INDIANA - As used herein, AT&T INDIANA means Indiana Bell Telephone Company Incorporated d/b/a AT&T Indiana, the applicable AT&T-owned ILEC doing business in Indiana.
- 1.5 AT&T MICHIGAN - As used herein, AT&T MICHIGAN means Michigan Bell Telephone Company d/b/a AT&T Michigan, the applicable AT&T-owned doing business in Michigan.
- 1.6 AT&T MIDWEST REGION 5-STATE - As used herein, AT&T MIDWEST REGION 5-STATE means Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company Incorporated d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, The Ohio Bell Telephone Company d/b/a AT&T Ohio, and/or Wisconsin Bell, Inc. d/b/a AT&T Wisconsin, the applicable AT&T-owned ILEC(s) doing business in Illinois, Indiana, Michigan, Ohio and Wisconsin.
- 1.7 AT&T OHIO - As used herein, AT&T OHIO means The Ohio Bell Telephone Company d/b/a AT&T Ohio, the applicable AT&T-owned ILEC doing business in Ohio.
- 1.8 AT&T WISCONSIN - As used herein, AT&T WISCONSIN means Wisconsin Bell, Inc. d/b/a AT&T Wisconsin, the applicable AT&T-owned ILEC doing business in Wisconsin.

2. DEFINITIONS

- 2.1 "Centralized Message Distribution System" (CMDS) - means the industry-wide data collection system located in St. Louis, Missouri which handles the daily exchange of toll message details between LECs that are Direct Participants of the systems.
- 2.2 "Direct Participants" (DP) - the 24 pre-divestiture Bell Operating Companies that interface directly with CMDS. Following is a list of the Direct Participants:
 - 2.2.1 New England Telephone Company
 - 2.2.2 New York Telephone Company
 - 2.2.3 Bell Atlantic, NJ
 - 2.2.4 Bell Atlantic, PA
 - 2.2.5 Bell Atlantic, DE
 - 2.2.6 Bell Atlantic, DC
 - 2.2.7 Bell Atlantic, MD
 - 2.2.8 Bell Atlantic, VA
 - 2.2.9 Bell Atlantic, WV

- 2.2.10 Southern Bell Telephone Company
 - 2.2.11 South Central Bell Telephone Company
 - 2.2.12 The Ohio Bell Telephone Company d/b/a AT&T Ohio
 - 2.2.13 Michigan Bell Telephone Company d/b/a AT&T Michigan
 - 2.2.14 Indiana Bell Telephone Company Incorporated d/b/a AT&T Indiana
 - 2.2.15 Illinois Bell Telephone Company d/b/a AT&T Illinois
 - 2.2.16 Wisconsin Bell Telephone Company d/b/a AT&T Wisconsin
 - 2.2.17 Northwestern Bell Telephone Company
 - 2.2.18 Southwestern Bell Telephone, L.P. d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma and/or AT&T Texas
 - 2.2.19 Mountain Bell Telephone Company
 - 2.2.20 Pacific Bell Telephone Company d/b/a AT&T California
 - 2.2.21 Nevada Bell Telephone Company d/b/a AT&T Nevada
 - 2.2.22 The Southern New England Telephone Company
 - 2.2.23 Cincinnati Bell Telephone Company
- 2.3 **"Exchange Message Interface" (EMI)** -the format used for the exchange of telecommunications message information. EMI format is contained in the Alliance for Telecommunications Industry Solutions (ATIS) document that defines industry guidelines for exchange message records.
- 2.4 **"Local Exchange Carriers" (LECs) or "Exchange Carriers" (ECs)** - facilities-based providers of local telecommunication services.
- 2.5 **"Non-Intercompany Settlement" (NICS)** is a revenue exchange process for messages which originate from CLEC and bill to AT&T MIDWEST REGION 5-STATE and message which originate from AT&T MIDWEST REGION 5-STATE and bill to CLEC. NICS messages must originate and bill within the same AT&T MIDWEST REGION 5-STATE Company.

3. **NON-INTERCOMPANY SETTLEMENT (NICS) DESCRIPTION**

- 3.1 Non-Intercompany Settlement (NICS) shall apply only to alternately billed messages (calling card, third number billed and collect calls) originated by AT&T MIDWEST REGION 5-STATE and billed by the CLEC [when the CLEC is using its own end office switch], or messages for calls originated by the CLEC and billed by AT&T MIDWEST REGION 5-STATE within the same AT&T MIDWEST REGION 5-STATE State (i.e., messages for intrastate/intraLATA traffic only). For example, an alternately billed call originating within AT&T ILLINOIS territory and billed to a CLEC within AT&T ILLINOIS would be covered by this section; a call originating within AT&T MICHIGAN but billing outside of AT&T MICHIGAN would not be NICS.
- 3.2 NICS does not extend to 900 or 976 calls or to other pay per call services.
- 3.3 The Telcordia Technologies NICS report is the source for revenue to be settled between AT&T MIDWEST REGION 5-STATE and CLEC. NICS settlement will be incorporated into the CLEC's monthly invoice.
- 3.4 This agreement does not cover calls originating and billing within a state outside of AT&T MIDWEST REGION 5-STATE. For such traffic, CLEC should obtain NICS-type agreements with the LECs in that state.

4. **RESPONSIBILITIES OF THE PARTIES**

- 4.1 Each Party is responsible for submitting the appropriate EMI billable record (as defined in the Telcordia Technologies NICS System Specifications document) to Telcordia CMDS for inclusion in the NICS report when an alternately billed call originates from its end user.

5. **BASIS OF COMPENSATION**

- 5.1 CLEC agrees to pay a \$.05 per message charge to AT&T MIDWEST REGION 5-STATE for all qualifying messages billed by AT&T MIDWEST REGION 5-STATE.

- 5.2 AT&T MIDWEST REGION 5-STATE agrees to pay the same \$.05 a per message charge to CLEC for all qualifying messages billed by CLEC.
- 5.3 Net payment shall be due within thirty (30) days of the date of the invoice. Net payment is the amount due to AT&T MIDWEST REGION 5-STATE or CLEC based on netting the amount due AT&T MIDWEST REGION 5-STATE and the amount due CLEC from the Telcordia Technologies NICS report. A late payment charge of one and one half percent (1 1/2%) per month, or the highest amount allowed by law, whichever is greater, shall apply to past due amounts.

6. TERM OF AGREEMENT

- 6.1 Unless sooner terminated as herein provided, this Agreement will continue in force for a period of one (1) year from the effective date hereof and thereafter until terminated by sixty (60) days prior notice in writing from either party to the other. Provided however, this Attachment shall not continue in force and effect beyond the term of the ICA as specified in the General Terms and Conditions.

APPENDIX-PRICING (INDIANA)

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APPENDIX PRICING (INDIANA)

1. INTRODUCTION

- 1.1 This Appendix sets forth the pricing terms and conditions only for the applicable AT&T Inc. (AT&T) owned Incumbent Local Exchange Carrier (ILEC) identified in 1.3 below. The rate table included in this Appendix is divided into the following five categories: Unbundled Network Elements (UNEs), Resale, Other (Resale), Other and Reciprocal Compensation. These categories are for convenience only and shall not be construed to define or limit any of the terms herein or affect the meaning or interpretation of this Agreement, including but not limited to the term "Lawful UNE," as that term is defined and used in this Agreement.
- 1.2 **AT&T Inc. (AT&T)** means the holding company which directly or indirectly owns the following ILECs: Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company Incorporated d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, Nevada Bell Telephone Company d/b/a AT&T Nevada, The Ohio Bell Telephone Company d/b/a AT&T Ohio, Pacific Bell Telephone Company d/b/a AT&T California, The Southern New England Telephone Company, Southwestern Bell Telephone, L.P. d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma and/or AT&T Texas and/or Wisconsin Bell, Inc. d/b/a AT&T Wisconsin.
- 1.3 **AT&T INDIANA** - As used herein, **AT&T INDIANA** means Indiana Bell Telephone Company Incorporated d/b/a AT&T Indiana, the applicable AT&T-owned ILEC doing business in Indiana.
- 1.4 Replacement of Non-Interim Rates

Certain of the non-interim rates, prices and charges set forth in this Agreement may have been established by the Commission ("Commission-established Non-Interim Rate(s)"). All rates included in this Agreement that are not specifically excluded from treatment under this Section 1.4, or that are not marked as interim or as "TBD" (To Be Determined) shall be considered Commission-established Non-Interim Rates. If, during the Term of this Agreement the Commission or the FCC modifies a Commission-established Rate(s) in an order or docket that is established by the Commission or FCC to be generally applicable to the Interconnection, Unbundled Network Elements, Collocation, functions, facilities, Resale discounts, or products or services ("Products or Services") available under this Agreement (i.e. *not* an order or docket relating only to a specific complaint or interconnection agreement arbitration), either Party may provide written notice ("Rate Change Notice") to the other Party, **after the effective date of such order**, that it wishes for the modified Commission-established Non-Interim Rate(s), ("Modified Rate(s)") to replace and supersede the Commission-established Non-Interim Rate(s) already set forth in this Agreement. Following such Rate Change Notice by either Party, and without the need for any formal amendment or further Commission action, the CLEC's billing tables will be updated to reflect (and CLEC will be charged) the Modified Rate(s), pursuant to timeframes as specifically set forth in Sections 1.4.1 and 1.4.3, below, and the Modified Rate(s) will be deemed effective between the Parties as provided in Sections 1.4.1 and 1.4.3, below. Nonetheless, the Parties shall negotiate a conforming amendment which shall reflect that the Commission-established Non-Interim Rate(s) were replaced by the Modified Rate(s), and shall submit such Amendment to the state commission for approval. In addition, as soon as is reasonably practicable after such Rate Change Notice, each Party shall issue to the other Party any adjustments that are necessary to reflect that the Modified Rate(s) became effective between the Parties as provided below:

- 1.4.1 If the Rate Change Notice is issued by a Party within ninety (90) days after the effective date of any such order, the Modified Rate(s) will be deemed effective between the Parties as of the effective date of the order, and **AT&T INDIANA** will issue any adjustments that are appropriate (e.g., billing of additional charges, billing credit adjustments) to retroactively true-up the Modified Rate(s) with the Commission-established Non-Interim Rate(s) for the period after the effective date of the order, in accordance herewith.

- 1.4.2 In the event that neither Party issues a Rate Change Notice to the other Party with respect to an order, the Commission-established Non-Interim Rate(s) set forth in the Agreement shall continue to apply, notwithstanding the issuance of that order.
- 1.4.3 In the event that a Party issues a Rate Change Notice under this Section 1.4, but not within ninety (90) days after the effective date of the order, then the Modified Rate(s) will be deemed effective between the Parties as of the date the amendment incorporating such Modified Rate(s) into the Agreement is effective between the Parties (following the date the amendment is approved or is deemed to have been approved by the state commission), and shall apply, upon the amendment effective date, on a prospective basis only. Further, the Party shall be foreclosed from replacing or otherwise superseding the Commission-established Non-Interim Rate(s) with the Modified Rate(s) for any period prior to the effective date of such amendment.
- 1.4.4 In the event the terms and conditions of this Section 1.4 was not part of an approved and effective agreement between the Parties at the time the order became effective, either Party may still give a Rate Change Notice, and the Modified Rate(s) shall be effective as of the date the Parties' Agreement (the Agreement containing this Section 1.4) becomes effective (following the date the Agreement is approved or deemed to have been approved by the Commission) and shall apply, beginning on the Agreement's effective date, on a prospective basis only. Further, the Party shall be foreclosed from replacing or otherwise superseding the Commission-established Non-Interim Rate(s) with the Modified Rate(s) for any period prior to the effective date of the Agreement containing this Section 1.4.
- 1.5 The Parties understand and agree that on May 9, 2003, the Public Utilities Act of Illinois was amended to add Sections 13-408 and 13-409, 220 ILCS 5/13-408 and 13-409, and enacted into law ("Illinois Law"). The Illinois Law establishes a specific method for setting certain UNE rates in Illinois, mandates that the Illinois Commerce Commission ("ICC") apply the method and determine the rates ("ICC Rates"), and expressly deems all interconnection agreements to be amended to contain the ICC Rates immediately upon the ICC's announcement of such adjusted rates, without further action. The Parties understand and agree that the rates in the attached Pricing Schedule are based upon AT&T Illinois' obligations under FCC rules and regulations, and applicable ICC orders as they existed prior to the ICC's promulgation of rates, terms and conditions pursuant to the Illinois Law. The Parties understand and agree that the ICC Rates shall automatically apply to this Agreement, and shall replace and supersede any corresponding rates currently contained in this Agreement (for the state of Illinois only) as of the effective date of any such ICC order(s) upon the written request of either Party ("Written Notice"). As soon as practical following the Written Notice, AT&T Illinois shall begin billing CLEC the ICC Rates; provided, however, the Parties acknowledge and agree that no later than sixty (60) days from the Written Notice, the Parties will execute a conforming Amendment to this Agreement so that the Agreement accurately reflects the ICC Rates, and AT&T Illinois will issue any adjustments, as needed (e.g., billing of additional charges, billing credit adjustments), to reflect that the ICC Rates became effective between the Parties as of the effective date of the applicable ICC order(s) and to retroactively true-up the ICC Rates with the corresponding rates currently contained in this Agreement (for the state of Illinois only) for the period after the effective date of the applicable ICC order(s), in accordance herewith.
- 1.6 **Replacement of Interim Rates**
- Certain of the rates, prices and charges set forth in this Agreement may be denoted as interim rates ("Current Interim Rates"). Upon the effective date of a Commission Order establishing non-interim rates for any rates, prices, charges, Products or Services specifically identified herein as interim, either Party may, within ninety (90) days **after the effective date of such Commission order**, provide written notice ("Replacement Rate Notice") to the other Party that it wishes to obtain the non-interim Commission-established rate(s) ("Replacement Rates") to replace and supersede the Current Interim Rate counterpart(s) in this Agreement. Following such Replacement Rate Notice, and without the need for any formal amendment or further Commission action, **AT&T INDIANA** will update CLEC's billing tables to replace the Current Interim Rates with their Replacement Rate(s) counterpart(s), as specified in the

Replacement Rate Notice. Nonetheless, the Parties shall negotiate a conforming amendment to reflect such Replacement Rates and shall submit such amendment to the Commission for approval.

- 1.6.1 If the Replacement Rate Notice is given within 90 days after the effective date of such order, then the Replacement Rate(s) shall apply as of the effective date of the order and **AT&T INDIANA** will issue any adjustments that are appropriate (e.g., billing of additional charges, billing credit adjustments) to retroactively true-up the Replacement Rates with the Current Interim Rates for the period after the effective date of this Agreement, in accordance herewith.
- 1.6.2 In the event that neither Party issues a Rate Notice to the other Party with respect to an order, the Current Interim Rate(s) set forth in the Agreement shall continue to apply, notwithstanding the issuance of that order.
- 1.6.3 In the event that a Party issues a Rate Notice under this Section 1.6, but not within ninety (90) days after the effective date of the order, then the Replacement Rate(s) will be deemed effective between the Parties as of the date the amendment incorporating such Replacement Rate(s) into the Agreement is effective between the Parties (following the date the amendment is approved or is deemed to have been approved by the Commission), and shall apply, upon the amendment effective date, on a prospective basis only. Further, the Party shall be foreclosed from replacing or otherwise superseding the Current Interim Rate(s) with the Replacement Rate(s) for any period prior to the effective date of such amendment.
- 1.6.4 In the event the terms and conditions of this Section 1.6 was not part of an approved and effective agreement between the Parties at the time the order became effective, either Party may still give a Replacement Rate Notice, and the Replacement Rate(s) shall be effective as of the date the Parties' Agreement (the Agreement containing this Section 1.6) becomes effective (following the date the Agreement is approved or deemed to have been approved by the Commission) and shall apply, beginning on the Agreement's effective date, on a prospective basis only. Further, the Party shall be foreclosed from replacing or otherwise superseding the Current Interim Rate(s) with the Replacement Rate(s) for any period prior to the effective date of the Agreement containing this Section 1.6.

1.7 Notice to Adopting CLECs

- 1.7.1 Notwithstanding anything to the contrary in this Appendix and Agreement, in the event that any other telecommunications carrier should adopt provisions in the Agreement pursuant to Section 252(i) of the Act ("Adopting CLEC"), the Adopting CLEC would only be entitled to the non-interim and/or interim rates set forth in this Agreement as of the date that the MFN'd Agreement provisions become effective between **AT&T INDIANA** and the Adopting CLEC (i.e., following the date the Commission approves or is deemed to have approved the Adopting CLEC's Section 252(i) adoption ("MFN Effective Date")) and on a prospective basis only. Nothing in this Agreement shall entitle an Adopting CLEC to any retroactive application of any rates under this Agreement to any date prior to the MFN Effective Date and any Adopting CLEC is foreclosed from making any such claim hereunder.

1.8 The following defines the zones found in this Appendix Pricing:

For Loops:

Exchange Area

Total Access Lines:

Rate Group:

- | | |
|---|---|
| 1 | See: Tariff 20, Part 4, Section 2, Sheets 2-2.1 |
| 2 | See: Tariff 20, Part 4, Section 2, Sheets 2-2.1 |
| 3 | See: Tariff 20, Part 4, Section 2, Sheets 2-2.1 |

- 1.9 **AT&T INDIANA's** obligation to provide Interconnection, Lawful Unbundled Network Elements, Collocation, Resale discounts, functions, facilities, products or services ("Products or Services") under this Agreement does not extend to Products or Services for which rates, terms and conditions are not contained in this Agreement. Accordingly, to the extent a CLEC orders a Product or Service for which there are not rates, terms and conditions contained in this Agreement, **AT&T INDIANA** may reject the order. In the event such

an order is rejected, and the Product or Service is appropriate for BFR treatment under the BFR provisions set forth in Appendix Lawful UNEs of this Agreement, the CLEC may submit a BFR, which will be evaluated pursuant to such BFR provisions. Alternatively, if the Product or Service is available in a state commission approved Agreement in the state in which the CLEC is seeking to order the Product or Service, the CLEC may seek to amend this Agreement to incorporate rates, terms and conditions for the Product or Service into this Agreement, to the extent such Product or Service is still available at the time of the request. In the event that CLEC orders, and AT&T INDIANA provisions, a Product or Service to CLEC for which there are not rates, terms and conditions in this Agreement, then CLEC understands and agrees that one of the following will occur:

- 1.9.1 CLEC shall pay for the Product or Service provisioned to CLEC at the rates set forth in AT&T INDIANA's applicable intrastate tariff(s) for the Product or Service or, to the extent there are no tariff rates, terms or conditions available for the Product or Service in the applicable state, then CLEC shall pay for the Product or Service at AT&T INDIANA's current generic contract rate for the Product or Service set forth in AT&T INDIANA's applicable state-specific generic pricing schedule as published on AT&T INDIANA's CLEC website; or
- 1.9.2 CLEC will be billed and shall pay for the product or service as provided in Section 1.9.1, above, and AT&T INDIANA may, without further obligation, reject future orders and further provisioning of the product or service until such time as applicable rates, terms and conditions are incorporated into this Agreement as set forth in this Section 1.9.
- 1.9.3 AT&T INDIANA's provisioning of orders for such Products or Services is expressly subject to this Section 1.9 and in no way constitutes a waiver of AT&T INDIANA's right to charge and collect payment for such Products and/or Services.

1.10 Establishment of "TBD" Rates

- 1.10.1 When a rate, price or charge in this Agreement is noted as "To Be Determined" or "TBD" or is blank, the Parties understand and agree that when a rate, price or charge is established by AT&T INDIANA for that Product or Service and incorporated into AT&T INDIANA's current state-specific generic pricing schedule as published on AT&T INDIANA's CLEC website, that rate(s) ("Established Rate") shall automatically apply to the Product or Service provided under this Agreement back to the effective date of this Agreement as to any orders CLEC submitted and AT&T INDIANA provisioned for that Product or Service without the need for any additional modification(s) to this Agreement or further Commission action. AT&T INDIANA shall provide written notice to CLEC of the application of the rate, price or charge that has been established, and the CLEC's billing tables will be updated to reflect (and CLEC will be charged) the Established Rate, and the Established Rate will be deemed effective between the Parties as of the effective date of the Agreement. The Parties shall negotiate a conforming amendment which shall reflect the Established Rate to ensure that the Agreement accurately reflects the specific Established Rate(s) that apply to such Product or Service pursuant to this Section 1.10, and shall submit such Amendment to the state commission for approval. In addition, as soon as is reasonably practicable after such Established Rate begins to apply, AT&T INDIANA shall bill CLEC to reflect the application of the Established Rate retroactively to the effective date of the Agreement between the Parties.

- 1.10.2 AT&T INDIANA's provisioning of such orders for such Products or Services is expressly subject to this Section 1.10 and in no way constitutes a waiver of AT&T INDIANA's right to charge and collect payment for such Products and/or Services.

2. RECURRING CHARGES

- 2.1 Unless otherwise identified in the Pricing Tables, where rates are shown as monthly, a month will be defined as a 30 day calendar month. The minimum term for each monthly rated Unbundled Network Element (UNE), Resale, Other (Resale), Other and Reciprocal Compensation elements will be one (1) month. After the initial month, billing will be on the basis of whole or fractional months used. The minimum term for non-monthly rated UNEs, if applicable, will be specified in the rate table included in this Appendix.

A longer minimum service period may apply for Lawful UNEs provided under the BFR process, as set forth in the Lawful UNEs Appendix of this Agreement.

- 2.2 For purposes of reciprocal compensation only, measurement of minutes of use over Local Interconnection Trunk Groups shall be in actual conversation seconds. The total conversation seconds over each individual Local Interconnection Trunk Group will be totaled for the entire monthly bill and then rounded to the next whole minute.
- 2.3 Where rates are distance sensitive, the mileage will be calculated on the airline distance involved between the locations. To determine the rate to be billed AT&T INDIANA will first compute the mileage using the V&H coordinates method, as set forth in the National Exchange Carrier Association, Inc. Tariff FCC No 4. When the calculation results in a fraction of a mile, AT&T INDIANA will round up to the next whole mile before determining the mileage and applying rates.

3. NON-RECURRING CHARGES

- 3.1 Where rates consist of usage sensitive charges or per occurrence charges, such rates are classified as "non-recurring charges".
- 3.2 Nonrecurring Charges may be applicable for all five (5) categories of rates.
- 3.3 Consistent with FCC Rule 51.307(d), there may be non-recurring charges for each Lawful UNE.
- 3.4 For Resale, when a CLEC converts an End User currently receiving non-complex service from the AT&T INDIANA network, without any changes to AT&T INDIANA's network, the normal service order charges and/or nonrecurring charges associated with said additions and/or changes will apply.
- 3.5 CLEC shall pay a non-recurring charge when a CLEC adds a signaling point code. The rates and charges for signaling point code(s) are identified in the applicable access tariffs. This charge also applies to point code information provided by CLEC allowing others to use CLEC's SS7 signaling network.
- 3.6 CLEC shall pay a service order processing/administration charge for each service order submitted by CLEC to AT&T INDIANA to process a request for installation, disconnection, rearrangement, changes to or record orders for Lawful UNEs and Resale.
- 3.7 Some items, which must be individually charged (e.g., extraordinary charges, CLEC Changes and etc.), are billed as nonrecurring charges.
- 3.8 Time and Material charges (a.k.a. additional labor charges) are defined in the Pricing Tables.

4. BILLING

- 4.1 For information regarding billing, non-payment, disconnects and dispute resolution, see the General Terms and Conditions of this Agreement.

INDIANA BELL
TELEPHONE COMPANY
INCORPORATED d/b/a
ATT INDIANA
January 4, 2006

APPENDIX PRICING/SP-Bound
ATT INDIANA/CENTURYTEL ACQUISITION, LLC d/b/a KNC TELECOM II

Line	INDIANA	USOC	Recurring	Non-Recurring
2	AT&T Generic Rates		Monthly	First Additional
3	NETWORK ELEMENTS			
4	Loops			
5	2-Wire Analog - Rural (Rate Class 1) /3/	U2HX1	\$ 11.50	See NRC prices below
6	2-Wire Analog - Suburban (Rate Class 2) /3/	U2HX2	\$ 12.50	See NRC prices below
7	2-Wire Analog - Metro (Rate Class 3) /3/	U2HX3	\$ 12.00	See NRC prices below
8	2-Wire Ground Start, DID/Reverse Battery - Rural (Rate Class 1)	U2WX1	\$ 9.57	See NRC prices below
9	2-Wire Ground Start, DID/Reverse Battery - Suburban (Rate Class 2)	U2WX2	\$ 8.90	See NRC prices below
10	2-Wire Ground Start, DID/Reverse Battery - Metro (Rate Class 3)	U2WX3	\$ 8.84	See NRC prices below
11	2-Wire Ground Start, PBX - Rural (Rate Class 1) /3/	U2JX1	\$ 11.67	See NRC prices below
12	2-Wire Ground Start, PBX - Suburban (Rate Class 2) /3/	U2JX2	\$ 13.01	See NRC prices below
13	2-Wire Ground Start, PBX - Metro (Rate Class 3) /3/	U2JX3	\$ 12.63	See NRC prices below
14	2-Wire COPTS Coin - Rural (Rate Class 1) /3/	U2CX1	\$ 12.00	See NRC prices below
15	2-Wire COPTS Coin - Suburban (Rate Class 2) /3/	U2CX2	\$ 13.46	See NRC prices below
16	2-Wire COPTS Coin - Metro (Rate Class 3) /3/	U2CX3	\$ 13.07	See NRC prices below
17	2-Wire EKL - Rural (Rate Class 1) /3/	U2KX1	\$ 13.17	See NRC prices below
18	2-Wire EKL - Suburban (Rate Class 2) /3/	U2KX2	\$ 15.09	See NRC prices below
19	2-Wire EKL - Metro (Rate Class 3) /3/	U2KX3	\$ 14.66	See NRC prices below
20	Conditioning for dB Loss			
21	4-Wire Analog - Rural (Rate Class 1) /3/	U4HX1	\$ 27.26	See NRC prices below
22	4-Wire Analog - Suburban (Rate Class 2) /3/	U4HX2	\$ 31.46	See NRC prices below
23	4-Wire Analog - Metro (Rate Class 3) /3/	U4HX3	\$ 30.56	See NRC prices below
24	2-Wire Digital - Rural (Rate Class 1) /3/	U2QX1	\$ 16.00	See NRC prices below
25	2-Wire Digital - Suburban (Rate Class 2) /3/	U2QX2	\$ 19.48	See NRC prices below
26	2-Wire Digital - Metro (Rate Class 3) /3/	U2QX3	\$ 18.19	See NRC prices below
27	DS1 Loop - Rural (Rate Class 1) /3/	4U1X1	\$ 37.04	See NRC prices below
28	DS1 Loop - Suburban (Rate Class 2) /3/	4U1X2	\$ 39.35	See NRC prices below
29	DS1 Loop - Metro (Rate Class 3) /3/	4U1X3	\$ 46.10	See NRC prices below
30	DS3 Loop - Rural (Rate Class 1) /3/	U4D31	\$ 489.53	See NRC prices below
31	DS3 Loop - Suburban (Rate Class 2) /3/	U4D32	\$ 447.20	See NRC prices below
32	DS3 Loop - Metro (Rate Class 3) /3/	U4D33	\$ 431.98	See NRC prices below
33				
34	DSL Capable Loops			
35	2-Wire xDSL Loop			
36	PSD #1 - 2-Wire xDSL Loop Rate Class 1- Rural /3/	2SLA1	\$ 9.33	See NRC prices below
37	PSD #1 - 2-Wire xDSL Loop Rate Class 2- Suburban /3/	2SLA2	\$ 10.45	See NRC prices below
38	PSD #1 - 2-Wire xDSL Loop Rate Class 3- Metro /3/	2SLA3	\$ 9.84	See NRC prices below
39				
40	PSD #2 - 2-Wire xDSL Loop Rate Class 1- Rural /3/	2SLC1	\$ 9.33	See NRC prices below
41	PSD #2 - 2-Wire xDSL Loop Rate Class 2- Suburban /3/	2SLC2	\$ 10.45	See NRC prices below
42	PSD #2 - 2-Wire xDSL Loop Rate Class 3- Metro /3/	2SLC3	\$ 9.84	See NRC prices below
43				
44	PSD #3 - 2-Wire xDSL Loop Rate Class 1- Rural /3/	2SLB1	\$ 9.33	See NRC prices below
45	PSD #3 - 2-Wire xDSL Loop Rate Class 2- Suburban /3/	2SLB2	\$ 10.45	See NRC prices below
46	PSD #3 - 2-Wire xDSL Loop Rate Class 3- Metro /3/	2SLB3	\$ 9.84	See NRC prices below
47				
48	PSD #4 - 2-Wire xDSL Loop Rate Class 1- Rural /3/	2SLD1	\$ 9.33	See NRC prices below
49	PSD #4 - 2-Wire xDSL Loop Rate Class 2- Suburban /3/	2SLD2	\$ 10.45	See NRC prices below
50	PSD #4 - 2-Wire xDSL Loop Rate Class 3- Metro /3/	2SLD3	\$ 9.84	See NRC prices below
51				
52	PSD #5 - 2-Wire xDSL Loop Rate Class 1- Rural /3/	UWRA1	\$ 9.33	See NRC prices below
53	PSD #5 - 2-Wire xDSL Loop Rate Class 2- Suburban /3/	UWRA2	\$ 10.45	See NRC prices below
54	PSD #5 - 2-Wire xDSL Loop Rate Class 3- Metro /3/	UWRA3	\$ 9.84	See NRC prices below
55				
56	PSD #7 - 2-Wire xDSL Loop Rate Class 1- Rural /3/	2SLF1	\$ 9.33	See NRC prices below
57	PSD #7 - 2-Wire xDSL Loop Rate Class 2- Suburban /3/	2SLF2	\$ 10.45	See NRC prices below
58	PSD #7 - 2-Wire xDSL Loop Rate Class 3- Metro /3/	2SLF3	\$ 9.84	See NRC prices below
59	4-Wire xDSL Loop			
60	PSD #3 - 4-Wire xDSL Loop Rate Class 1- Rural /3/	4SL11	\$ 18.95	See NRC prices below
61	PSD #3 - 4-Wire xDSL Loop Rate Class 2- Suburban /3/	4SL12	\$ 19.08	See NRC prices below
62	PSD #3 - 4-Wire xDSL Loop Rate Class 3- Metro /3/	4SL13	\$ 18.18	See NRC prices below
63				
64	IDSL Capable Loop			
65	IDSL Loop Class 1 - Rural /3/	UY5F1	\$ 9.33	See NRC prices below
66	IDSL Loop Class 2 - Suburban /3/	UY5F2	\$ 10.45	See NRC prices below
67	IDSL Loop Class 3 - Metro /3/	UY5F3	\$ 9.84	See NRC prices below
68				
69	LST			
70	Line & Station Transfer(LST) performed on CODSLAM Loop	URCLD	N/A	\$ 185.26
71				
72	Loop Qualification Process			
73	Loop Qualification Process - Mechanized	NR98U	N/A	\$0.00 N/A
74	Loop Qualification Process - Manual	NR98XU	N/A	TBD N/A
75				
76	xDSL Conditioning			
77	DSL Conditioning Options - >12KFT			
78	Removal of Repeater Options (per unit removed)	NR9XV	N/A	\$24.70 N/A
79	Removal Excessive Bridged Tap Option (per unit removed)	NR9XW	N/A	\$16.09 N/A
80	Removal of Load Coil (per unit removed)	NR9XZ	N/A	\$16.18 N/A
81				
82	Removal of All or NON-Excessive Bridged Tap (RABT) - MMP			
83	Removal of non-excessive bridged tap DSL loops >OKft. And <17.5Kft.	NRMRJ	None	\$212.42
84	Removal of All Bridged Tap DSL Loops 12Kft. To 17.5Kft.	NRMRP	None	\$49.92
85	Removal of non-excessive bridged tap DSL loops >17.5Kft. DSL Loops - per element incremental	NRMRB	None	\$212.42
86	Removal of All Bridged Tap DSL loops >17.5Kft. - per element incremental	NRMRW	None	\$212.42
87				
88	Loop Non-Recurring Charges (Excluding DS3)			
89	Res/Bus Analog/2-W digital Loop, Initial Request, Install /3/	SEPUP	N/A	\$ 8.83 N/A
90	Res/BUS Analog/2-w digital Loop, Initial Request, Disconnect /3/	NKOG6		\$ 4.29

TBD-To be determined
NRC-Nonrecurring only
ICB-Individual Case Basis
NA-Not Applicable

INDIANA BELL
TELEPHONE COMPANY
INCORPORATED d/b/a
ATT INDIANA
January 4, 2008

APPENDIX PRICING/SP-Bound
ATT INDIANA/CENTURYTEL ACQUISITION, LLC D/B/A KMC TELECOM III

Line	INDIANA		USOC	Recurring	Non-Recurring
				Monthly	First Additional
2	AT&T Generic Rates				
91	Disconnect Service Order Charge		NR9OE		\$ 4.28
92	Res/BUS Analog/2-W digital Loop, Subsequent Request /3/		REAH9	N/A	\$ 6.93 N/A
93	Res/BUS Analog/2-W digital Loop, record Request /3/		NR9UP		\$ 6.43
94	Res/BUS Analog/2-W digital Loop Line Connection Charge, Initial, Install /3/		SEPUG	N/A	\$ 22.48 N/A
95	Res/BUS Analog/2-W digital Loop Line Connection Charge, Initial, Disconnect /3/		NKCG7		\$ 7.42
96	Line Analog Loop Disconnect Charge Per Termination		NR9OG		\$ 7.42
97	Res/BUS Analog/2-W digital Loop Line Connection Charge, Additional, Install /3/		1CRG7		\$ 15.55
98	Line Connection Add or Change		REAH5	N/A	\$ 29.33
99	/3/ Res/BUS Standalone Line Connection Charge, Additional, Disconnect /3/		NKCG6		\$ 4.81
100					
101	/3/ DS1 Service Provisioning, Initial, Install /3/		1CRG1		\$ 142.36
102	/3/ DS1 Service Provisioning, Initial, Disconnect /3/		NKCG1		\$ 20.51
103	/3/ DS1 Service Provisioning, Additional, Install /3/		1CRG2		\$ 96.33
104	/3/ DS1 Service Provisioning, Additional, Disconnect /3/		NKCG2		\$ 16.25
105	DS1 Loop, Administrative Activity, Install /3/		NR9OR		\$ 10.65
106	DS1 Loop, Administrative Activity, Disconnect /3/		NR9OT		\$ 4.96
107					
108	DS3 Loop Non-Recurring Charges				
109	Administrative /3/		NR9OY	N/A	\$ 10.65 N/A
110	Design & Central Office		NR9O1	N/A	\$ 525.79 N/A
111	Customer Connection		NR9O3	N/A	\$ 187.37 N/A
112	/3/ DS3 Service Provisioning, Initial, Install /3/		1CRG3		\$ 151.88
113	/3/ DS3 Service Provisioning, Initial, Disconnect /3/		NKCG3		\$ 20.89
114	/3/ DS3 Service Provisioning, Additional, Install /3/		1CRG4		\$ 70.41
115	/3/ DS3 Service Provisioning, Additional, Disconnect /3/		NKCG4		\$ 16.63
116	DS3 Loop, Administrative Activity, Disconnect /3/		NR9OZ		\$ 4.96
117					
118	SUB-LOOPS				
119	ECS to SAI sub-loop				
120	2 Wire Analog - Rate Group 3		PENDING	\$ 1.73	See NRC prices below
121	2 Wire Analog - Rate Group 2		PENDING	\$ 1.24	See NRC prices below
122	2 Wire Analog - Rate Group 1		PENDING	\$ 3.17	See NRC prices below
123	4 Wire Analog - Rate Group 3		PENDING	\$ 3.44	See NRC prices below
124	4 Wire Analog - Rate Group 2		PENDING	\$ 2.48	See NRC prices below
125	4 Wire Analog - Rate Group 1		PENDING	\$ 6.32	See NRC prices below
126	2 Wire DSL - Rate Group 3		PENDING	\$ 1.73	See NRC prices below
127	2 Wire DSL - Rate Group 2		PENDING	\$ 1.24	See NRC prices below
128	2 Wire DSL - Rate Group 1		PENDING	\$ 3.17	See NRC prices below
129	4 Wire DSL - Rate Group 3		PENDING	\$ 3.44	See NRC prices below
130	4 Wire DSL - Rate Group 2		PENDING	\$ 2.48	See NRC prices below
131	4 Wire DSL - Rate Group 1		PENDING	\$ 6.32	See NRC prices below
132	ECS to Terminal sub-loop				
133	2 Wire Analog - Rate Group 3		PENDING	\$ 5.71	See NRC prices below
134	2 Wire Analog - Rate Group 2		PENDING	\$ 5.95	See NRC prices below
135	2 Wire Analog - Rate Group 1		PENDING	\$ 8.02	See NRC prices below
136	4 Wire Analog - Rate group 3		PENDING	\$ 11.45	See NRC prices below
137	4 Wire Analog - Rate Group 2		PENDING	\$ 11.92	See NRC prices below
138	4 Wire Analog - Rate Group 1		PENDING	\$ 15.98	See NRC prices below
139	2 Wire DSL - Rate Group 3		PENDING	\$ 5.71	See NRC prices below
140	2 Wire DSL - Rate Group 2		PENDING	\$ 5.95	See NRC prices below
141	2 Wire DSL - Rate group 1		PENDING	\$ 8.02	See NRC prices below
142	4 Wire DSL - Rate Group 3		PENDING	\$ 11.45	See NRC prices below
143	4 Wire DSL - Rate Group 2		PENDING	\$ 11.92	See NRC prices below
144	4 Wire DSL - Rate Group 1		PENDING	\$ 15.98	See NRC prices below
145	ECS to NID sub-loop				
146	2 Wire Analog - Rate group 3		PENDING	\$ 6.47	See NRC prices below
147	2 Wire Analog - Rate Group 2		PENDING	\$ 6.72	See NRC prices below
148	2 Wire Analog - Rate Group 1		PENDING	\$ 8.75	See NRC prices below
149	4 Wire Analog - Rate Group 3		PENDING	\$ 12.93	See NRC prices below
150	4 Wire Analog - Rate Group 2		PENDING	\$ 13.46	See NRC prices below
151	4 Wire Analog - Rate group 1		PENDING	\$ 17.51	See NRC prices below
152	2 Wire DSL - Rate Group 3		PENDING	\$ 6.47	See NRC prices below
153	2 Wire DSL - Rate group 2		PENDING	\$ 6.72	See NRC prices below
154	2 Wire DSL - Rate Group 1		PENDING	\$ 8.75	See NRC prices below
155	4 Wire DSL - Rate Group 3		PENDING	\$ 12.93	See NRC prices below
156	4 Wire DSL - Rate Group 2		PENDING	\$ 13.46	See NRC prices below
157	4 Wire DSL - Rate Group 1		PENDING	\$ 17.51	See NRC prices below
158	SAI to Terminal sub-loop				
159	2 Wire Analog - Rate group 3		PENDING	\$ 4.85	See NRC prices below
160	2 Wire Analog - Rate Group 2		PENDING	\$ 5.66	See NRC prices below
161	2 Wire Analog - Rate Group 1		PENDING	\$ 5.90	See NRC prices below
162	4 Wire Analog - Rate Group 3		PENDING	\$ 9.75	See NRC prices below
163	4 Wire Analog - Rate Group 2		PENDING	\$ 11.13	See NRC prices below
164	4 Wire Analog - Rate Group 1		PENDING	\$ 11.77	See NRC prices below
165	2 Wire DSL - Rate Group 3		PENDING	\$ 4.85	See NRC prices below
166	2 Wire DSL - Rate Group 2		PENDING	\$ 5.56	See NRC prices below
167	2 Wire DSL - Rate Group 1		PENDING	\$ 5.90	See NRC prices below
168	4 Wire DSL - Rate Group 3		PENDING	\$ 9.75	See NRC prices below
169	4 Wire DSL - Rate Group 2		PENDING	\$ 11.13	See NRC prices below
170	4 Wire DSL - Rate Group 1		PENDING	\$ 11.77	See NRC prices below
171	SAI to NID sub-loop				
172	2 Wire Analog - Rate group 3		PENDING	\$ 5.60	See NRC prices below
173	2 Wire Analog - Rate Group 2		PENDING	\$ 6.33	See NRC prices below
174	2 Wire Analog - Rate Group 1		PENDING	\$ 6.65	See NRC prices below
175	4 Wire Analog - Rate Group 3		PENDING	\$ 11.24	See NRC prices below
176	4 Wire Analog - Rate Group 2		PENDING	\$ 12.65	See NRC prices below
177	4 Wire Analog - Rate Group 1		PENDING	\$ 13.28	See NRC prices below
178	2 Wire DSL - Rate Group 3		PENDING	\$ 5.60	See NRC prices below

TSD - To be determined
NRC - Non-recurring only
ICB - Individual Case Basis
NA - Not Applicable

INDIANA BELL
TELEPHONE COMPANY
INCORPORATED d/b/a
ATT INDIANA
January 4, 2008

APPENDIX PRICING/SFP Board
ATT INDIANA/CENTURYTEL ACQUISITION, LLC DBA KMC TELECOM III

Line	INDIANA	USOC	Recurring	Non-Recurring
2	AT&T Generic Rates		Monthly	First Additional
179	2 Wire DSL - Rate Group 2	PENDING	\$ 6.33	See NRC prices below
180	2 Wire DSL - Rate Group 1	PENDING	\$ 6.65	See NRC prices below
181	4 Wire DSL - Rate Group 3	PENDING	\$ 11.24	See NRC prices below
182	4 Wire DSL - Rate Group 2	PENDING	\$ 12.66	See NRC prices below
183	4 Wire DSL - Rate Group 1	PENDING	\$ 13.26	See NRC prices below
184	Terminal to NID sub-loop			
185	2 Wire Analog - Rate Group 3	PENDING	\$ 1.23	See NRC prices below
186	2 Wire Analog - Rate Group 2	PENDING	\$ 1.22	See NRC prices below
187	2 Wire Analog - Rate Group 1	PENDING	\$ 1.22	See NRC prices below
188	4 Wire Analog - Rate Group 3	PENDING	\$ 2.49	See NRC prices below
189	4 Wire Analog - Rate Group 2	PENDING	\$ 2.48	See NRC prices below
190	4 Wire Analog - Rate Group 1	PENDING	\$ 2.43	See NRC prices below
191	2 Wire DSL - Rate Group 3	PENDING	\$ 1.23	See NRC prices below
192	2 Wire DSL - Rate Group 2	PENDING	\$ 1.22	See NRC prices below
193	2 Wire DSL - Rate Group 1	PENDING	\$ 1.22	See NRC prices below
194	4 Wire DSL - Rate Group 3	PENDING	\$ 2.49	See NRC prices below
195	4 Wire DSL - Rate Group 2	PENDING	\$ 2.48	See NRC prices below
196	4 Wire DSL - Rate Group 1	PENDING	\$ 2.43	See NRC prices below
197	NID sub-loop element			
198	2 Wire Analog - Rate Group 3	PENDING	\$ 0.16	See NRC prices below
199	2 Wire Analog - Rate Group 2	PENDING	\$ 0.16	See NRC prices below
200	2 Wire Analog - Rate Group 1	PENDING	\$ 0.16	See NRC prices below
201	4 Wire Analog - Rate Group 3	PENDING	\$ 0.32	See NRC prices below
202	4 Wire Analog - Rate Group 2	PENDING	\$ 0.32	See NRC prices below
203	4 Wire Analog - Rate Group 1	PENDING	\$ 0.32	See NRC prices below
204	2 Wire DSL - Rate Group 3	PENDING	\$ 0.16	See NRC prices below
205	2 Wire DSL - Rate Group 2	PENDING	\$ 0.16	See NRC prices below
206	2 Wire DSL - Rate Group 1	PENDING	\$ 0.16	See NRC prices below
207	4 Wire DSL - Rate Group 3	PENDING	\$ 0.32	See NRC prices below
208	4 Wire DSL - Rate Group 2	PENDING	\$ 0.32	See NRC prices below
209	4 Wire DSL - Rate Group 1	PENDING	\$ 0.32	See NRC prices below
210	2 Wire ISDN Compatible - Rate Group 3	PENDING	\$ 0.16	See NRC prices below
211	2 Wire ISDN Compatible - Rate Group 2	PENDING	\$ 0.16	See NRC prices below
212	2 Wire ISDN Compatible - Rate Group 1	PENDING	\$ 0.16	See NRC prices below
213	Sub-Loop Non-Recurring Charges			
214	2-Wire Analog Sub-Loop	PENDING		\$ 185.80
215	4-Wire Analog Sub-Loop	PENDING		\$ 188.65
216	2-Wire xDSL Digital Sub-Loop	PENDING		\$ 214.54
217	4-Wire xDSL Digital Sub-Loop	PENDING		\$ 218.09
218	2-Wire ISDN Digital Sub-Loop	PENDING		\$ 236.77
219	Service Order Charge			
220	Establish, per occasion	PENDING		\$ 14.57
221	Add or change, per occasion	PENDING		\$ 14.57
222	Line Connection Charge			
223	per occasion	PENDING		\$ 29.33
224				
225	Cross Connects			
226	2-Wire	CXCT2	\$ 0.14	N/A N/A
227	4-Wire	CXCT4	\$ 0.26	N/A N/A
228	DS1/LT1	CXCDX	\$ 0.36	N/A N/A
229	DS3/LT3	CXC8X	\$ 0.66	N/A N/A
230	DS3 C.O. LOOP Cross-Connect to Collocation	CXC8X	\$ 18.14	N/A N/A
231				
232	Interoffice Transport			
233	DS1 Interoffice Mileage Termination - Per Point of Termination - All Zones	CZ4X1-X3	\$ 11.10	N/A N/A
234	Interoffice Mileage - Per Mile - All Zones	1Y2X1-X3	\$ 1.65	N/A N/A
235	DS3 Interoffice Mileage Termination - Per Point of Termination - All Zones	CZ4X1-X3	\$ 106.79	N/A N/A
236	Interoffice Mileage - Per Mile - All Zones	1Y2X1-X3	\$ 28.62	N/A N/A
237	Interoffice Mileage Termination - Per Point of Termination - All Zones	CZ4W1-W3	\$ 106.79	N/A N/A
238	Interoffice Mileage - Per Mile - All Zones	1Y2B1-B3	\$ 28.62	N/A N/A
239				
240	Enhanced Extended Loop (EEL) Service Order per LSR			
241	Electronic, Analog/2-Wire Digital Loop, Establishment Request, Install /3/	NKCAR		\$ 6.89
242	Electronic, Analog/2-Wire Digital Loop, Establishment Request, Disconnect /3/	NKCAS		\$ 4.20
243	Electronic, Analog/2-Wire Digital Loop, Subsequent Order /3/	NKCAT		\$ 6.14
244	Manual, Analog /2-Wire Digital Loop, Establishment Request, Install /3/	NKCAU		\$ 51.78
245	Manual, Analog /2-Wire Digital Loop, Establishment Request, Disconnect /3/	NKCAV		\$ 34.80
246	Manual, Analog/2-Wire Digital Loop, Subsequent Order /3/	NKCAW		\$ 48.55
247	Electronic, DS1 Loop, Establishment Request, Install /3/	NKCAW		\$ 11.39
248	Electronic, DS1 Loop, Establishment Request, Disconnect /3/	NKCAW		\$ 6.00
249	Electronic, DS1 Loop, Subsequent Order /3/	NKCAZ		\$ 6.14
250	Manual, DS1 Loop, Establishment Request, Install /3/	NKCB1		\$ 57.23
251	Manual, DS1 Loop, Establishment Request, Disconnect /3/	NKCB2		\$ 34.80
252	Manual, DS1 Loop, Subsequent Order /3/	NKCB3		\$ 48.55
253	Electronic, DS1 or DS3 Transport, Establishment Request, Install /3/	PENDING		\$ 12.63
254	Electronic, DS1 or DS3 Transport, Establishment Request, Disconnect /3/	PENDING		\$ 6.69
255	Manual, DS1 or DS3 Transport, Establishment Request, Install /3/	PENDING		\$ 80.35
256	Manual, DS1 or DS3 Transport, Establishment Request, Disconnect /3/	PENDING		\$ 35.48
257	Electronic, Non-channelized DS1 EEL, Establishment Request, Install /3/	NKCB4		\$ 11.39
258	Electronic, Non-channelized DS1 EEL, Establishment Request, Disconnect /3/	NKCB5		\$ 6.00
259	Manual, Non-channelized DS1 EEL, Establishment Request, Install /3/	NKCB6		\$ 57.23
260	Manual, Non-channelized DS1 EEL, Establishment Request, Disconnect /3/	NKCB7		\$ 34.80
261	Electronic, CO Multiplexing, DS1 to Voice, Establishment Request, Install /3/	PENDING		\$ 12.63
262	Electronic, CO Multiplexing, DS1 to Voice, Establishment Request, Disconnect /3/	PENDING		\$ 6.69
263	Manual, CO Multiplexing, DS1 to Voice, Establishment Request, Install /3/	PENDING		\$ 80.35
264	Manual, CO Multiplexing, DS1 to Voice, Establishment Request, Disconnect /3/	PENDING		\$ 35.48
265				
266	Enhanced Extended Loop (EEL) New Combination per Element			

TBD - To be determined
NRO - Non-recurring only
ICB - Individual Case Basis
NA - Not Applicable

INDIANA BELL
TELEPHONE COMPANY
INCORPORATED d/b/a
ATT INDIANA
January 4, 2006

APPENDIX PRICING/ISP Board
ATT INDIANA CENTURY TEL ACQUISITION, LLC DBA KMC TELECOM III

Line	INDIANA		USOC	Recurring Monthly	Non-Recurring First	Additional
2	AT&T Generic Rates					
267	PI	2-Wire Analog Loop Connection, Initial, Install /3/	NKCB8		\$ 91.87	
268	PI	2-Wire Analog Loop Connection, Initial, Disconnect /3/	NKCB9		\$ 15.48	
269	PI	2-Wire Analog Loop Connection, Additional, Install /3/	NKCB8A			\$ 66.36
270	PI	2-Wire Analog Loop Connection, Additional, Disconnect /3/	NKCB9			\$ 10.56
271	PI	4-Wire Analog Loop Connection, Initial, Install /3/	NKCB8		\$ 93.41	
272	PI	4-Wire Analog Loop Connection, Initial, Disconnect /3/	NKCB9		\$ 17.04	
273	PI	4-Wire Analog Loop Connection, Additional, Install /3/	NKCB8E			\$ 67.89
274	PI	4-Wire Analog Loop Connection, Additional, Disconnect /3/	NKCB9F			\$ 12.11
275	PI	2-Wire Digital Loop Connection, Initial, Install /3/	NKCBG		\$ 100.06	
276	PI	2-Wire Digital Loop Connection, Initial, Disconnect /3/	NKCBH		\$ 14.98	
277	PI	2-Wire Digital Loop Connection, Additional, Install /3/	NKCBJ			\$ 66.20
278	PI	2-Wire Digital Loop Connection, Additional, Disconnect /3/	NKCBK			\$ 10.05
279	PI	4-Wire Digital Loop Connection, Initial, Install /3/	NKCBL		\$ 149.73	
280	PI	4-Wire Digital Loop Connection, Initial, Disconnect /3/	NKCBM		\$ 24.23	
281	PI	4-Wire Digital Loop Connection, Additional, Install /3/	NKCBN			\$ 101.19
282	PI	4-Wire Digital Loop Connection, Additional, Disconnect /3/	NKCBP			\$ 19.77
283	PI	CO Multiplexing, DS1 to Voice, Initial, Install /3/	PENDING		\$ 89.92	
284	PI	CO Multiplexing, DS1 to Voice, Initial, Disconnect /3/	PENDING		\$ 20.58	
285	PI	CO Multiplexing, DS1 to Voice, Additional, Install /3/	PENDING			\$ 47.88
286	PI	CO Multiplexing, DS1 to Voice, Additional, Disconnect /3/	PENDING			\$ 15.71
287	PI	DS1 Interoffice Dedicated Transport Collocated, Initial, Install /3/	PENDING		\$ 146.01	
288	PI	DS1 Interoffice Dedicated Transport Collocated, Initial, Disconnect /3/	PENDING		\$ 42.37	
289	PI	DS1 Interoffice Dedicated Transport Collocated, Additional, Install /3/	PENDING			\$ 104.44
290	PI	DS1 Interoffice Dedicated Transport Collocated, Additional, Disconnect /3/	PENDING			\$ 34.03
291	PI	4-Wire DS1 Digital Loop to DS1 Interoffice Dedicated Transport Collocated, Initial, Install /3/	NKCBT		\$ 189.34	
292	PI	4-Wire DS1 Digital Loop to DS1 Interoffice Dedicated Transport Collocated, Initial, Disconnect /3/	NKCBU		\$ 42.37	
293	PI	4-Wire DS1 Digital Loop to DS1 Interoffice Dedicated Transport Collocated, Addtl, Install /3/	NKCBV			\$ 128.38
294	PI	4-Wire DS1 Digital Loop to DS1 Interoffice Dedicated Transport, collocated, Addtl, disconnect /3/	NKCBW			\$ 34.03
295	PI	DS3 Interoffice Dedicated Transport Collocated, Initial, Install /3/	PENDING		\$ 158.40	
296	PI	DS3 Interoffice Dedicated Transport Collocated, Initial, Disconnect /3/	PENDING		\$ 42.37	
297	PI	DS3 Interoffice Dedicated Transport Collocated, Additional, Install /3/	PENDING			\$ 82.93
298	PI	DS3 Interoffice Dedicated Transport Collocated, Additional, disconnect /3/	PENDING			\$ 34.03
299	PI	Clear Channel Capability, Initial, Install /3/	NKCC6		\$ 89.46	
300	PI	Clear Channel Capability, Additional, Install /3/	NKCC7			\$ 24.28
301						
302		Special Access to Une Conversation per Activity				
303	PI	Channelized Facility from Cage, DS1, Design and Coordination Charge /3/	NKCC9		\$ 83.69	
304	PI	Channelized Facility from Cage, DS1, Demarcation Re-Tag Charge /3/	PENDING			N/A
305	PI	Channelized Facility from Cage, DS3, Design and Coordination Charge /3/	NKCCA		\$ 66.64	
306	PI	Channelized Facility from Cage, DS3, Demarcation Re-Tag Charge /3/	PENDING			N/A
307	PI	Channelized Facility from Cage, DS0, Design and Coordination Charge /3/	PENDING		\$ 7.73	
308	PI	Channelized Facility from Cage, DS0, Design and Coordination Charge /3/	NKCCB		\$ 7.73	
309	PI	Non-Channelized Facility from Cage, DS0, Demarcation Re-Tag Charge /3/	PENDING			N/A
310	PI	Non-Channelized Facility from Cage, DS1, Design and Coordination Charge /3/	NKCCD		\$ 7.73	
311	PI	Non-Channelized Facility from Cage, DS1, Demarcation Re-Tag charge /3/	PENDING			N/A
312	PI	Non-Channelized Facility from Cage, DS3, Design and Coordination charge /3/	NKCCD		\$ 7.73	
313	PI	Non-Channelized Facility from Cage, DS3, Demarcation Re-Tag Charge /3/	PENDING			N/A
314	PI	Channelized Facility from POP, DS1, Design and Coordination charge /3/	NKCCD		\$ 83.69	
315	PI	Channelized Facility from POP, DS1, Demarcation Re-Tag Charge /3/	PENDING			N/A
316	PI	Channelized Facility from POP, DS3, Design and Coordination Charge /3/	NKCCF		\$ 66.64	
317	PI	Channelized Facility from POP, DS3, Demarcation Re-Tag Charge /3/	PENDING			N/A
318	PI	Channelized Facility from POP, DS0, Design and Coordination Charge /3/	PENDING		\$ 7.73	
319	PI	Non-Channelized Facility from POP, DS0, Design and Coordination Charge /3/	NKCCG		\$ 7.73	
320	PI	Non-Channelized Facility from POP, DS0, Demarcation Re-Tag Charge /3/	PENDING			N/A
321	PI	Non-Channelized Facility from POP, DS1, Design and Coordination Charge /3/	NKCCD		\$ 7.73	
322	PI	Non-Channelized Facility from POP, DS1, Demarcation Re-Tag charge /3/	PENDING			N/A
323	PI	Non-Channelized Facility from POP, DS3, Design and Coordination Charge /3/	NKCCJ		\$ 7.73	
324	PI	Non-Channelized Facility from POP, DS3, Demarcation Re-Tag Charge /3/	PENDING			N/A
325						
326		Special Access to UNE Conversions Per Circuit				
327	PI	Project Administrative Activity	NKCC8		\$ 21.23	
328						
329		Multiplexing				
330		DS1 to Voice Grade	QMVX1-X3	\$ 187.61	N/A	N/A
331		DS3 to DS1	QMVX1-X3	\$ 260.24	N/A	N/A
332						
333		Dedicated Transport Cross Connects				
334		DS1	CXCDX	0.36	N/A	N/A
335		DS3	CXCEX	0.66	N/A	N/A
336						
337		Dedicated Transport Optional Features & Functions				
338		DS1 Clear Channel Capability - Per 1.544 Mbps Circuit Arranged	CLYX1-X3		\$ 351.64	N/A
339						
340		Dedicated Transport Installation & Rearrangement Charges				
341		DS1 Administration Charge - Per Order	ORCMX	N/A	\$ 322.47	N/A
342		Design & Central Office Connection Charge - Per Circuit	NRBCL	N/A	\$ 527.99	N/A
343		Carrier Connection Charge - Per Order	NRBBL	N/A	\$ 458.62	N/A
344						
345		DS3 Administration Charge - Per Order	ORCMX	N/A	\$ 251.64	N/A
346		Design & Central Office Connection Charge - Per Circuit	NRBCL	N/A	\$ 562.98	N/A
347		Design & Central Office Connection Charge - Per Circuit	NRBCL	N/A	\$ 562.98	N/A
348		Carrier Connection Charge - Per Order	NRBBL	N/A	\$ 305.85	N/A
349		Carrier Connection Charge - Per Order	NRBBL	N/A	\$ 305.85	N/A
350						
351		Dark Fiber				
352		Dark Fiber Interoffice				
353		Dark Fiber Interoffice Termination (Per Termination per Fiber)	ULYCX	\$60.59	N/A	N/A
354		Dark Fiber Interoffice Mileage (Per Fiber per Foot)	ULNCF	\$0.01768	N/A	N/A

TBD - To be determined
NRD - Non-recurring only
ICB - Individual Case Basis
N/A - Not Applicable

INDIANA BELL
TELEPHONE COMPANY
INCORPORATED d/b/a
ATT INDIANA
January 4, 2005

APPENDIX PRICING/SP-Bound
ATT INDIANACENTURYTEL ACQUISITION, LLC d/b/a KMC TELECOM II

Line	INDIANA			Recurring	Non-Recurring
2	AT&T Generic Rates		USOC	Monthly	First Additional
355		Dark Fiber Interoffice Cross Connect (Per Termination per Fiber)	UKCJX	\$2.22	N/A N/A
356		Inquiry (Per Request)			
357		Dark Fiber Interoffice Transport - NRC	NR9D6	N/A	\$284.68 N/A
358					
359		FIRM ORDER (Per Fiber Strand)			
360		Administrative per Order			
361		Connect	NRB51	N/A	\$9.92 N/A
362		Disconnect	NR9H2	N/A	\$8.78 N/A
363		Connect	NRB52	N/A	\$278.78 N/A
364		Disconnect	NR9H3	N/A	\$76.07 N/A
365		Dark Fiber Interoffice Transport - NRC			
366		Connect	NRB54	N/A	\$348.47 N/A
367		Disconnect	NR9H5	N/A	\$139.55 N/A
368					
369		Routine Modifications			
370		Routine Modifications of Existing Facilities Charge	N3RUE	N/A	ICB N/A
371					
372		LNP			
373		Local Number Portability #/	NSR	\$0.00	N/A
374					
375		Maintenance of Service Charges	VFP	N/A	\$ 51.00 N/A
376					
377		OTHER			
378		DIRECTORY ASSISTANCE			
379		Directory Assistance - per call	OPEN	\$0.40	N/A N/A
380		National Directory Assistance (NDA), per call	OPEN	\$0.65	N/A N/A
381		Reverse Directory Assistance (RDA), per call	OPEN	\$0.65	N/A N/A
382		Business Category Search (BCS) / where applicable, per call	OPEN	\$0.65	N/A N/A
383		Directory Assistance Call Completion (DACC), per call	OPEN	\$0.15	N/A N/A
384					
385		OS/DA Automated Call Greeting and References / Rates			
386		Branding - Other - Initial/Subsequent Load	OPEN		\$1,800.00 \$1,800.00
387		Brand and Reference/Rate Look Up, per OS/DA call	OPEN	\$0.03	N/A N/A
388		Branding - Facility Based - Initial/Subsequent Load			
389		- Branding, per trunk group	OPEN	N/A	\$ 800.00 N/A
390		Rate Reference - Initial Load, per state, per OCN	OPEN	N/A	\$ 5,000.00 N/A
391		Rate Reference - Subsequent Load, per state, per OCN	OPEN	N/A	N/A \$ 1,500.00
392					
393		OPERATOR SERVICES			
394		Fully Automated Call Processing, per call	OPEN	\$0.15	N/A N/A
395		Operator Assisted Call Processing - All Types (including Busy Line Verify			
396		[BLV] and BLV/Emergency Interrupt [BLV/I]) - per work second	OPEN	\$0.03	N/A N/A
397					
398		DA Listings			
399		DA Listing Licenses			
400		Option #1 Full File (all states inclusive) Non-Billable Release (no query charges)			
401		- per listing for initial load	OPEN	N/A	\$ 0.040 N/A
402		- per listing for subsequent updates	OPEN	N/A	\$ 0.060 N/A
403		Option #2 Full File (all states inclusive) Billable Release			
404		- per listing for initial load	OPEN	N/A	\$ 0.020 N/A
405		- per listing for subsequent updates	OPEN	N/A	\$ 0.030 N/A
406		- per usage/query	OPEN	N/A	\$ 0.020 N/A
407		Option #3 Pick & Choose (by state) Non-billable Release (no query charges)			
408		- per listing for initial load	OPEN	N/A	\$ 0.050 N/A
409		- per listing for subsequent updates	OPEN	N/A	\$ 0.080 N/A
410		Option #4 Pick & Choose (by state) Billable Release			
411		- per listing for initial load	OPEN	N/A	\$ 0.020 N/A
412		- per listing for subsequent updates	OPEN	N/A	\$ 0.030 N/A
413		- per usage/query	OPEN	N/A	\$ 0.020 N/A
414					
415		Ancillary Message Billing Compensation (Per Message)	OPEN	\$ 0.03	N/A N/A
416					
417		Structures Access - Poles & Ducts		Annually	
418		Poles (\$/attachment/yr.) * #/			
419		Per Foot Conduit Occupancy Fees #/		\$ 2.13	
420		Full Duct (\$/ft/yr.)		\$ 0.88	
421		Half Duct (\$/ft/yr.)		\$ 0.42	
422		Application fee	OPEN		\$ 200.00
423		Unauthorized Attachment Fee			\$500 per Pole
424		Unauthorized Occupancy Fee			\$50 per Conduit Foot
425		*For (1) each one foot of usable space, or fraction thereof, occupied and (2) each			
426		additional one foot of space, or fraction thereof, rendered unusable by the attachment's presence.			
427		#/ Note: All pole and conduit license fees are for a period of one year from January 1 thru December 31,			
428		effective January 1, 2005 and billable semi-annually in advance in January and July of each year.			
429		New rates will be communicated to CLEC no later than November 1st for the succeeding year.			
430					
431		Emergency Number Service Access			
432		911 Selective Router Interconnection			
433		-Each DSO installed	USAGE	\$ -	\$ 865.49
434		-Analog Channel Interface	EVG9X	\$ 26.64	\$ 770.97
435		ANI/ALI/ISR and Database Management			
436		- Per 100 records, rounded up to nearest 100	9389X	\$ 3.55	\$ -
437					
438		Access Routing File, per carrier	USAGE	\$ 50.80	
439		911 Selective Router Switch Administration			
440		-Per Selective Router	USAGE	\$ 5.57	\$ 1,717.33
441					

TBD - To be determined
N/A - Non-recurring only
ICB - Indirect Case Basis
NA - Not Applicable

INDIANA BELL
TELEPHONE COMPANY
INCORPORATED d/b/a
ATT INDIANA
January 4, 2006

APPENDIX PRICING/ASP-Bound
ATT INDIANA/CENTURY/TEL ACQUISITION, LLC D/B/A INMC TELECOM III

Line	INDIANA		USOC	Recurring Monthly	Non-Recurring First Additional
2	AT&T Generic Rates				
442	INTERCARRIER COMPENSATION				
443	End Office Switching				
444	Set up charge, per call	USAGE	\$	0.011603	
445	Duration charge, per MOU	USAGE	\$	0.000830	
446	Tandem Switching				
447	Set up charge, per call	USAGE	\$	0.000400	
448	Duration charge, per MOU	USAGE	\$	0.000194	
449	Tandem Transport Termination, per MOU	USAGE	\$	0.000102	
450	Tandem Transport Facility per MOU, per Mile	USAGE	\$	0.000005	
451					
452	Rate for Presumed ISP-Bound Traffic, as per FCC 01-131	USAGE	\$	0.000700	
453					
454	Pursuant to March 28, 2002 IURC order in Cause No. 40611-S1, this charge will be applicable only after the third party OSS test is complete for Indiana				
455					
456	Rates are the result of 3/28/02 IURC order in Indiana Cause 40611-S1. Rates are subject to AT&T Indiana reservation of rights pertaining to that order, and subject to modification as a result of reconsideration, appeal, further IURC action, or other change of law.				
457					
458					
459	Rates are the result of 1/5/04 IURC order in Indiana Cause 42393. Rates are subject to each party's reservation of rights pertaining to that order, and subject to modification as a result of				
460					
461	As of January 5, 2003, AT&T Indiana's billing systems are unable to bill this rate/rate structure in the manner AT&T Indiana intends to eventually. AT&T Indiana may adopt				
462					
463	Pursuant to FCC Tariff #2 Section 4, effective from June 1, 2004, billing shall cease effective October 1, 2004.				
464					
465	RESALE				
466	BUSINESS				
467	LOCAL EXCHANGE SERVICE				
468	Business 1 Party	RESALE		21.48%	21.48%
469	Business - Measured	RESALE		21.48%	21.48%
470	Customer Operated Pay Telephone (COPT)	RESALE		21.46%	21.46%
471					
472	EXPANDED LOCAL CALLING				
473	Extended Area Service	RESALE		21.46%	21.46%
474					
475	VERTICAL SERVICES				
476	Anonymous Call Rejection	RESALE		21.46%	21.48%
477	Repeat Dialing (Auto Redial)	RESALE		21.46%	21.46%
478	Repeat Dialing-Per Use (Auto Redial - Usage Sensitive)	RESALE		21.46%	21.46%
479	Call Blocker	RESALE		21.46%	21.46%
480	Call Forwarding	RESALE		21.46%	21.46%
481	Call Forwarding - Busy Line	RESALE		21.46%	21.46%
482	Call Forwarding - Busy Line/Don't Answer	RESALE		21.46%	21.46%
483	Call Forwarding - Don't Answer	RESALE		21.46%	21.46%
484	Automatic CallBack (Call Return)	RESALE		21.46%	21.46%
485	Automatic CallBack-Per Use (Call Return - Usage Sensitive)	RESALE		21.46%	21.46%
486	Call Trace	RESALE		21.46%	21.46%
487	Call Waiting	RESALE		21.46%	21.46%
488	Caller ID With Name (Calling Name)	RESALE		21.46%	21.46%
489	Caller ID (Calling Number)	RESALE		21.46%	21.46%
490	MultiRing Service -1 (Personalized Ring -1 Dependent Number)	RESALE		21.46%	21.46%
491	MultiRing Service -2 (Personalized Ring -2 Dependent Numbers)	RESALE		21.46%	21.46%
492	Remote Access to Call Forwarding (Grandfathered)	RESALE		0.00%	0.00%
493	Selective Call Forwarding	RESALE		0.00%	0.00%
494	Multi-Path Call Forwarding (Simultaneous Call Forwarding)	RESALE		21.46%	21.46%
495	Remote Call Forwarding-Per Feature	RESALE		21.46%	21.46%
496	RCF, Interstate, Interexchange	RESALE		21.46%	21.46%
497	RCF, Intrastate	RESALE		21.46%	21.46%
498	RCF, Interstate, International	RESALE		21.46%	21.46%
499	RCF, intrastate, Interexchange	RESALE		21.46%	21.46%
500	RCF to 800	RESALE		21.46%	21.46%
501	RCF Additional	RESALE		21.46%	21.46%
502	Speed Calling 8	RESALE		21.46%	21.46%
503	Speed Calling 30	RESALE		21.46%	21.46%
504	Three Way Calling	RESALE		21.46%	21.46%
505	Call Screening	RESALE		21.46%	21.46%
506	Busy Line Transfer	RESALE		21.46%	21.46%
507	Alternate Answer	RESALE		21.46%	21.46%
508	Message Waiting - Tone	RESALE		21.46%	21.46%
509	Easy Call	RESALE		21.46%	21.46%
510	Prime Number Service	RESALE		21.46%	21.46%
511	AT&T Indiana Privacy Manager	RESALE		21.46%	21.46%
512	Name and Number Delivery Service	RESALE		21.46%	21.46%
513					
514	DID				
515	DID	RESALE		21.46%	21.46%
516					
517	TRUNKS				
518	Trunk	RESALE		21.46%	21.46%
519					
520	AIN				
521	Area Wide Networking	RESALE		21.46%	21.46%
522	AT&T Indiana Switch Alternate Routing (ANSAR)	RESALE		21.46%	21.46%
523	AT&T Indiana Customer Location Alternate Routing (ACLAR)	RESALE		21.46%	21.46%
524					
525	OTHER				
526	Grandfathered Services	RESALE		0.00%	0.00%
527	Promotions (Greater than 90 days)	RESALE		21.46%	21.46%
528	TouchTone (Business)	RESALE		21.46%	21.46%
529	TouchTone (Trunk)	RESALE		21.46%	21.46%

TBD - To be determined
NRQ - Nonrecurring only
ICB - Individual Case Basis
NA - Not Applicable

INDIANA BELL
TELEPHONE COMPANY
(INCORPORATED d/b/a
ATT INDIANA
January 4, 2008

APPENDIX PRICING/SP-Bound
ATT INDIANA/CENTURYTEL ACQUISITION, LLC d/b/a KMC TELECOM III

Line	INDIANA		USOC	Recurring	Non-Recurring	
2	AT&T Generic Rates			Monthly	First	Additional
530	900/976 Call Blocking (900/976 Call Restriction)		RESALE	0%	0%	
531	976 (976 Information Delivery Service)		RESALE	0%	0%	
532	Access Services (See Access Tariff)		RESALE	0%	0%	
533	Additional Directory Listings		RESALE	21.46%	21.46%	
534	Carrier Disconnect Service (Company Initiated Suspension Service)		RESALE	0%	0%	
535	Connection Services		RESALE	21.46%	21.46%	
536	Premise Services/Line Backer (Maintenance of Service Charges)		RESALE	0%	0%	
537	Shared Tenant Service		RESALE	0%	0%	
538	Restoral of Service Charge		RESALE	0%	21.46%	
539	Data Services					
540	Gigabit Ethernet Metropolitan Area Network (GigE/MAN)		RESALE	21.46%	21.46%	
541	PBX Trunks		RESALE	21.46%	21.46%	
542	Multi-Service Optical Network (MON)		RESALE	21.46%	21.46%	
543	OCN-PTP		RESALE	21.46%	21.46%	
544	ADTS-E		RESALE	21.46%	21.46%	
545	DS0		RESALE	21.46%	21.46%	
546	DS1		RESALE	21.46%	21.46%	
547	DS3		RESALE	21.46%	21.46%	
548						
549	ISDN					
550	ISDN		RESALE	21.46%	21.46%	
551						
552	DIRECTORY ASSISTANCE / OPERATOR SERVICES					
553	Local Directory Assistance		RESALE	21.46%		
554	Local Operator Assistance Service		RESALE	21.46%		
555						
556	National Directory Assistance (NDA), per call		OPEN	\$0.65	N/A	N/A
557	Reverse Directory Assistance (RDA), per call		OPEN	\$0.65	N/A	N/A
558	Business Category Search (BCS) / where applicable, per call		OPEN	\$0.65	N/A	N/A
559	Directory Assistance Call Completion (DACC), per call		OPEN	\$0.15	N/A	N/A
560						
561	OS/DA Automated Call Greeting and References / Rates					
562	Branding - Other - Initial/Subsequent Load		OPEN		\$1,800.00	\$1,800.00
563	Brand and Reference/Rate Look Up, per OS/DA call		OPEN	\$0.03	N/A	N/A
564	Rate Reference - Initial Load, per state, per OCN		OPEN	N/A	\$ 5,000.00	N/A
565	Rate Reference - Subsequent Load, per state, per OCN		OPEN	N/A	\$ 1,500.00	N/A
566						
567	TOLL					
568	TOLL		RESALE	21.46%	21.46%	
569						
570	OPTIONAL TOLL CALLING PLANS					
571	Optional Toll Calling Plans		RESALE	21.46%	21.46%	
572						
573	CENTREX (PLEXAR)					
574	AT&T Indiana Centrex Service ACS		RESALE	21.46%	21.46%	
575	AT&T Indiana Centrex Network Manager		RESALE	0.00%	0.00%	
576						
577	PRIVATE LINE					
578	Analog Private Lines		RESALE	21.46%	21.46%	
579	Private Line Channel Services		RESALE	21.46%	21.46%	
580						
581	RESIDENCE					
582	LOCAL EXCHANGE SERVICE					
583	Life Line		RESALE	0.00%	0.00%	
584	Residence 1 Party		RESALE	21.46%	21.46%	
585	Residence Measured		RESALE	21.46%	21.46%	
586						
587	EXPANDED LOCAL CALLING					
588	Extended Area Service		RESALE	21.46%	21.46%	
589	VERTICAL SERVICES					
590	Anonymous Call Rejection		RESALE	21.46%	21.46%	
591	Repeat Dialing (Auto Redial)		RESALE	21.46%	21.46%	
592	Repeat Dialing - Per Use (Auto Redial - Usage Sensitive)		RESALE	21.46%	21.46%	
593	Call Blocker		RESALE	21.46%	21.46%	
594	Call Forwarding		RESALE	21.46%	21.46%	
595	Call Forwarding - Busy Line		RESALE	21.46%	21.46%	
596	Call Forwarding - Busy Line/Don't Answer		RESALE	21.46%	21.46%	
597	Call Forwarding - Don't Answer		RESALE	21.46%	21.46%	
598	Automatic Call-Back (Call Return)		RESALE	21.46%	21.46%	
599	Automatic Call-Back Per Use (Call Return - Usage Sensitive)		RESALE	21.46%	21.46%	
600	Call Trace		RESALE	21.46%	21.46%	
601	Call Waiting		RESALE	21.46%	21.46%	
602	Caller ID with Name (Calling Name)		RESALE	21.46%	21.46%	
603	Caller ID (Calling Number)		RESALE	21.46%	21.46%	
604	Multi-Ring Service - 1 (Personalized Ring - 1 dependent number)		RESALE	21.46%	21.46%	
605	Multi-Ring Service - 2 (Personalized Ring - 2 dependent numbers - 1st dependent number)		RESALE	21.46%	21.46%	
606	Remote Access to Call Forwarding (CF)		RESALE	21.46%	21.46%	
607	RCF, Interstate, Interexchange		RESALE	21.46%	21.46%	
608	RCF, Intrastate		RESALE	21.46%	21.46%	
609	RCF, Interstate, International		RESALE	21.46%	21.46%	
610	RCF, Intrastate, Interexchange		RESALE	21.46%	21.46%	
611	RCF to 800		RESALE	21.46%	21.46%	
612	RCF Additional		RESALE	21.46%	21.46%	
613	Selective Call Forwarding		RESALE	21.46%	21.46%	
614	Speed Calling 8		RESALE	21.46%	21.46%	
615	Three Way Calling		RESALE	21.46%	21.46%	
616	Call Screening		RESALE	21.46%	21.46%	
617	Busy Line Transfer		RESALE	21.46%	21.46%	

TBD - To be determined
NRO - Non-recurring only
ICB - Individual Case Basis
NA - Not Applicable

INDIANA BELL
TELEPHONE COMPANY
INCORPORATED d/b/a
ATT INDIANA
January 4, 2008

APPENDIX PRICING SP-8ound
ATT INDIANA/CENTURYTEL ACQUISITION, LLC D/B/A KYC TELECOM II

Line	INDIANA			Recurring	Non-Recurring
2	AT&T Generic Rates		USOC	Monthly	First Additional
618	Alternate Answer		RESALE	21.48%	21.48%
619	Message Waiting - Tone		RESALE	21.48%	21.48%
620	Easy Call		RESALE	21.48%	21.48%

INDIANA BELL
TELEPHONE COMPANY
INCORPORATED d/b/a
ATT INDIANA
January 4, 2008

APPENDIX PRICING/ISP-Bound
ATT INDIANA/CENTURYTEL ACQUISITION, LLC D/B/A KMG TELECOM III

Line	INDIANA		USOC	Recurring Monthly	Non-Recurring First	Additional
2	AT&T Generic Rates					
627	OTHER					
628	Grandfathered Services		RESALE	0.00%	0.00%	
629	Promotions (Greater than 90 Days)		RESALE	21.46%	21.46%	
630	TouchTone		RESALE	21.46%	21.46%	
631	Home Services Packages		RESALE	21.46%	21.46%	
632	800/976 Call Blocking (800/976 Call Restriction)		RESALE	21.46%	21.46%	
633	976 (976 Information Delivery Service)		RESALE	21.46%	21.46%	
634	Access Services (See Access Tariff)		RESALE	0%	0%	
635	Additional Directory Listings		RESALE	21.46%	21.46%	
636	Carrier Disconnect Service (Company Initiated Suspension Service)		RESALE	21.46%	21.46%	
637	Connection Services		RESALE	21.46%	21.46%	
638	Premise Services/Line Backer (Maintenance of Service Charges)		RESALE	0%	0%	
639	Shared Tenant Service		RESALE	0%	0%	
640						
641	TOLL					
642	Custom and Dedicated 800 Service (Home 800)		RESALE	21.46%	21.46%	
643	Intral ATA MTS		RESALE	21.46%	21.46%	
644	Toll Restriction		RESALE	21.46%	21.46%	
645						
646	Electronic Billing Information Data (daily usage)		RESALE	\$0.00		
647	per message					
648						
649	Line Connection Charge					
650	Residence		RESALE		21.46%	
651	Business		RESALE		21.46%	
652						
653	Service Order/Service Request Charge					
654	Residence		RESALE		21.46%	
655	Business		RESALE		21.46%	
656						
657	Non-Electronic (Manual) Service Order Charge					
658	Residence		RESALE		\$9.02	
659	Business		RESALE		\$9.02	

AT&T INDIANA
SECTION 271 REMEDY PLAN
DESCRIPTION

This Performance Remedy Plan sets forth the terms and conditions under which AT&T INDIANA will report performance to CenturyTel Acquisition, LLC d/b/a KMC Telecom III (CLEC) and compare that performance to AT&T INDIANA's own performance (parity), benchmark criteria, or both, whichever is applicable. This document further provides for enforcement through liquidated damages and assessments.

- 1.0 AT&T INDIANA agrees to provide CLEC a monthly report of performance for the performance measures listed in Appendix 1 – AT&T MIDWEST Performance Measurement User Guide. AT&T INDIANA will collect, analyze, and report performance data for these measures in accordance with the business rules defined in Appendix 1, as approved by the Commission. Both the performance measures and the business rules in Appendix 1 are subject to modification in accordance with section 6.4 below regarding six-month reviews. AT&T INDIANA further agrees to use the two-tiered enforcement structure for performance measurements provided for in this document. The Commission-approved performance measurements shown in Appendix 1 hereto identify the measurements that belong to Tier 1 (payable to CLECs) and/or Tier 2 (payable to the State) categories.
 - 1.1 AT&T INDIANA will not levy a separate charge for provision of the data to CLEC called for under this document. Upon CLEC's request, data files of CLEC's raw data, or any subset thereof, will be transmitted to CLEC. If CLEC's request is transmitted to AT&T INDIANA on or before the last day of the month for which data is sought, AT&T INDIANA shall provide the data to CLEC on or before the last day of the following month pursuant to mutually acceptable format, protocol, and transmission media. If CLEC's request is transmitted to AT&T INDIANA after the last day of the month for which data is sought, AT&T INDIANA shall provide the data to CLEC within 30 days of receipt pursuant to mutually acceptable format, protocol, and transmission media. Notwithstanding other provisions of this Agreement, the Parties agree that such records will be deemed Proprietary Information.
- 2.0 AT&T INDIANA will use a statistical test, namely the modified "Z-test," for evaluating the difference between two means (AT&T INDIANA retail or its affiliate – whichever is better, provided the number of affiliate data points equal or exceed 30 – and CLEC) or percentages, or the difference between two ratios for purposes of this document. AT&T INDIANA agrees to use the modified Z-tests as outlined below as the statistical tests for the determination of parity when the results for AT&T INDIANA retail or its affiliate (whichever is better, provided the number of affiliate data points equal or exceed 30) and the CLEC are compared. This statistical test will compare the CLEC performance to the AT&T INDIANA retail performance or the affiliate performance (whichever is better). If the affiliate data has fewer than 30 observations, the comparison will be to AT&T INDIANA's retail performance. The modified Z-tests are applicable if the number of data points are greater than or equal to 30 for a given disaggregation category. In cases where benchmarks are established, the determination of compliance is through a comparison to the applicable Commission-approved benchmark. For testing compliance for measures for which the number of data points is 29 or less, the use of permutation tests as outlined below may be used.
- 3.0 For purposes of this document, performance for the CLEC on a particular sub-measure (disaggregated level) will be considered in compliance with the parity requirement when the measured results in a single month (whether in the form of means, percents, or ratios) for the same sub-measurement, at equivalent disaggregation, for both AT&T INDIANA and/or its affiliate (whichever is better, provided the number of affiliate data points exceeds 30) and CLEC are used to calculate a Z-test statistic and the resulting value is no greater than Critical-Z value that would maintain 95% confidence that the difference in results reflects disparity. That Critical-Z value is 1.645.

Z-Test:

AT&T INDIANA will utilize the following formulae for determining parity using Z-Test:

For Measurement results that are expressed as Averages or Means:

$$Z = (\text{DIFF}) / \sigma_{\text{DIFF}}$$

Where: $\text{DIFF} = M_{\text{ILEC}} - M_{\text{CLEC}}$
 $M_{\text{ILEC}} = \text{ILEC Average}$
 $M_{\text{CLEC}} = \text{CLEC Average}$
 $\sigma_{\text{DIFF}} = \text{SQRT} \{ [\sigma^2_{\text{ILEC}} (1/n_{\text{CLEC}} + 1/n_{\text{ILEC}})] \}$
 $\sigma^2_{\text{ILEC}} = \text{Calculated variance for ILEC}$
 $n_{\text{ILEC}} = \text{number of observations or samples used in ILEC measurement}$
 $n_{\text{CLEC}} = \text{number of observations or samples used in CLEC measurement}$

For Measurement results that are expressed as Percentages or Proportions:

Step 1:

$$p_{\text{III}} = \frac{(n_{\text{ILEC}} P_{\text{ILEC}} + n_{\text{CLEC}} P_{\text{CLEC}})}{n_{\text{ILEC}} + n_{\text{CLEC}}}$$

Step 2:

$$\sigma_{\text{P}_{\text{ILEC}} - \text{P}_{\text{CLEC}}} = \text{SQRT} \{ [p(1-p)]/n_{\text{ILEC}} + [p(1-p)]/n_{\text{CLEC}} \}$$

Step 3:

$$Z = (P_{\text{ILEC}} - P_{\text{CLEC}}) / \sigma_{\text{P}_{\text{ILEC}} - \text{P}_{\text{CLEC}}}$$

Where: n = number of observations
 P = Percentage or Proportion

For Measurement results that are expressed as Rates or Ratios:

$$Z = (\text{DIFF}) / \sigma_{\text{DIFF}}$$

Where: $\text{DIFF} = R_{\text{ILEC}} - R_{\text{CLEC}}$
 $R_{\text{ILEC}} = \text{num}_{\text{ILEC}} / \text{denom}_{\text{ILEC}}$
 $R_{\text{CLEC}} = \text{num}_{\text{CLEC}} / \text{denom}_{\text{CLEC}}$
 $\sigma_{\text{DIFF}} = \text{SQRT} \{ [(\text{num}_{\text{CLEC}} + \text{num}_{\text{ILEC}}) \div (\text{denom}_{\text{CLEC}} + \text{denom}_{\text{ILEC}})] \cdot (1/\text{denom}_{\text{CLEC}} + 1/\text{denom}_{\text{ILEC}}) \}$

4.0 Qualifications to use Z-Test:

- 4.1 The proposed Z-tests are applicable to reported measurements that contain 30 or more data points. The Z-test is not applied to measures with benchmark standards.
- 4.2 The minimum sample size for Tier 2 is 10 observations for the aggregate of all CLECs. Sub-measures in Tier 2 with fewer than 10 observations do not have statistical tests conducted on them.
- 4.3 In calculating the difference between the performances, the formulas defined above apply when a larger CLEC value indicates a higher quality of performance. In cases where a smaller CLEC value indicates a higher quality of performance the order of subtraction should be reversed (i.e., $M_{\text{ILEC}} - M_{\text{CLEC}}$, $P_{\text{ILEC}} - P_{\text{CLEC}}$, $R_{\text{ILEC}} - R_{\text{CLEC}}$).
- 4.4 For measurements where the performance delivered to the CLEC is compared to **AT&T INDIANA** performance and for which the number of data points are 29 or less for either the CLEC or **AT&T INDIANA**, **AT&T INDIANA** will apply the following alternatives for compliance.
 - 4.4.1 Alternative 1 (used only in the following situations: 1) for a measure where results for both the CLEC and **AT&T INDIANA** Retail or affiliate (whichever is used) both show perfect compliance (no failures), and 2) where the individual transaction detail required to conduct permutation testing is not available):

AT&T INDIANA applies the Z-Test as described in section 3.0.

4.4.2 Alternative 2 (used in all situations except those defined above for Alternative 1):

For Percentages, the Fisher Exact Permutation Test will be used.

For Averages and Ratios, the following Permutation analysis will be applied to calculate the Z-statistic using the following logic:

- (1) Choose a sufficiently large number T.
- (2) Pool and mix the CLEC and ILEC data sets.
- (3) Randomly subdivide the pooled data sets into two pools, one the same size as the original CLEC data set (n_{CLEC}) and one reflecting the remaining data points, (which is equal to the size of the original ILEC data set, or n_{ILEC}).
- (4) Compute and store the Z-test score (Z_s) for this sample.
- (5) Repeat steps 3 and 4 for the remaining T-1 sample pairs to be analyzed. (If the number of possibilities is less than 1 million, include a programmatic check to prevent drawing the same pair of samples more than once).
- (6) Order the Z_s results computed and stored in step 4 from lowest to highest.
- (7) Compute the Z-test score for the original two data sets and find its rank in the ordering determined in step 6.
- (8) To calculate P, divide the rank of the Z-test score as determined in step 7 by the number of total runs executed. ($P = \text{rank} / T$).
- (9) Using a cumulative standard normal distribution table, find the value Z_A such that the probability (or cumulative area under the standard normal curve) is equal to P calculated in step 8.

Compare Z_A with the Critical Z-value. If $Z_A >$ the Critical Z-value, then the performance is non-compliant.

- 4.5 AT&T INDIANA and CLECs will provide software and technical support as needed by Commission Staff for purposes of statistical analysis. Any CLEC who opts into this plan agrees to share in providing such support to Commission Staff.

5.0 Overview of Enforcement Structure

AT&T INDIANA agrees with the following methodology for developing the liquidated damages and penalty assessment structure for Tier 1 liquidated damages and Tier 2 assessments:

- 5.1 AT&T INDIANA will pay Liquidated Damages to the CLEC according to the terms set forth in this document.
- 5.2 Liquidated damages apply to Tier 1 measurements identified as "Remedied" in the Measurement Type section of the performance measurement business rules documented in Appendix 1.
- 5.3 Assessments are applicable to Tier 2 measures identified as "Remedied" in the Measurement Type section of the performance measurement business rules documented in Appendix 1, and are payable to the State Fund designated by the Commission.
- 5.4 The AT&T Indiana Section 271 Remedy Plan shall be available for adoption by any CLEC pursuant to Section 252(i) of the Act. AT&T INDIANA will not be liable for the payment of Tier 1 damages until 10 days after receipt by AT&T INDIANA of an executed (by CLEC) Interconnection Agreement amendment, terms of which have been agreed to by both CLEC and AT&T INDIANA, referencing this plan; or if CLEC interconnects by tariff, 10 days after receipt by AT&T INDIANA of the self-identification form posted on the CLEC OnLine website (<https://clec.AT&T.com/clec>). Tier 1 damages will be accrued, but not paid, effective with the first full month of performance results after that date, and will be payable from and after the date that the Interconnection Agreement Amendment is approved by the Commission. AT&T INDIANA will not unnecessarily delay filing of the Interconnection Agreement or amendment once both CLEC and AT&T INDIANA have signed.

- 5.5 **AT&T INDIANA** will be liable for the payment of Tier 2 assessments upon formal approval of this plan by the Commission in either a generic proceeding or by approving an Interconnection Agreement amendment referencing this plan. Tier 2 assessments will be paid on the aggregate performance for all CLECs that are operating in Indiana. To the extent that there are one or more other remedy plans in effect that call for payments to be made to the State (as opposed to, or in addition to, payments to a CLEC or CLECs), **AT&T INDIANA** will be liable only for the greater of payments to the State under that plan or the Tier 2 assessments payable under this plan.
- 5.6 In order to receive payment by check CLEC must complete the CLEC Identification and Liquidated Damages Information Form located on the CLEC OnLine website (<https://clec.AT&T.com/clec>). Otherwise, remedy payment will be made via bill credit.

6.0 Procedural Safeguards and Exclusions

- 6.1 **AT&T INDIANA** agrees that the application of the assessments and damages provided for herein is not intended to foreclose other non-contractual legal and regulatory claims and remedies that may be available to a CLEC. By incorporating these liquidated damages terms into an interconnection agreement and tariff, **AT&T INDIANA** and CLEC agree that proof of damages from any "noncompliant" performance measure would be difficult to ascertain and, therefore, liquidated damages are a reasonable approximation of any contractual damage resulting from a non-compliant performance measure. **AT&T INDIANA** and CLEC further agree that liquidated damages payable under this provision are not intended to be a penalty.
- 6.2 **AT&T INDIANA**'s agreement to implement these enforcement terms, and specifically its agreement to pay any "liquidated damages" or "assessments" hereunder, will not be considered as an admission against interest or an admission of liability in any legal, regulatory, or other proceeding relating to the same performance. **AT&T INDIANA** and CLEC agree that CLEC may not use: (1) the existence of this enforcement plan; or (2) **AT&T INDIANA**'s payment of Tier 1 "liquidated damages" or Tier 2 "assessments" as evidence that **AT&T INDIANA** has discriminated in the provision of any facilities or services under Sections 251 or 252, or has violated any state or federal law or regulation. **AT&T INDIANA**'s conduct underlying its performance measures, and the performance data provided under the performance measures, however, are not made inadmissible by these terms. Any CLEC accepting this performance remedy plan agrees that **AT&T INDIANA**'s performance with respect to this remedy plan may not be used as an admission of liability or culpability for a violation of any state or federal law or regulation. Further, any liquidated damages payment by **AT&T INDIANA** under these provisions is not hereby made inadmissible in any proceeding relating to the same conduct where **AT&T INDIANA** seeks to offset the payment against any other damages a CLEC might recover. Whether or not the nature of damages sought by the CLEC is such that an offset is appropriate will be determined in the related proceeding. The terms of this paragraph do not apply to any proceeding before the Commission or the FCC to determine whether **AT&T INDIANA** has met or continues to meet the requirements of section 271 of the Act.
- 6.3 **AT&T INDIANA** shall not be liable for Tier 2 "assessments" under this remedy plan to the extent they are duplicative of any other assessments or sanctions under the Commission's service quality rules relating to the same performance. This section does not limit the Commission's ability to assess remedies, penalties or fines regarding such performance consistent with their lawful authority.
- 6.4 Every six months, CLEC may participate with **AT&T INDIANA**, other CLECs, and Commission representatives to review the performance measures to determine (a) whether measurements should be added, deleted, or modified; (b) whether the applicable benchmark standards should be modified or replaced by parity standards, or vice versa; and (c) whether to move a classification of a measure, either Tier 1, Tier 2 or both, from Remedied to Diagnostic, or vice versa. Criteria for review of performance measures, other than for possible reclassification, shall be whether there exists an omission or failure to capture intended performance, and whether there is duplication of another measurement. Proposed modifications by a party or parties to: (1) the AT&T Indiana Section 271 Remedy Plan, (2) any attachments to that Plan, and/or (3) the AT&T Midwest Performance Measurement User Guide (Appendix 1 to this document) should first be raised in the regional six-month review meetings, or in Indiana-specific performance measure or remedy plan collaborative workshops or conference calls prior to the party of

parties seeking approval of the modifications from the Commission. This does not preclude the Commission ordering, or the Commission staff requesting, on its own motion, changes to the PM User Guide. Should disputes occur regarding changes, additions and/or deletions to the performance measurements, the dispute shall be referred to the Commission for resolution. The current measurements and benchmarks will be in effect until modified hereunder through this review process or expiration of the interconnection agreement. The AT&T Indiana Section 271 Remedy Plan is under the oversight and control of the Commission; agreed-upon or disputed proposals for modifications to the AT&T Indiana Section 271 Remedy Plan or the PM User Guide must be approved by the Commission in order to take effect.

- 6.5 CLEC and AT&T INDIANA will consult with one another and attempt in good faith to resolve any issues regarding the accuracy or integrity of data collected, generated, and reported pursuant to this document. In the event that CLEC requests such consultation and the issues raised by CLEC have not been resolved within 45 days after CLEC's request for consultation, then AT&T INDIANA will allow CLEC to have an independent audit conducted, at CLEC's expense, of AT&T INDIANA's performance measurement data collection, computing, and reporting processes. In the event the subsequent audit affirms the problem identified by the CLEC, or if any new problem is identified, AT&T INDIANA shall reimburse the CLEC any expense incurred by the CLEC for such audit. CLEC may not request more than one audit per four calendar months under this section, and may not request an audit of the same performance measurement more than once in a twelve calendar month period. This section does not modify CLEC's audit rights under other provisions of this Agreement or any applicable Commission Order. AT&T INDIANA agrees to inform all CLECs via Accessible Letter of any problem identified during an audit initiated by any CLEC.
- 6.6 AT&T INDIANA agrees to periodic, regional (five-state) audit of the performance measurement data collection, retention, transformation, result and remedy calculation, and result publication processes and systems. The first regional audit shall commence the later of eighteen months after this plan becomes effective or eighteen months after completion of the performance measurement audit of the OSS Third Party Test conducted by KPMG under Cause No. 41657. Subsequent to that initial audit, additional periodic audits will be scheduled as deemed necessary by the Commission. CLECs and the Commission will have input into the design and schedule of the audit. An independent, third party auditor chosen by AT&T INDIANA and approved by the Commission will conduct these audits at AT&T INDIANA's expense.
- 6.7 The term of the AT&T Indiana Section 271 Remedy Plan is indefinite. Expiration of the AT&T Indiana Section 271 Remedy Plan shall require approval by the Commission.

7.0 Exclusions Limited

- 7.1 AT&T INDIANA will not be excused from payment of liquidated damages or assessments on specific grounds (e.g. Force Majeure, third party systems or equipment problems), unless AT&T INDIANA prevails in a waiver of liability filed with the Commission seeking expedited resolution. AT&T INDIANA bears the burden of proof and must pay the remedies in advance of the expedited hearing, subject to refund, including interest, if it prevails. AT&T INDIANA will not be excused from payment of liquidated damages or assessments on any other grounds except as addressed in Section 7.2 or by application of the procedural threshold provided for below. Neither party will be required to pay attorneys fees to the prevailing party. If an event which is the subject of a waiver of liability only suspends AT&T INDIANA's ability to timely perform an activity subject to performance measurement, the applicable time frame in which AT&T INDIANA's compliance with the parity or benchmark criterion is measured will be extended on an hour for hour or day for day basis, as applicable, equal to the duration of the excusing event.
- 7.2 In addition to the provisions set forth herein, AT&T INDIANA shall not be obligated to pay liquidated damages or assessments for noncompliance with a performance measure to the extent that such noncompliance was the result of an act or omission by a CLEC that is contrary to any of the CLEC's obligations under its interconnection agreement with AT&T INDIANA or under the Act or Indiana law or tariff. An example of a potential act or omission could include, inter alia, unreasonably holding orders and/or applications and "dumping" such orders or applications in unreasonably large batches, at or near the close of a business day, on a Friday evening or prior to a holiday.

- 7.3 In any event where **AT&T INDIANA** believes there has been an act or omission by a CLEC that is contrary to any of the CLEC's obligations under its interconnection agreement with **AT&T INDIANA** or under the Act or Indiana law or tariff and that has caused noncompliance with a performance measurement, and a dispute occurs, **AT&T INDIANA** shall pay one-half of the Tier 1 remedies to the CLEC while disputes are referred to the Commission for resolution, subject to refund, including interest, if **AT&T INDIANA** prevails. If **AT&T INDIANA** does not prevail, the remaining one-half of the Tier 1 remedies will be paid, with interest, within 30 days of a final, non-appealable resolution by the Commission. **AT&T INDIANA** shall pay Tier 2 remedies to the State Fund designated by the Commission after the disputes are resolved. **AT&T INDIANA** will have the burden in any such proceeding to demonstrate that its noncompliance with the performance measurement is due to such acts or omissions by a CLEC.
- 7.4 **AT&T INDIANA** and CLEC agree that a procedural annual threshold will apply to the aggregate total of any Tier 1 liquidated damages (including any such damages paid pursuant to this Agreement or to any other Indiana interconnection agreement with a CLEC) and Tier 2 assessments or voluntary payments made by **AT&T INDIANA** pursuant to any Indiana interconnection agreement or tariff with a performance remedy plan for the calendar year. The annual threshold amounts will be determined by **AT&T INDIANA**, based on the formula of 36% of Net Return as set forth at ¶ 436 and footnote 1332 of the FCC's December 22, 1999 Memorandum Opinion and Order in CC Docket No. 99-295. The annual threshold shall be re-calculated on the first business day of the calendar year when updated ARMIS data is made publicly available. For purposes of applying the threshold, the calendar year shall apply. Once the annual threshold is established, a maximum monthly threshold will be determined by dividing the amount of the annual threshold by twelve. CLEC further acknowledges that a maximum monthly threshold of one-twelfth of the annual threshold for Tier 1 liquidated damages and Tier 2 assessments will apply to all performance payments made by **AT&T INDIANA** under all **AT&T INDIANA** interconnection agreements and tariff. To the extent in any given month the monthly threshold is not reached, the subsequent month's total threshold will be increased by an amount equal to the unpaid portion of the previous month's threshold. At the end of the year, if the aggregate total of Tier 1 liquidated damages and Tier 2 assessments under all **AT&T INDIANA** interconnection agreements and Performance Measurements and Remedy Plan tariff equals or exceeds the annual threshold, but **AT&T INDIANA** has paid less than that amount due to the monthly threshold, **AT&T INDIANA** shall be required to pay an amount equal to the difference between the annual threshold and the amount paid. In such event, Tier 1 liquidated damages shall be paid first on a pro rata basis to CLECs, and any remainder within the annual threshold shall be paid as a Tier 2 assessment. In the event the total calculated amount of damages and assessments for the year is less than the annual threshold, **AT&T INDIANA** shall be obligated to pay ONLY the actual calculated amount of damages and assessments.
- 7.5 Whenever **AT&T INDIANA** Tier 1 payments to an individual CLEC in a given month exceed 12.5% of the monthly threshold amount, or the Tier 1 payments to all CLECs in a given month exceed the monthly threshold, then **AT&T INDIANA** may request a hearing before the Commission. Upon timely commencement of this proceeding, **AT&T INDIANA** must pay one-half of the damages owed to the individual CLEC (subject to refund, including interest, if it prevails), and the balance of damages owed into escrow to be held by a third party pending the outcome of the hearing. To invoke these escrow provisions, **AT&T INDIANA** must file with the Commission, not later than the due date of the affected damages payments, an application to show cause why it should not be required to pay any amount in excess of the threshold amount. **AT&T INDIANA**'s application will be processed in an expedited manner under the process set forth in the Procedural Rules. **AT&T INDIANA** will have the burden of proof to demonstrate why, under the circumstances, it should not be required to pay liquidated damages in excess of the applicable threshold amount. If **AT&T INDIANA** reports non-compliant performance to the CLEC for three consecutive months on 20% or more of the measures reported to the CLEC, but **AT&T INDIANA** has incurred no more than 4.2% of the monthly threshold amount in liquidated damages obligations to the CLEC for that period under the enforcement terms set out here, then the CLEC may commence an expedited dispute resolution under this paragraph pursuant to the Commission's Procedural Rules to request that **AT&T INDIANA** should have to pay an amount of damages in excess of the amount calculated under these enforcement terms. In any such proceeding the CLEC will have the burden of proof to

demonstrate why **AT&T INDIANA** should have to pay any amount of damages in excess of the amount calculated under these enforcement terms.

- 7.6 **AT&T INDIANA's** Tier 1 remedy liability to any individual CLEC in any month will not exceed (will be capped at) the total billed revenue due **AT&T INDIANA** for services provided to the CLEC in the same month for which the remedy liability was incurred.
 - 7.7 **AT&T INDIANA** will post on its Internet website the aggregate payments of any liquidated damages or assessments paid during the current calendar year.
 - 7.8 With respect to any interconnection agreement, **AT&T INDIANA** or any CLEC may request an expedited dispute resolution proceeding before the Commission pursuant to sections 7.4 and 7.5 above.
- 8.0 Tier 1 Damages Payable to CLECs:

- 8.1 Tier 1 liquidated damages apply to measures designated in Appendix 1 as Remedied when **AT&T INDIANA** delivers "non-compliant" performance as defined in Section 3 above.
- 8.2 Liquidated damages in the amount specified in TABLE 1: Per Occurrence Liquidated Damage Amount Index Table below apply to all "non-compliant" sub-measures subject to remedies. Liquidated damages apply on a per occurrence basis, using the amount per occurrence taken from the table below, based on the number of consecutive months for which **AT&T INDIANA** has reported noncompliance for the sub-measure and on the overall percentage of sub-measures subject to remedies for which **AT&T INDIANA** met or exceeded the performance standard. For those measures listed in Appendix 1 as "Subject to Per Occurrence Damages or Assessments With a Cap," the amount of liquidated damages in a single month for a disaggregation category shall not exceed the amount listed in TABLE 2: Per Measure/Cap Liquidated Damage Amount Index Table. For those measures listed in Appendix 1 as "Subject to Per Measure Damages or Assessments," liquidated damages will apply on a per disaggregation category basis, at the amounts set forth in the TABLE 2: Per Measure/Cap Liquidated Damage Amount Index Table below. The methodology for determining the number of occurrences is addressed in "Methods of Calculating Liquidated Damages and Assessment Amounts," below.
- 8.3 TABLE 1 and TABLE 2 utilize an Index Value ("IV") that establishes the single level of liquidated damages assessment amount to be paid to all CLECs participating in the Plan in the case of a failure to meet or exceed a performance standard. This Index Value is uniquely established for each month's results based on the overall performance **AT&T INDIANA** provided to the CLECs as a whole on remedied sub-measures. The IV is calculated by (1) determining the number of reported sub-measure results subject to remedies for which performance met or exceeded the standard of comparison; (2) determining the total number of reported sub-measures subject to remedies; and (3) dividing (1) by (2) and multiplying by 100. The number of sub-measures is intended to reflect all CLEC activity within the state that is subject to remedy as defined in the performance measurement user guide. More specifically, a sub-measure is defined as a fully disaggregated (e.g. by product, by geography, by CLEC) performance measurement result. For determining the IV, the denominator is the total number of sub-measures reported, across all CLECs with activity, that are subject to liquidated damages remedy payments payable to CLECs or assessments payable to the State are included. This formula is provided below.

$$IV = (RSM_{passed} \div RSM_{total}) \times 100$$

Where

RSM_{passed} = Total number of Remedied Sub-Measure results where performance met or exceeded the standard of comparison

RSM_{total} = Total count of Remedied Sub-Measure results

- 8.4 Upon completion of each twelve-month period of performance reporting under this plan beginning October 2002, performance for the previous twelve months in total shall be calculated in the same fashion as defined in Section 8.3. Should the IV result calculated for that entire twelve-month period, by averaging the individual month's IV values, not meet or exceed 92%, the liquidated damages remedy amounts applicable in Tables 1 and 2 will step back to the previous level for the next twelve months, unless the level of

payments is already at the highest payment schedule whereby it would remain at that level for the next twelve months.

- 8.5 For measures identified in Attachment A and defined in Appendix 1 as subject to a Tier 1 remedy, liquidated damages apply as indicated in Section 8.2 whenever the following occurs:

- Performance is below the ceiling performance level and equal to or above the floor performance level and not in parity; or
- Performance is below the floor performance level, whether or not in parity.

Performance above the ceiling performance standard is deemed to have met the performance standard regardless of the result of a parity comparison.

When performance for the CLEC is below the floor, liquidated damages will be calculated against the better of the floor level of performance or the parity comparison performance.

Should the Commission order the implementation of retail performance standards applicable to all carriers providing retail local exchange services, or order changes to existing retail performance standards applicable to all carriers providing retail local exchange service, the parties will negotiate whether or not to create new, or modify existing, floor and ceiling performance standards.

- 8.6 Following at least two consecutive months of non-compliance for a given sub-measure, liquidated damages will be subject to a "proof of compliance" period for that individual metric. This process will require **AT&T INDIANA** to return to compliance for a specified number of months, based on the number of consecutive months non-compliant performance, before the liquidated damages amount is reduced to the lowest, or single month of non-compliance, level. For example, if **AT&T INDIANA** was out of compliance for four consecutive months for a given performance measurement reported for a specific CLEC, **AT&T INDIANA** will have to provide this CLEC three consecutive months of compliant performance for this same submeasure before it can begin paying the "Month 1" liquidated damage amount.

- 8.7 During this "proof of compliance" period, **AT&T INDIANA** will make liquidated damages payments *only* for those months during which the performance result for a specific sub-measure is determined to be "non-compliant" for a CLEC. This remedy payment amount will return to the lowest level of payment when **AT&T INDIANA** provides "compliant" performance for the number of consecutive months identified in TABLE 4: "Step-Down" Table Of Liquidated Damages For Tier 1 Measures where the payment amount is "Month One Amount". Until the performance result has met or exceeded the standard of comparison for three consecutive months, liquidated damages amounts will be determined using the number of months defined in Table 4.

- 8.8 **AT&T INDIANA** is obligated to correctly and completely report performance results for CLEC and the aggregate of all CLECs. On occasion, it may be necessary for **AT&T INDIANA** to restate previously published performance results to comply with this obligation where the originally published results were materially different from actual performance. **AT&T INDIANA** will provide notice, via the CLEC OnLine web site, to CLEC and the Commission of each restatement, indicating the performance measurements restated, which months' performance the measurements were restated for, and why the restatement was necessary.

- 8.9 In the event that performance measurement results need to be restated, **AT&T INDIANA** will restate those results as soon as possible for a period not to exceed the three months prior to the month for which results have most recently been reported at time of the restatement. In a case where restatement is required to address an audit finding, the restatement will be applied for the period of time necessary to resolve the finding.

- 8.10 If it is determined through restatement of performance results or other means that **AT&T INDIANA** underpaid liquidated damages due a CLEC, or assessments due the State, **AT&T INDIANA** will make additional payment/bill credit to the CLEC and/or payments to the State to the extent that it underpaid. All underpayments will be credited with interest. Beginning October 1, 2003, in the event that determination is made through restatement of performance results or other means that **AT&T INDIANA** overpaid, current

and/or future monthly liquidated damages remedy payments/bill credits to CLEC and/or assessments to the State will be offset by the amount of overage.

- 8.11 **AT&T INDIANA** shall be able to apply any liquidated damages remedy payments due toward those charges that the CLEC owes **AT&T INDIANA** for services rendered (or facilities provided) so long as such charges are undisputed and are past due for not less than 90 days.
- 8.12 If performance for any sub-measure fails to meet the standard of performance (parity or benchmark) defined in Appendix 1 for three consecutive months, **AT&T INDIANA** will, at request of the CLEC, initiate a "gap closure" effort. For a measure to which a floor applies, "gap closure" can be initiated when performance is below the floor for two consecutive months. The "gap closure" effort will (1) identify the root cause for the failure to meet the performance standard, and (2) develop an action plan to improve performance to a level where it is meeting the standard of performance. Documentation of the root cause and the action plan to address it will be provided to the CLEC requesting "gap closure" within 30 days of CLEC request. If requesting CLEC assesses the action plan as inadequate, the issue will be escalated to senior management responsible for the CLEC account and the operational area(s) impacted. A response will be provided to CLEC senior management within 10 business days of receipt of the escalation from the CLEC.

TABLE 1: Per Occurrence Liquidated Damage Amount Index Table

Index Value ("IV")	Consecutive Months Missed					
	One	Two	Three	Four	Five	Six or More
Effective Beginning With The First Month's Results Reported Under This Plan Through The Twelfth Month's Results Reported Under This Plan						
IV >= 92.0%	\$35	\$50	\$100	\$200	\$300	\$400
86.0% <= IV < 92.0%	\$50	\$70	\$125	\$250	\$350	\$450
80.0% <= IV < 86.0%	\$75	\$90	\$150	\$300	\$400	\$500
74.0% <= IV < 80.0%	\$100	\$125	\$250	\$500	\$600	\$700
IV < 74%	\$150	\$175	\$350	\$700	\$800	\$900
Effective Beginning With The Thirteenth Month's Results Reported Under This Plan Through The Twenty-Fourth Month's Results Reported Under This Plan						
IV >= 92.0%	\$30	\$55	\$100	\$200	\$300	\$400
86.0% <= IV < 92.0%	\$40	\$65	\$125	\$250	\$350	\$450
80.0% <= IV < 86.0%	\$50	\$80	\$150	\$300	\$400	\$500
74.0% <= IV < 80.0%	\$100	\$125	\$250	\$500	\$600	\$700
IV < 74%	\$150	\$175	\$350	\$700	\$800	\$900
Effective Beginning With The Twenty-Fifth Month's Results Reported Under This Plan						
IV >= 92.0%	\$25	\$50	\$100	\$200	\$300	\$400
86.0% <= IV < 92.0%	\$35	\$60	\$125	\$250	\$350	\$450
80.0% <= IV < 86.0%	\$50	\$75	\$150	\$300	\$400	\$500
74.0% <= IV < 80.0%	\$100	\$125	\$250	\$500	\$600	\$700
IV < 74%	\$150	\$175	\$350	\$700	\$800	\$900

TABLE 2: Per Measure/Cap Liquidated Damage Amount Index Table

Index Value ("IV")	Consecutive Months Missed					
	One	Two	Three	Four	Five	Six or More
Effective Beginning With The First Month's Results Reported Under This Plan Through The Twelfth Month's Results Reported Under This Plan						
IV >= 92.0%	\$9,000	\$15,000	\$15,000	\$20,000	\$25,000	\$30,000
86.0% <= IV < 92.0%	\$12,500	\$20,000	\$22,500	\$30,000	\$37,500	\$45,000
80.0% <= IV < 86.0%	\$15,000	\$25,000	\$30,000	\$40,000	\$50,000	\$60,000
74.0% <= IV < 80.0%	\$20,000	\$30,000	\$45,000	\$60,000	\$75,000	\$90,000
IV < 74%	\$25,000	\$50,000	\$75,000	\$100,000	\$125,000	\$150,000

Effective Beginning With The Thirteenth Month's Results Reported Under This Plan Through The Twenty-Fourth Month's Results Reported Under This Plan						
IV >= 92.0%	\$7,500	\$12,500	\$15,000	\$20,000	\$25,000	\$30,000
86.0% <= IV < 92.0%	\$10,000	\$17,500	\$22,500	\$30,000	\$37,500	\$45,000
80.0% <= IV < 86.0%	\$15,000	\$20,000	\$30,000	\$40,000	\$50,000	\$60,000
74.0% <= IV < 80.0%	\$20,000	\$30,000	\$45,000	\$60,000	\$75,000	\$90,000
IV < 74%	\$25,000	\$50,000	\$75,000	\$100,000	\$125,000	\$150,000
Effective Beginning With The Twenty-Fifth Month's Results Reported Under This Plan						
IV >= 92.0%	\$5,000	\$10,000	\$15,000	\$20,000	\$25,000	\$30,000
86.0% <= IV < 92.0%	\$7,500	\$15,000	\$22,500	\$30,000	\$37,500	\$45,000
80.0% <= IV < 86.0%	\$10,000	\$20,000	\$30,000	\$40,000	\$50,000	\$60,000
74.0% <= IV < 80.0%	\$15,000	\$30,000	\$45,000	\$60,000	\$75,000	\$90,000
IV < 74%	\$25,000	\$50,000	\$75,000	\$100,000	\$125,000	\$150,000

TABLE 3: Assessment Amounts For Tier 2 Measures

Per Occurrence	\$200
Per Measure / Cap	\$20,000

TABLE 4: "Step-Down" Table Of Liquidated Damages For Tier 1 Measures

Consecutive Months Compliant Performance Before Subsequent Non-Compliant Month	Consecutive Months Non-Compliant Performance Prior to First Month of Compliant Performance			
	Three Months	Four Months	Five Months	Six Months or More
Per Occurrence and Per Measure/Cap				
One Month	Month Two Amount	Month Three Amount	Month Four Amount	Month Five Amount
Two Months	Month One Amount	Month Two Amount	Month Two Amount	Month Three Amount
Three Months or More	Month One Amount	Month One Amount	Month One Amount	Month One Amount

8.13 Example Application of "Step-Down" Table

Assume a measurement result is deemed non-compliant for four consecutive months. Performance is then deemed compliant with the measurement standard in the fifth month. Further assume that in the sixth month performance is again deemed non-compliant, resulting in four consecutive months missed, followed by one month (month five) met and the next month (month six) missed. Using Table 4 above, remedies for performance in month six would be at the level of three consecutive months missed. This can be confirmed by looking at the column for "Consecutive Months Non-Compliant Performance Prior to First Month of Complaint Performance", or the "Four Months" column in this example, then looking at the row for "Consecutive Months Complaint Performance Before Subsequent Non-Compliant Month", or the "One Month" row in this example. The intersecting cell indicates that remedies would be paid at the "Month Three Amount", or the level corresponding to three consecutive months misses for the measure from Table 1 or Table 2 (as applicable to the specific measure).

9.0 Tier 2 Assessments to the State:

- 9.1 Assessments payable to the State Fund designated by the Commission apply to the Tier 2 measures designated in Appendix 1 as "Remedied" when **AT&T INDIANA** and/or its affiliate (whichever is better, provided the affiliate data points equal or exceed 30) performance is out of parity or does not meet the benchmarks for the aggregate of all CLEC data. Specifically, if the Z-test value is greater than the Critical Z, the performance for the reporting category is out of parity or below standard. Assessments will be paid when the aggregate of all CLECs has at least 10 observations.
- 9.2 For those measurements where a per occurrence assessment applies, an assessment as specified in TABLE 3: Assessment Amounts for Tier 2 Measures shown above for each occurrence is payable to the

State Fund designated by the Commission for each sub-measure that exceeds the Critical Z-value for three consecutive months. For those measurements listed in Appendix 1 as "Subject to per occurrence with a cap", an assessment as shown in TABLE 3: Assessment Amounts for Tier 2 Measures shown above for each occurrence within the applicable cap is payable to the State Fund designated by the Commission for each sub-measure that exceeds the Critical Z-value for three consecutive months. For those Tier 2 measurements listed in Appendix 1 as "Subject to a per measurement assessment", an assessment amount as shown in TABLE 3: Assessment Amounts for Tier 2 Measures shown above is payable to the State Fund designated by the Commission for each sub-measure that exceeds the Critical Z-value for three consecutive months.

10.0 Posting of Results and Provision of Liquidated Damages and Assessment Payments:

10.1 If AT&T INDIANA fails to submit performance reports by the last business day of the month following actual performance, the following assessments payable to the State Fund designated by the Commission apply unless excused for good cause by the Commission:

- If no reports are filed, \$5,000 per day past due;
- If incomplete reports are filed, \$1,000 per day for each performance measurement listed in the User Guide for which results are not posted, but not to exceed \$5,000 per day past due.

10.2 If AT&T INDIANA alters previously reported data for a CLEC, and after discussions with AT&T INDIANA the CLEC disputes such alterations, then the CLEC may ask the Commission to review the submissions and the Commission may take appropriate action. This does not apply to the limitation stated under the section titled "Exclusions Limited."

10.3 When AT&T INDIANA performance creates an obligation to pay liquidated damages to a CLEC or an assessment to the State under the terms set forth herein, AT&T INDIANA shall make payment by check, bill credit or other direct payment method in the required amount on or before the last business day of the month following the due date of the performance measurement report for the month in which the obligation arose (e.g., if AT&T INDIANA performance through March is such that AT&T INDIANA owes liquidated damages to CLECs for March performance, or assessments to the State for January – March performance, then those payments will be due the last business day of May, the last business day of the month following the month (April) in which results were posted). (In order to receive payment by check CLEC must complete the CLEC identification and liquidated damages Information Form located on the CLEC website.) For each day after the due date that AT&T INDIANA fails to pay the required amount, AT&T INDIANA will pay interest to the CLEC at the maximum rate permitted by law for a past due liquidated damages obligation and will pay an additional \$3,000 per day to the State Fund designated by the Commission for a past due assessment.

10.4 AT&T INDIANA may not withhold payment of liquidated damages to a CLEC unless AT&T INDIANA has commenced a Commission arbitration proceeding on or before the payment due date, asserting that noncompliance was the result of an act or omission by a CLEC as more fully described in Section 7.2 and 7.3.

10.5 CLEC will have access to monthly reports on performance measures and business rules through an Internet website that includes performance results for individual CLECs, the aggregate of all CLECs, and AT&T INDIANA.

10.6 The thresholds more fully described in Section 7.4. do not apply to assessments under Section 10 of this document.

11.0 Methods of Calculating Liquidated Damages and Assessment Amounts

The following methods apply in calculating per occurrence liquidated damage and assessments:

11.1 Calculating Tier 1 Liquidated Damages

11.1.1 Measures for Which the Reporting Dimensions are Averages or Means

Step 1: Calculate the average or the mean for the sub-measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic

for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)

Step 2: Calculate the percentage difference between the actual average and the calculated average. For benchmark measures or floors (for measures that have floors and the floor applies to the result), calculate the percentage difference between the actual average and the benchmark. This percentage is capped at 100%.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step and round this number up to the next integer. Then multiply the result by the per occurrence dollar amount taken from the Liquidated Damages Table for Tier 1 Measures to determine the applicable liquidated damages for the given month for that sub-measure.

11.1.2 Measures for Which the Reporting Dimensions are Percentages

Step 1: Calculate the percentage for the sub-measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)

Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage. For benchmark measures or floors (for measures that have floors and the floor applies to the result), calculate the difference between the actual percentage and the benchmark.

Step 3: Multiply the total number of data points by the difference in percentage calculated in the previous step and then round this number up to the next integer. Then multiply the result by the per occurrence dollar amount taken from the Liquidated Damages Table to determine the applicable liquidated damages for the given month for that sub-measure.

11.1.3 Measures for Which the Reporting Dimensions are Ratios or Rates

Step 1: Calculate the ratio for the sub-measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)

Step 2: Calculate the difference between the actual ratio for the CLEC and the calculated ratio. For benchmark measures or floors (for measures that have floors and the floor applies to the result) calculate the difference between the actual ratio and the benchmark. This difference is capped at 100%.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step and then round this number up to the nearest integer. Then multiply the result by the per occurrence dollar amount taken from the Liquidated Damages Table for Tier 1 Measures to determine the applicable liquidated damages for the given month for that sub-measure.

11.2 Calculating Tier 2 Assessments

11.2.1 Determine the Tier 2 measurement results that are non-compliant for three consecutive months for the aggregate of all CLECs. If the non-compliant classification continues for three consecutive months, an additional assessment will apply in the third month and in each succeeding month as calculated below, until **AT&T INDIANA** reports performance that meets the applicable criterion. That is, Tier 2 assessments will apply on a "rolling three month" basis, one assessment for the average number of occurrences for months 1-3, one assessment for the average number of occurrences for months 2-4, one assessment for the average number of occurrences for months 3-5, and so forth, until satisfactory performance is established.

11.2.2 Measures for Which the Reporting Dimensions are Averages or Means

Step 1: Calculate the average or the mean for the sub-measure for the CLECs that would yield the Critical Z-value for each of the three non-compliant months. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)

Step 2: Calculate the percentage difference between the actual average and the calculated average for each of the three non-compliant months. For benchmark measures, calculate the percentage difference between the actual average and the benchmark for each of the three non-compliant months. This percentage is capped at 100%.

Step 3: Multiply the total number of data points for each month by the percentage calculated in the previous step. Calculate the average for three months of these numbers rounding up the result to the next highest integer. Then multiply the result by the per occurrence dollar amount specified in the Assessment Table for Tier 2 Measures to determine the applicable assessment payable to the State Fund designated by the Commission for that sub-measure.

11.2.3 Measures for Which the Reporting Dimensions are Percentages

Step 1: Calculate the percentage for the sub-measure for the CLECs that would yield the Critical Z-value for each of the three non-compliant months. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)

Step 2: Calculate the difference between the actual percentage for the CLECs and the calculated percentage for each of the three non-compliant months. For benchmark measures, calculate the difference between the actual percentage and the benchmark for the three non-compliant months.

Step 3: Multiply the total number of data points for each month by the difference in percentage calculated in the previous step. Calculate the average for three months of these numbers rounding up the result to the next highest integer. Then multiply the result by the per occurrence dollar amount specified in the Assessment Table for Tier 2 Measures to determine the applicable assessment payable to the State Fund designated by the Commission for that sub-measure.

11.2.4 Measures for Which the Reporting Dimensions are Ratios or Rates

Step 1: Calculate the ratio for the sub-measure for the CLECs that would yield the Critical Z-value for each of the three non-compliant months. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)

Step 2: Calculate the difference between the actual ratio for the CLECs and the calculated ratio for each month of the non-compliant three-month period. For benchmark measures calculate the difference between the actual ratio and the benchmark for the three non-compliant months. This difference is capped at 100%.

Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months of these numbers rounding up the result to the next highest integer. Then multiply the result by the per occurrence dollar amount specified in the Assessment Table for Tier 2 Measures to determine the applicable assessment payable to the State Fund designated by the Commission for that sub-measure.

12.0 Attached hereto, and incorporated herein by reference, are the following Appendices:

Appendix 1: Performance Measurement User Guide (Business Rules) (Indiana) (a document available from CLEC Account Managers or found on the AT&T INDIANA Performance Measurement website)

In the event of any inconsistency between Appendix 1 and this performance remedy plan, this performance remedy plan shall supercede and control. In addition, Appendix 1 shall be supplemented by Attachment A hereto.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE
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Pre-Ordering/Ordering

1.1 Average Response Time for Manual Loop Make-Up Information					
Definition:					
The average time required to provide manual loop qualification for DSL capable loops measured in business days.					
Exclusions:					
Manual request for loop makeup information not initiated by the CLEC. However, manual loop makeup requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.					
Business Rules:					
The time starts when a request is received from the CLEC and ends when the information on the loop qualification has been made available to the CLEC. For Manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual system.					
Levels of Disaggregation:					
None					
Calculation:			Report Structure:		
$\frac{\sum(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received})}{\text{Total loop qualifications}}$			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
Parity with SBC/Ameritech Affiliate					

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

1.2 Accuracy of Actual Loop Makeup Information Provided for DSL Orders					
Definition:					
The percent of accurate DSL actual Loop Makeup Information provided to the CLEC.					
Exclusions:					
None					
Business Rules:					
This measurement tracks accuracy of the loop makeup information provided to the CLEC. It compares reported loop makeup information to actual loop makeup information on the loop provided to the CLEC, and it captures both the clerical error and underlying data error.					
Levels of Disaggregation:					
DSL actual Loop Makeup Information provided:					
Manually					
Electronically					
Calculation:			Report Structure:		
(# of orders for which Loop makeup information provided by AIT is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100			Reported on a CLEC, all CLECs, AIT Affiliate basis by interface for EDI, or manually, depending on method of provision of actual loop makeup information.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
Parity with Ameritech DSL Affiliate					
NOTE: Reporting of results, and payment of any remedies or assessments due, are to be suspended upon implementation of PM 1.3. No results will be calculated and no remedies or assessments will be calculated or paid.					

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New Performance Measure

1.3 Accuracy of Actual Loop Makeup Information Provided for DSL Orders

Definition:

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

Exclusions:

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

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Business Rules:

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

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

Loop Length:

YZP/AS IS:

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

Standard Ordering (Non YZP/AS IS):

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

Bridge/Load/Repeater:

YZP/AS IS:

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

Standard Ordering (Non YZP/AS IS):

If Loop Qualification either shows a Load or Repeater exists when it does not, causing CLEC to update SPEC code, SBC will consider such record inaccurate. If order completes, effect would be CLEC opens trouble ticket. If Loop Qualification either shows a Load or Repeater does not exist when it does, causing CLEC to update SPEC code. If order completes, CLEC would open trouble ticket.

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

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

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

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Levels of Disaggregation:					
DSL actual Loop Makeup Information provided:					
Manually					
• Standard Ordering (Non YZP/AS IS) • YZP/AS IS Loop length only • YZP/AS IS-bridge/load/repeaters (Diagnostic only)					
Electronically					
• Standard Ordering (Non YZP/AS IS) • YZP/AS IS Loop length only • YZP/AS IS-bridge/load/repeaters (Diagnostic only)					
Calculation:			Report Structure:		
(Number of DSL Loop orders installed without a related installation trouble report requiring conditioning, without a subsequent conditioning-only order, and without issuance of a jeopardy for loop qual data issue) ÷ (Total DSL loop orders completed and DSL loop orders cancelled due to jeopardy for loop qual data) * 100			Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
YZP/AS IS: Parity with SBC/Ameritech DSL Affiliate					
Standard Ordering (Non-YZP/AS IS): 95% Benchmark					
Tier 1/Tier 2 Diagnostic for the YZP/AS IS-bridge/load/repeater disaggregation.					

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2. Percent Responses Received within "X" seconds – OSS Interfaces	
Definition:	
The percent of responses completed in "x" seconds for pre-order interfaces (WebVerigate, EDI and CORBA) by function.	
Exclusions:	
None	
Business Rules:	
Timestamps for the interfaces (WebVerigate, EDI and CORBA) are taken at the SBC Pre-Order Adapter and do not include transmission time through the xRAF or protocol translation times. The clock starts on the date/time when the query is received by the SBC Pre-Order Adapter and stops at the date/time the SBC Pre-Order Adapter passes the response back to the interfacing application (WebVerigate, EDI pre-order or CORBA). The response time is measured only within the published hours of interface availability as posted on the CLEC On-line website. https://clec.sbc.com/clec/hb/filelist/docs/011030-012759/OSS Hours of Operation.xls For the protocol translation response times, interface input times start at the time the interface receives the pre-order query request from the CLEC and the end time is when the connection is made to the SBC Pre-Order Adapter for processing. Interface output times start when the interface receives the response message back from SBC Pre-Order Adapter and the end time is when the message is sent to the CLEC. If the CLEC accesses SBC systems using a Service Bureau Provider, the measurement of SBC's performance does not include <i>Service Bureau Provider processing, availability or response time.</i>	
Levels of Disaggregation:	
• Address Verification • Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions) • Customer Service Inquiry (CSI) <= 30 WTNs (Also broken down for Lines as required for DIDs). • Customer Service Inquiry (CSI) > 30 WTNs/lines • Service Availability • Service Appointment Scheduling (Due Date) • Dispatch Required • PIC • Actual Loop Makeup Information requested • Design Loop Makeup Information requested (includes Pre-Qual transactions) • Protocol translation time – EDI (includes input and output times) • Protocol translation time – CORBA (includes input and output times) • Protocol translation time – Web Verigate (includes input and output times)	
Calculation:	Report Structure:

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(# of responses within each time interval ÷ total responses) * 100		Reported for a CLEC, all CLECs, and SBC affiliate where applicable (or SBC acting on behalf of its' affiliate), by interface.			
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
No damages will apply to the Protocol Translation Times for Web Verigate. No damages apply to the disaggregation for CSIs with greater than 30 WTNs/lines. Critical z-value does not apply.					
Measurement			Web Verigate, EDI and CORBA		
Address Verification			95% in <= 10 seconds		
Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)			95% in <= 10 seconds		
Customer Service Inquiry < or = 30 WTNs/lines			95% in <= 15 seconds		
Customer Service Inquiry > 30 WTNs/lines			95% in <= 60 seconds diagnostic		
Service Availability			95% in <= 13 seconds		
Service Appointment Scheduling (Due Date)			95% in <= 5 seconds		
Dispatch Required			95% in <= 19 seconds		
PIC			95% in <= 25 seconds		
Actual Loop Makeup Information requested (5 or less loops searched)			95% in <= 30 seconds		
Actual Loop Makeup Information requested (greater than 5 loops searched)			95% in <= 60 seconds		
Design Loop Makeup Information requested (includes Pre-Qual transactions)			95% in <= 15 seconds		
Protocol Translation Time – EDI (input and output)			95% in <= 4 seconds		
Protocol Translation Time – CORBA (input and output)			95% in <= 1 seconds		
Protocol Translation Time – Web Verigate (input and output)			95% in <= 1 second diagnostic		

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4. OSS Interface Availability

Definition:

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

Exclusions:

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

Business Rules:

The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which SBC/Ameritech plans to offer and support CLEC access to SBC/Ameritech's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the SBC/Ameritech interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent System Availability" measure. (SBC/Ameritech will not schedule normal system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. central time, Monday through Friday)).

When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SBC/Ameritech's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. SBC/Ameritech shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

- TCNET (only through retirement)
- EBTA
- EBTA GUI
- BOP-GUI (as it is implemented in the SBC/Ameritech region)
- Web LEX
- EDI Ordering Protocols
 - EDI VAN
 - EDI SSL3
 - NDM
- Web Verigate
- Web Toolbar
- ARAF
- EDI Pre-order
- CORBA Pre-order

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Calculation:		Report Structure:			
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours] * 100		Reported on a total wholesale basis across the SBC/Ameritech region (Company level reporting).			
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	High	High	Med	High	High
Benchmark:					
99.5%. The critical-z allowance does not apply on this measurement .					

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

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

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

(The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.)
- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- DSL orders rejected for incomplete or incorrect LSR.
- DSL orders denied for pair gain.
- SBC/Ameritech Only Disconnect orders
- Weekends and Holidays for Manual; Non-System Processing Hours for Electronic.

Business Rules:

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

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the Internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day.

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic normal hours of operation, as posted on the Internet. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface and reflects the date and time the FOC is sent/made available to the CLEC.

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

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excluded from the calculation.

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

Manually Submitted and/or Manually Processed Requests:

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

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

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

For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the Loop Qual system. The End date and time is when the fax is sent back to the CLEC.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation.

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the Start time for the FOC is the

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

Manually and Electronically Submitted Requests:

For Interconnection Trunk Orders, SBC/Ameritech will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until Ameritech institutes a reject process for these type orders.

Levels of Disaggregation:

Manually Submitted Requests:

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

Electronically Submitted Requests:

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

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

Manually and Electronically Submitted Requests:

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

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

Calculation:	Report Structure:
(# of FOCs returned within "X" hours/days ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
	ILINMI OH WI
Tier 1	LowLowMedLowLow
Tier 2	MedMedMedMedMed
• Tail remedies will be paid at the Tier 1 level only. • Tail remedies do not apply to the electronic-electronic disaggregations.	
Orders that were included in the tail calculation, but met the FOC benchmark, shall not be included as occurrences subject to tail remedies.	

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Benchmark:

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

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5.2 Percentage of Unsolicited FOCs by Reason Code	
Definition:	
The number of Unsolicited FOCs sent to the CLECs generally categorized by reason codes identified in the levels of disaggregations, divided by Total Unsolicited FOCs	
Exclusions:	
CLEC Caused Errors	
Business Rules:	
This measure reports on the breakdown, by general Reason Code category, of the various Unsolicited FOCs that are sent to the CLEC.	
Levels of Disaggregation:	
• Cancel Customer Order • Add Service Order Number and or Line • Cancel Service Order • Service Order Due Date Change • Service Order Line Change	
Calculation:	Report Structure:
(Total Number of Unsolicited FOCs per general category ÷ Total # of Unsolicited FOCs) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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6. Average Time To Return FOC

Definition:

The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- SBC/Ameritech retail disconnect orders conjunction with wholesale migrations.
- Rejected (manual and electronic) service requests.
- Rejected (manual and electronic) service requests.
- Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at:
<https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls> and
<https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls>.
(The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.)
- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- DSL orders rejected for incomplete or incorrect LSR.
- DSL orders denied for pair gain.
- SBC/Ameritech Only Disconnect orders
- Weekends and Holidays for Manual; Non-System Processing Hours for Electronic.

Business Rules:

Orders are measured according to how the service order was submitted to SBC/Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the Internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the the next business day. SBC/Ameritech will measure unsolicited FOCs as jeopardies.

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic normal hours of operation, as posted on the Internet. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface and reflects the date and time the FOC is sent/made available to the CLEC.

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

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

Manually Submitted and/or Manually Processed Requests:

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

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

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

Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the dates and times the FOCs are sent back to the CLEC via EDI-to-Fax.

For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system. The End date and time is when the fax is sent back to the CLEC.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation.

For DSL orders that require manual loop makeup information after the receipt of the LSR

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(CLEC did not request manual loop makeup information), the Start time for the FOC is the date and time the loop makeup information is available in the LoopQual system. The End date and time is automatically recorded by the interface and reflects the date and time the FOC is sent/made available to the CLEC.

For Interconnection Trunk Orders, SBC/Ameritech will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until SBC/Ameritech institutes a reject process for these type orders.

Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.

Levels of Disaggregation:

Manually Submitted Requests:

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

Electronically Submitted Requests:

- Simple Res. And Bus. – Electronically Processed
- Simple Res. And Bus. – Manually Processed
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops) – Electronically Processed
- UNE Loop (1-49 Loops) – Manually Processed
- UNE Loop (>49 Loops)

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- Switch Ports Electronically Processed
- Switch Ports Manually Processed
- Unbundled Local (Dedicated) Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated) Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- UNE P Simple Res. And Bus. – Electronically Processed
- UNE P Simple Res. And Bus. – Manually Processed
- UNE P Complex Business (1-200 Lines)
- UNE P Complex Business (>200 Lines)
- UNE xDSL Capable Loop (1-19 Loops)
- UNE xDSL Capable Loop (> 19 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (>49 Loops)
- Simple Residence and Business LNP Only (1-19 Lines) – Electronically Processed
- Simple Residence and Business LNP Only (1-19 Lines) – Manually Processed
- LNP with Loop (1-19 Loops)
- Simple Residence and Business LNP Only (>19 Lines)
- LNP with Loop (>19 Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (>19 Lines)
- EELs

Manually and Electronically Submitted Requests:

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

Calculation:	Report Structure:
$\frac{\Sigma[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})]}{\text{Total FOCs}}$	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Diagnostic	

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7. Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems	
Definition:	
Percent mechanized completions sent/made available to the CLEC within one hour of completion.	
Exclusions:	
Where CLEC accesses SBC/Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
The elapsed time for a completion is calculated based on the time the last service order, which establishes service, is completed in the wholesale Local Service Request (LSR) system, to the actual time the completion is sent/made available to the CLEC. For example, if a service request has multiple orders, the start time would be when the last service order was completed in the LSR processing system. The calculation is based on system processing hours. System processing hours can be found on CLEC On-line at: https://clec.sbc.com/clec/hb/filelist/docs/011030-012759/OSS Hours of Operation.xls	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of mechanized completions sent/made available to CLEC within 1 hour ÷ total mechanized completions) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% for IN, MI, OH, WI, IL	

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7.1 Percent Mechanized Completions Returned Within One Day Of Work Completion					
Definition:					
Percent mechanized completions sent/made available within one day.					
Exclusions:					
- Where CLEC accesses SBC/Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. - CLEC-caused misses and delays					
Business Rules:					
Days are calculated by subtracting the date the completion notification was sent/made available to the CLEC minus the work completion date. The calculation is based on system processing days. System processing hours can be found on CLEC On-line at: https://clec.sbc.com/clec/hb/filelist/docs/011030-012759/OSS Hours of Operation.xls					
Levels of Disaggregation:					
- Resale - UNEs - UNE-P - LNP Only					
Calculation:			Report Structure:		
(# of mechanized completions sent/made available to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100			Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None
Benchmark:					
97% for IN, MI, OH, WI, IL					

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8. Average Time to Return Mechanized Completions	
Definition:	
Average time required to send/make available a mechanized completion to a CLEC.	
Exclusions:	
Where CLEC accesses SBC/Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
The elapsed time for a completion is calculated based on the time the last service order, which establishes service, is completed in the wholesale Local Service Request (LSR) system and the actual time the completion is sent/made available to the CLEC. For example, if a service request has multiple orders, the start time would be when the last service order was completed in the LSR processing system. The calculation is based on system processing hours. System processing hours can be found on CLEC On-line at: https://clec.sbc.com/clec/hb/filelist/docs/011030-012759/OSS Hours of Operation.xls	
Levels of Disaggregation:	
• Resale • UNEs • UNE-P	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time of Notice Of Completion sent/made available to the CLEC}) - (\text{Date and Time the last order is completed in the LSR system})] \div \text{Total Mechanized Completions}$	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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9. Percent Rejects	
Definition:	
The number of rejects compared to the issued orders for orders submitted via the electronic interfaces	
Exclusions:	
- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. - Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at: https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls. and https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls. (The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.).	
Business Rules:	
A rejected order does not pass edit checks or other edits prior to the order being distributed. This measure includes all orders that are submitted through an electronic interface, regardless of whether the order was processed electronically or manually.	
Levels of Disaggregation:	
- CLEC Caused Reject - SBC/Ameritech Caused Rejects (Re-flowed Orders)	
Calculation:	Report Structure:
(# of rejects ÷ total unique orders and supplements for electronic interfaces) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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10. Percent Rejects Returned Within "X" Hours					
Definition:					
Percent rejects returned within "X" Hours.					
Exclusions:					
- Where CLEC accesses SBC/Ameritech – LEC's systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time. - Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at: https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls and https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls. (The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.)					
Business Rules:					
The start time used is the date and time the LSR is received. The end time is the date and time the reject notice is sent/made available to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually). The calculation is based on system processing hours for auto/auto and LSC processing hours for auto/manual and manual/manual.					
Levels of Disaggregation:					
- Mechanized Rejects (A/A) - Manual Rejects Received Electronically (A/M) - Manual Rejects Received Manually (M/M)					
Calculation:			Report Structure:		
(# of rejects sent/made available within "X" Hours ÷ total rejects) * 100			Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	None	None	None	None	None
With Remedy Cap					
Benchmark:					
95% Mechanized Rejects within 2 Hours					
95% Manual Rejects Received Electronically within 8 Hours					
95% Manual Rejects Received Manually within 24 Hours					

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10.4 Percentage of Orders Given Jeopardy Notices	
Definition:	
Percentage of orders given jeopardy notices measures the number of orders for which jeopardy notices are sent to customers as a percentage of the total number of orders due in the calendar month.	
Exclusions:	
• CLEC End User-Initiated Jeopardy Codes. • Service orders that fall into, or are completed thru, the FMOD process.	
Business Rules:	
An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's confirmed due date is in jeopardy of being missed. Unsolicited FOCs will be counted as Jeopardies.	
Levels of Disaggregation:	
Resale POTS • Field Work (FW) • Non-Field Work (NFW) Resale Specials • Field Work (FW) • Non-Field Work (NFW) Unbundled Loops • Field Work (FW) • Non-Field Work (NFW) UNE-P • Field Work (FW) • Non-Field Work (NFW)	
Calculation:	Report Structure:
$\left[\frac{\text{(\# of orders receiving jeopardy notices)}}{\text{(Total orders due in the calendar month)}} \right] * 100$	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Not to exceed 5% of orders given jeopardy notices.	

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11. Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to send/make available a mechanized reject.	
Exclusions:	
Where CLEC accesses SBC/Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech or as defined as projects in CLEC Online referenced at: https://clec.sbc.com/clec/hb/files/amer/Ameritech%20RESALE%20Standard%20Due%20Dates.xls. https://clec.sbc.com/clec/hb/files/amer/Ameritech%20UNE%20Standard%20Due%20Dates.xls. (The URL address can change. The steps for access to the above information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose an Ameritech State, 4) Select Ordering, 5) Select Due Date Matrix, 6) Select Resale matrix or UNE matrix.)	
Business Rules:	
The start time used is the date and time the reject is sent/made available to the Local Service Request (LSR) processing system, and the end time is the date and time the reject notice is sent/made available to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually). The calculation is based on system processing hours for auto/auto and LSC processing hours for auto/manual and manual/manual.	
Levels of Disaggregation:	
- Mechanized Rejects (A/A) - Manual Rejects Received Electronically (A/M) - Manual Rejects Received Manually (M/M)	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time reject sent/made available}) - (\text{Date and Time of Order receipt})] \div \text{total rejects}$	Reported for CLEC all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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12. Mechanized Provisioning Accuracy					
Definition:					
Percent of mechanized orders completed as ordered.					
Exclusions:					
Where CLEC accesses SBC/Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.					
Business Rules:					
This measurement compares the USOCs ordered on a mechanized order, to the copy of the order which updates the customer billing database.					
Levels of Disaggregation:					
None					
Calculation:			Report Structure:		
(# of orders completed as ordered ÷ total orders) * 100			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Low	Low	Med	Low	Low
Benchmark:					
Parity					

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13. Order Process Percent Flow Through					
Definition:					
Percent of orders from receipt to distribution that progress mechanically through to SBC/Ameritech provisioning systems.					
Exclusions:					
• Orders both electronically generated and rejected if error is caused by CLEC. • Manually received orders • Where CLEC accesses SBC/Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of SBC/Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.					
Business Rules:					
The number of eligible orders, that flow through SBC/Ameritech’s ordering systems without manual intervention, divided by the total number of eligible electronically generated orders within the reporting period. Manually intervened orders that are electronically generated are considered failed pass-through. Orders that fall out after receipt, but are not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences. This measure is based on orders designed to flow through.					
Levels of Disaggregation:					
• UNE Loops • Resale • UNE-P • LNP • LSNP • Line Sharing					
Calculation:			Report Structure:		
(# of orders that flow through ÷ total eligible electronic orders) * 100			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	High	High	Med	High	High
Benchmark:					
95% for UNE Loops; Parity with SBC/Ameritech Retail for other disaggregations.					

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

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Billing

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

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

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

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17. Billing Completeness					
Definition:					
Percent of on-time service orders that post to Billing within a designated interval.					
Exclusions:					
• Feature Group A • Feature Group B • Feature Group D • Wireless					
Business Rules:					
A service order is considered completed for Billing when the service order is posted in the Billing systems. Service orders are measured from service order completion in the Ordering system to bill posting in the Billing system. All other orders will be considered on time if posted within the first bill cycle following order completion.					
Levels of Disaggregation:					
• Lineshare • UNE-P • Resale • All Other Products(UNE, EOL, ULT, EELs)					
Calculation:			Report Structure:		
(# of on time posted billing orders in report month ÷ total billing orders in report month) * 100			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
Parity with SBC/Ameritech Retail for UNE-P, Resale, and All Other Products.					
Parity with SBC/Ameritech Affiliate for the Lineshare disaggregation.					

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18. Billing Timeliness (Wholesale Bill)	
Definition:	
Billing Timeliness measures the length of time from the wholesale billing date (end of billing period) to the time it is transmitted to the CLEC.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
The date sent is used to gather the data for the reporting period. The measure compares the date sent for the bill to the send due date. The send due date is six business days after the wholesale bill period. For example, a CLEC with a wholesale billing date of Monday the 1 st , the transmission due date would be on the following Monday, the 8 th assuming no weekday holidays.	
Levels of Disaggregation:	
• Electronic. • Paper	
Calculation:	Report Structure:
(# of bills transmitted on time ÷ total bills released) * 100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
	IL IN MI OH WI
Tier 1	Low Low Med Low Low
Tier 2	High High Med High High
Benchmark:	
95% within 6 th workday for IL, IN, MI, OH, WI.	

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

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

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Miscellaneous Administrative

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

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22. Local Service Center (LSC) Grade Of Service (GOS)					
Definition:					
Percent of calls answered by the Local Service Center (LSC) within 20 seconds.					
Exclusions:					
Weekends and Holidays.					
Business Rules:					
The clock starts when the customer enters the queue and the clock stops when a SBC/Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the Internet.					
Levels of Disaggregation:					
• Resale • UNE • DSL • UNE-P					
Calculation:			Report Structure:		
# of calls answered by the LSC within a specified period of time ÷ Total calls answered			Reported for LSC and SBC/Ameritech . Reported at the Company level.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	High	High	Med	High	High
Benchmark:					
Parity with SBC/Ameritech Retail.					

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New Performance Measure

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

Definition:

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

Exclusions:

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

Business Rules:

The clock starts when the CLEC enters the queue and the clock stops when an MCPSC representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the MCPSC call management system queue until the CLEC call is transferred to MCPSC personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period.

Levels of Disaggregation:

- None

Calculation:

Total amount of time between the receipt of a call to the selected regional option for the MCPSC until the call is answered by the SBC representative / Total number of calls to the selected regional option answered by the MCPSC.

Report Structure:

Reported for Ameritech only on a regional basis.

Measurement Type:

- Tier 1 – None
- Tier 2 – None

Benchmark:

Diagnostic until the next six-month review.

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

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25. Local Operations Center (LOC) Grade Of Service (GOS)						
Definition:						
Percent of calls answered by the Local Operations Center (LOC) within 20 seconds.						
Exclusions:						
None						
Business Rules:						
The clock starts when the customer enters the queue and the clock stops when the SBC/Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LOC hours of operation are posted on the Internet.						
Levels of Disaggregation:						
• DSL Calls • All Other Calls						
Calculation:			Report Structure:			
# of calls answered by the LOC within a specified period of time ÷ total calls answered			Reported for LOC and SBC/Ameritech. Reported at the Company level.			
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	None	None	None	None	None	
Tier 2	High	High	Med	High	High	
Benchmark:						
Parity with SBC/Ameritech Retail.						

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS

Provisioning - Resale POTS

27. Mean Installation Interval
Definition:
Average business days from application date to completion date for N, T, C orders.
Exclusions:
• CLEC caused and/or end-user caused misses. • Field Work orders – excludes customer requested due dates beyond the offer date. • No Field Work orders – excluded if order applied for before 3:00 p.m. and the due date requested is not same day; and if order applied for after 3:00 p.m. and the due date requested is beyond the next business day. • CIA Centrex excluded if customer requested due dates greater than 5 business days. • Orders that are not N, T, and C orders. • Orders where CLECs are charged expedite charges • UNE-P Orders if included in a project (order >250 lines, circuits and/or telephone numbers, or mutually agreed to)
Business Rules:
The clock starts on the Application Date, which is the day that SBC/Ameritech receives a correct Service Order except in the case of a manually submitted order (facsimile, US Mail, or other hard-copy delivery service), when the clock starts at FOC date/time. The clock stops on the Completion Date, which is the day that SBC/Ameritech personnel complete the service order activity. Orders are included in the month they are posted. There are 2 types of No Field Work orders in the measurement. A) Same Day Due orders defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date; and B) Next Day Due orders defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion – Application Date). If the order is Next Day Due, then the interval is [(Completion – Next Business Day) + 1]. UNE-Ps are also reported at order level. If an order is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.

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Levels of Disaggregation:	
Geographic POTS • Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW) • CIA Centrex -- Field Work (FW) -- No Field Work (NFW) UNE-P • Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW)	
Calculation:	Report Structure:
$\frac{[\sum(\text{Completion date} - \text{application date})]}{(\text{Total orders completed})}$	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS Parity - Field Work compared to SBC/Ameritech Retail Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively. UNE-P Parity - Field Work compared to SBC/Ameritech Retail Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively. CIA Centrex Field Work Parity compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to a 4-day interval.	

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28. Percent POTS/UNE-P Installations Completed Within the Customer Requested Due Date

Definition:

Measure of orders completed within the customer requested due date when that date is later than or equal to the offered due date/interval or, if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech.

Exclusions:

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

Business Rules:

The clock starts on the Application Date, which is the day that SBC/Ameritech receives a correct Service Order. The clock stops on the Completion Date, which is the day that SBC/Ameritech personnel complete the service, order activity. Orders are included in the month they are posted. There are 2 types of No Field Work orders in the measurement. A) Same Day Due orders defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date; and B) Next Day Due orders defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion - Application Date). If the order is Next Day Due, then the interval is [(Completion - Next Business Day) + 1]. UNE-Ps are also reported at order level.

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

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

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

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Levels of Disaggregation:

Geographic

POTS

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

UNE-P

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

Projects

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

Calculation:

(# of orders installed within the requested interval ÷ total number of orders) * 100

Report Structure:

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

Measurement Type:

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

Benchmark:

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

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29. Percent SBC/Ameritech Caused Missed Due Dates	
Definition:	
Percent of N, T, and C orders where installation was not completed by the due date as a result of a SBC/Ameritech caused missed due date.	
Exclusions:	
• Orders that are not N, T, or C. • CLEC caused and/or end-user caused misses excluded from the numerator. • Facility misses as counted in PM 30.	
Business Rules:	
This includes orders completed after the Due Date, due to an SBC/Ameritech reason. This measurement is reported at an order level. UNE-Ps are also reported at an order level. If SBC/Ameritech reschedules the original due date without the consent of the CLEC the original due date will be the one measured against. This measure includes, in both the numerator and denominator, the number of orders canceled after an SBC/Ameritech-caused missed due date.	
Levels of Disaggregation:	
Geographic POTS • Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW) UNE-P • Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW)	
Calculation:	Report Structure:
(# of orders not completed by the due date or canceled after the due date as a result of an SBC/Ameritech cause ÷ total orders plus total orders canceled after the due date as a result of an SBC/Ameritech cause) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

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

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30. Percent SBC/Ameritech Missed Due Dates Due To Lack Of Facilities						
Definition:						
Percent N, T, and C orders with missed committed due dates due to lack of facilities.						
Exclusions:						
• Orders that are not N, T, or C. • No Field Work (NFW) Orders						
Business Rules:						
Includes orders with a completion date that is greater than the due date based on an SBC/Ameritech missed reason code for lack of facilities. This measurement is reported at an order level.						
Levels of Disaggregation:						
Geographic						
POTS						
• Residence class of service -- all missed orders -- > 30 calendar days -- > 90 calendar days • Business class of service -- all missed orders -- > 30 calendar days -- > 90 calendar days						
UNE-P						
• Residence class of service -- all missed orders -- > 30 calendar days -- > 90 calendar days • Business class of service -- all missed orders -- > 30 calendar days -- > 90 calendar days						
Calculation:				Report Structure:		
(# of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100				Reported for CLEC, all CLECs SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	

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Benchmark:

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

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31. Average Delay Days For Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed orders due to lack of facilities.	
Exclusions:	
• Orders that are not N, T, or C. • No Field Work (NFW) Orders.	
Business Rules:	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. This measure is reported at an order level..	
Levels of Disaggregation:	
Geographic POTS • Business class of service • Residence class of service UNE-P • Business class of service • Residence class of service	
Calculation:	Report Structure:
$\frac{\Sigma(\text{Completion date} - \text{due date}) \text{ for company missed orders due to lack of facilities}}{\text{(total completed orders with a SBC/Ameritech caused missed due date due to lack of facilities)}}$	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
• Resale POTS Parity compared to SBC/Ameritech Retail (N, T, and C order types), Business and Residence respectively. • UNE-P Parity compared to SBC/Ameritech Retail (N, T, and C order types), Business and Residence respectively.	

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32. Average Delay Days For SBC/Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
• Orders that are not N, T, or C. • Company delayed orders as a result of lack of facilities.	
Business Rules:	
Includes orders missed due to company reasons other than lack of facilities that are selected based on the missed reason code. This measure is reported at an order level..	
Levels of Disaggregation:	
Geographic POTS • Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW) UNE-P • Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW)	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{due date}) +$ (total completed orders with a SBC/Ameritech caused missed due date)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	

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Benchmark:

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

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33. Percent SBC/Ameritech Caused Missed Due Dates > 30 days						
Definition:						
Percent of orders where installation was completed greater than 30 calendar days following the due date.						
Exclusions:						
• Orders that are not N, T, or C. • Facility missed orders captured in PM 30.						
Business Rules:						
This includes items completed after the Due Date, due to an SBC/Ameritech reason. This measurement is reported at an order level.						
Levels of Disaggregation:						
Geographic						
POTS						
• Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW)						
UNE-P						
• Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW)						
Calculation:				Report Structure:		
(# of orders completed greater than 30 calendar days following the due date + total orders completed) * 100				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	Med	Med	Med	Med	Med	
Tier 2	None	None	None	None	None	

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

35. Percent Trouble Reports Within 30 Days (I-30) of Installation	
Definition:	
Percent of N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
• Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. • Disposition codes "11", "12", & "13" reports (excludable reports). • Reports caused by customer provided equipment (CPE) or wiring. • Trouble report received on the due date before service order completion. • Orders that are not N, T, or C.	
Business Rules:	
Includes trouble reports received the day after SBC/Ameritech personnel complete the service order through 30 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. However, the denominator will at a minimum be equal to the numerator. The numerator is the number of trouble reports received on or within 30 calendar days after service order completion and closed within the reporting month. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.	
Levels of Disaggregation:	
Geographic POTS • Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW) UNE-P • Business class of service -- Field Work (FW) -- No Field Work (NFW) • Residence class of service -- Field Work (FW) -- No Field Work (NFW)	
Calculation:	Report Structure:
Count of initial electronic and manual trouble reports issued on or within 30 calendar days after service order completion ÷ total orders) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
• Resale POTS Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively. • Resale POTS No Field Work Parity compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively. • UNE-P Field Work Parity compared to SBC/Ameritech Retail Field Work (N, T, C order types), Business and Residence respectively. • UNE-P No Field Work Parity compared to SBC/Ameritech Retail No Field Work (N, T, C order types), Business and Residence respectively.					

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

New Performance Measure

35.1 Percent UNE-P Trouble Reports On the Completion Date	
Definition:	
Percent of C orders for UNE-P conversions that receive an electronic or manual trouble report on the day of completion.	
Exclusions:	
• Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. • Reports caused by customer provided equipment (CPE) or wiring. • Disposition codes "11", "12", & "13" reports (excludable reports).	
Business Rules:	
Includes reports received on the day of completion for UNE-P conversion orders. The denominator for this measure is the total count of UNE-P orders posted within the reporting month. The numerator is the number of trouble reports received at any time on the day of completion. These will be reported the month that the trouble report is closed.	
Levels of Disaggregation:	
Geographic • UNE -P No Field Work (NFW)	
Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports received on the day of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, all CLECs and SBC/Ameritech
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic. The results of this measurement are included in PM 35. Damages and assessments will be paid based on the PM 35 results.	

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Maintenance - Resale POTS

37. Trouble Report Rate	
Definition:	
The number of customer trouble reports per 100 lines.	
Exclusions:	
- Subsequent reports. A subsequent report is one that is received while an existing repair report is open. - Reports caused by customer provided equipment (CPE) or wiring. - All disposition codes "11", "12", & "13" reports (excludable reports).	
Business Rules:	
CLEC and SBC/Ameritech repair reports are entered into and tracked in the WFA or LMOS systems. Reports are counted in the month they are closed.	
Levels of Disaggregation:	
Geographic POTS - Business class of service - Residence class of service UNE-P - Business class of service - Residence class of service	
Calculation:	Report Structure:
$\left[\frac{\text{\# of customer trouble reports}}{\text{(total lines in service} \div 100)} \right]$	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
- POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively. - UNE-P – Parity with SBC/Ameritech Retail, Business and Residence respectively.	

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37.1 Trouble Report Rate Net of Installation and Repeat Reports						
Definition:						
The number of electronic or manual customer trouble reports per 100 lines.						
Exclusions:						
• Trouble reports caused by customer provided equipment (CPE) or wiring. • All disposition "11", "12", and "13" trouble reports (excludable reports). • Trouble reports included in PM 35. • Trouble reports included in PM 41						
Business Rules:						
CLEC and SBC/Ameritech repair reports are entered into and tracked in the LMOS system. Reports are counted in the month they post to LMOS.						
Levels of Disaggregation:						
Geographic						
POTS						
• Business class of service • Residence class of service						
UNE-P						
• Business class of service • Residence class of service						
Calculation:				Report Structure:		
(Total number of customer trouble reports net of installation and repeat reports) ÷ (Total lines in service ÷ 100)				Reported for POTS Resale trouble reports by CLEC, all CLECs and SBC/Ameritech.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	
Benchmark:						
▪ POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively. ▪ UNE-P – Parity with SBC/Ameritech Retail, Business and Residence respectively.						

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

38. Percent Missed Repair Commitments						
Definition:						
Percent of trouble reports not cleared by the commitment time due to SBC/Ameritech reasons.						
Exclusions:						
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • All disposition codes "11", "12", & "13" reports (excludable reports).						
Business Rules:						
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that SBC/Ameritech personnel clear the repair activity and complete the trouble report in the work and force systems. If this is after the commitment time, the report is flagged as a "Missed Commitment."						
Levels of Disaggregation:						
Geographic						
POTS						
• Business class of service -- Dispatch -- No Dispatch • Residence class of service -- Dispatch -- No Dispatch						
UNE-P						
• Business class of service -- Dispatch -- No Dispatch • Residence class of service -- Dispatch -- No Dispatch						
Calculation:				Report Structure:		
(# of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	
Benchmark:						
• POTS – Parity with SBC/Ameritech Retail, Business and Residence, respectively. • UNE-P – Parity with SBC/Ameritech Retail, Business and Residence, respectively.						

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

39. Receipt To Clear Duration
Definition: Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.
Exclusions: • Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • Disposition codes "11", "12", & "13" reports (excludable reports).
Business Rules: The clock starts on the date and time SBC/Ameritech receives a trouble report. The clock stops on the date and time that SBC/Ameritech personnel clear the repair activity and complete the trouble report in WFA or LMOS.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

Geographic

POTS

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

UNE-P

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

Calculation:

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

Report Structure:

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

Measurement Type:

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

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

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40. Percent Out Of Service (OOS) < 24 Hours					
Definition:					
Percent of OOS trouble reports cleared in less than 24 hours.					
Exclusions:					
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes "11", "12", & "13" reports (excludable reports). • Affecting Service reports. • Reports caused by customer provided equipment (CPE) or wiring. • No Access. • CLEC extended commitments.					
Business Rules:					
Utilize state specific Business Rule or Standard clock hours as appropriate.					
Levels of Disaggregation:					
Geographic					
POTS					
• Business class of service • Residence class of service					
UNE-P					
• Business class of service • Residence class of service					
Calculation:			Report Structure:		
(# of OOS trouble reports < 24 hours ÷ total OOS trouble reports) * 100			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	None	None	None	None	None
Benchmark:					
• POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively. • UNE-P – Parity with SBC/Ameritech Business and Residence respectively.					

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41. Percent Repeat Reports						
Definition:						
Percent of customer trouble reports received within 30 calendar days of a previous customer report.						
Exclusions:						
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes "11", "12", & "13" reports (excludable reports). • Reports caused by customer provided equipment (CPE) or wiring.						
Business Rules:						
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 calendar days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 calendar days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 calendar days is a measured report, then the second report counts as a Repeat report.						
Levels of Disaggregation:						
Geographic						
POTS						
• Business class of service • Residence class of service						
UNE-P						
• Business class of service • Residence class of service						
Calculation:				Report Structure:		
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	
Benchmark:						
• POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively. • UNE-P – Parity with SBC/Ameritech Business and Residence respectively.						

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

42. Percent No Access (Percent of Trouble Reports with No Access)	
Definition:	
Percentage of dispatched customer trouble reports with a status of "No Access."	
Exclusions:	
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes "11", "12", & "13" reports (excludable reports). • Reports caused by customer provided equipment (CPE) or wiring. • Reports that are not dispatched.	
Business Rules:	
SBC/Ameritech personnel set the "No Access" flag when access cannot be obtained at the customer's premises. Reports are counted in the month they are closed.	
Levels of Disaggregation:	
Geographic POTS • Business class of service • Residence class of service UNE-P • Business class of service • Residence class of service	
Calculation:	Report Structure:
(# of trouble reports with a status of "No Access" + Total dispatched customer trouble reports) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
• POTS – Parity with SBC/Ameritech Retail, Business and Residence respectively. • UNE-P – Parity with SBC/Ameritech Retail, Business and Residence respectively.	

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

43. Average Installation Interval
Definition:
Average business days from LSR receipt application date to completion date for N, T, and C orders.
Exclusions:
• UNE and Interconnection Trunks and Resold POTS. • Orders that are not N, T, or C. • Circuits that have a customer requested Due Date greater than 20 business days. • Official company service from Retail. • Orders where CLECs are charged expedite charges • Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • CLEC caused and/or end-user caused misses.
Business Rules:
The Application Date is the day that SBC/Ameritech receives the customer initiated service request. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level. If an order is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.

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Levels of Disaggregation:

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

Calculation:

[Σ (completion date - application date)] + (Total circuits completed)

Report Structure:

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

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SBC/Ameritech Retail.

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44. Percent Specials Installations Completed Within Customer Requested Due Date	
Definition:	
Percent Specials installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval or, if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Official Company service from Retail. • Orders where CLECs are charged expedite charges • Facility misses counted in PM 47 • CLEC caused and/or end-user caused misses.	
Business Rules:	
The Application Date is the day that SBC/Ameritech receives the customer initiated service request. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level. If an order is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.	
Levels of Disaggregation:	
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI – Other combinations	
Calculation:	Report Structure:
(# of circuits installed within the customer requested due date ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

45. Percent SBC/Ameritech Caused Missed Due Dates	
Definition:	
Percentage of N, T, and C orders by circuit where installations were not completed by the due date as a result of an SBC/Ameritech caused missed due date.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Official company service from Retail. • Facility misses counted in PM 47. • CLEC caused misses excluded from the numerator.	
Business Rules:	
This includes items completed after the Due Date, due to an SBC/Ameritech reason. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID. This measure includes, in both the numerator and denominator, the number of orders canceled after an SBC/Ameritech-caused missed due date.	
Levels of Disaggregation:	
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI -- Other combinations	
Calculation:	Report Structure:
(# of circuits with SBC/Ameritech caused missed due dates or canceled after the due date that were caused by SBC/Ameritech ÷ total circuits installed and those canceled after the due date that were caused by SBC/Ameritech) * 100	Reported for CLEC all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity with SBC/Ameritech Retail.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

46. Percent Trouble Reports Within 30 Days (I-30) of Installation	
Definition:	
Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Trouble report received on the due date before service order completion. • Trouble reports that are coded to Customer Premise Equipment (CPE), Interexchange Carrier/Competitive Access Provider, and Informational • Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.	
Business Rules:	
A trouble report is counted if it is flagged in WFA (Work Force Administration) as a trouble report that had a service order completion within 30 calendar days. It cannot be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID. The denominator for this measure is the total count of orders by circuit posted within the reporting month. However, the denominator will at a minimum be equal to the numerator. The numerator is the number of trouble reports received on or within 30 days after service order completion and closed within the reporting month.	
Levels of Disaggregation:	
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI -- Other combinations	
Calculation:	Report Structure:
[# of circuits that receive a network customer trouble report on or within 30 calendar days after service order completion ÷ total circuits installed] * 100	Reported for CLEC all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

47. Percent SBC/Ameritech Missed Due Dates Due To Lack Of Facilities						
Definition:						
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.						
Exclusions:						
• UNE and Interconnection Trunks. • Orders that are not N, T, or C.						
Business Rules:						
Includes orders with a completion date that is greater than the due date based on an SBC/Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all specials. Count any unsolicited FOC which modifies the due date as a missed due date.						
Levels of Disaggregation:						
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI -- Other combinations <u>NOTE:</u> All the above disaggregations also reported for > 30 calendar days & > 90 calendar days.						
Calculation:				Report Structure:		
(# of circuits with missed committed due dates due to lack of facilities ÷ total circuits installed) * 100				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	
Benchmark:						
Parity with SBC/Ameritech Retail.						

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

48. Average Delay Days for Missed Due Dates Due to Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed circuits due to lack of facilities.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C.	
Business Rules:	
The calculation includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI – Other combinations	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{Committed circuit due date}) \div (\text{Total completed circuits with SBC/Ameritech caused missed due dates due to lack of facilities})$	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate. .
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SBC/Ameritech Retail.	

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

49. Average Delay Days For SBC/Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed circuits.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Facility misses counted in PM 48.	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI – Other combinations	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\text{Total completed circuits with a SBC/Ameritech caused missed due date})$	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SBC/Ameritech Retail.	

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

50. Percent SBC/Ameritech Caused Missed Due Dates > 30 days					
Definition:					
Percentage of circuits where installation was completed greater than 30 calendar days following the due date.					
Exclusions:					
• CLEC caused and/or end-user caused misses. • UNE and Interconnection Trunks. • Orders that are not N, T, or C.					
Business Rules:					
This includes items completed after the Due Date, due to an SBC/Ameritech reason. This measurement is reported at a circuit level for all Specials.					
Levels of Disaggregation:					
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI – Other combinations					
Calculation:			Report Structure:		
(# of circuits completed greater than 30 days following the due date ÷ total installed circuits) * 100			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	None	None	None	None	None
Benchmark:					
Parity with SBC/Ameritech Retail.					

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Maintenance - Resale Specials & UNE Loop and Port Combinations

52. Mean Time To Restore					
Definition:					
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.					
Exclusions:					
• UNE and Interconnection Trunk. • No Access Time. • Delayed Maintenance Time. • CLEC extended commitments.					
Business Rules:					
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code of the circuit ID.					
Levels of Disaggregation:					
• Geographic • Resold Specials - DDS - DS1 - DS3 - Voice Grade Private Line (VGPL) - ISDN BRI - ISDN PRI - Any other services available for resale • UNE Loop and Port - ISDN BRI - ISDN PRI - Other combinations					
Calculation:			Report Structure:		
$\frac{\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}}$			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
Parity with SBC/Ameritech Retail.					

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53. Percent Repeat Reports					
Definition:					
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.					
Exclusions:					
UNE and Interconnection Trunk					
Business Rules:					
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.					
Levels of Disaggregation:					
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI – Other combinations					
Calculation:			Report Structure:		
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
Parity with SBC/Ameritech Retail.					

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54. Failure Frequency	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
UNE and Interconnection Trunks.	
Business Rules:	
CLEC and SBC/Ameritech repair reports are entered into and tracked via WFA. Measured reports are counted in the month they close.	
Levels of Disaggregation:	
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI – Other combinations	
Calculation:	Report Structure:
$\frac{\text{[# of network trouble reports]}}{\text{[Total in service circuits]}} \div 100$	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SBC/Ameritech Retail.	

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54.1 Trouble Report Rate Net of Installation and Repeat Reports						
Definition:						
The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 circuits.						
Exclusions:						
• UNE and Interconnection Trunks • Trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Trouble Reports included in PM 46. • Customer Trouble Reports included in PM 53.						
Business Rules:						
CLEC and SBC/Ameritech repair reports are entered into and tracked via WFA. Reports are counted in the month they post.						
Levels of Disaggregation:						
• Geographic • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI – Other combinations						
Calculation:				Report Structure:		
[Count of trouble reports exclusive of installation and repeat reports ÷ (Total in-service circuits ÷ 100)]				Reported by CLEC, all CLECs and SBC/Ameritech.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	
Benchmark:						
Parity with SBC/Ameritech Retail.						

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UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

55. Average Installation Interval

Definition:

Average business days from application date to completion date for N, T, and C orders. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- CLEC requested due dates greater than "X" business days as set out below.
- CLEC caused and/or end-user caused misses.
- Orders where CLECs are charged expedite charges
- Orders included in Measure 55.2
- Service requests involving major projects mutually agreed upon by CLECs and SBC/Ameritech. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The Application Date is the day that SBC/Ameritech receives the customer initiated service request. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration). If an order is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.

For DSL Loop Orders: The Application Date is the day that the CLEC authorizes SBC/Ameritech to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, SBC/Ameritech will initiate the service order when the loop qualification is returned from SBC/Ameritech engineering but the date the order was received will be the application date. If conditioning is required, Ameritech will reject the order back to the CLEC and wait for a supplement from the CLEC notifying Ameritech of the appropriate action to take. If the CLEC supplements the DSL order, Ameritech will issue the order and the application date will be the date that Ameritech receives the supplement. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level. If an order is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.

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Levels of Disaggregation:

Geographic

- 2 Wire Analog (1-10)
- 2 Wire Analog (11-20)
- 2 Wire Analog (20+)
- 2 Wire Digital (1-10)
- 2 Wire Digital (11-20)
- 2 Wire Digital (20+)
- DS1 loop (includes PRI)
- Switch Ports – Analog Port
- Switch Ports – BRI Port (1-50)
- Switch Ports – BRI Port (50+)
- Switch Ports – PRI Port (1-20)
- Switch Ports – PRI Port (20+)
- DS1 Trunk Port (1 to 10)
- DS1 Trunk Port (11 to 20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10)
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types
- UNE-OCN
- DS3-Loop only
- DSL Loops requiring conditioning
 - Line Sharing
 - No Line Sharing
- DSL Loops requiring no conditioning
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Calculation:

$$\frac{[\sum(\text{Completion Date} - \text{Application Date})]}{(\text{Total items completed})}$$

Report Structure:

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

Measurement Type:

Tier 1 – None
Tier 2 – None

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Benchmark:

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

- 2 Wire Analog (1-10) – 3 Days
- 2 Wire Analog (11-20) – 7 Days
- 2 Wire Analog (20+) – 10 Days
- 2 Wire Digital (1-10) – 3 Days
- 2 Wire Digital (11-20) – 7 Days
- 2 Wire Digital (20+) – 10 Days
- DS1 loop(includes PRI) – 3 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB

IN, MI, OH and WI require a benchmark for an average. IL requires parity.

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

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55.2 Average Installation Interval for Loop With LNP

Definition:

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks
- UNE-P captured in the POTS or Specials measurements
- Orders that are not N, T, or C
- Customer requested due dates greater than "X" business days. X is defined as follows:

	Std. Interval	"X" Days
Non-CHC Excluding FDT		
▪ Loop with LNP (1-10) – 3 days		4 days
▪ Loop with LNP (11-20) – 7 days		8 days
▪ Loop with LNP (21+) – 10 days		11 days
CHC		
▪ Loop with LNP (1-10) – 5 days		6 days
▪ Loop with LNP (11-20) – 7 days		8 days
▪ Loop with LNP (21-24) – 10 day		11 days
FDT		
▪ Loop with LNP (1-10) – 5 days		6 days
▪ Loop with LNP (11-20) – 7 days		8 days
▪ Loop with LNP (21-24) – 10 days		11 days

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

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Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity. From an interval perspective, an LSR received before 3PM is considered to be received on that day, an LSR received after 3PM is considered to be received the next day. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

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

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:

Geographic

CHC

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

Non CHC Excluding FDT

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

FDT

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

Calculation:

$$\left[\sum (\text{completion date} - \text{application date}) \right] \div (\text{Total number of orders completed})$$

Report Structure:

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

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

Diagnostic

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55.3 Percent DSL-Capable Loop Orders Requiring the Removal of Load Coils and or Repeaters.	
Definition:	
The percentage of all DSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision DSL services.	
Exclusions:	
▪ Loops under 12,000 feet ▪ Loops conditioned through the FMOD process	
Business Rules:	
The percentage of all orders for DSL-capable loops where the removal of load coils or repeaters has been requested by the CLEC. This PM is measuring loops conditioned based on pre-qualification data rather than loop conditioning required by the FMOD process. In other words, loops that are conditioned through the FMOD process SHOULD NOT be counted in this measure.	
Levels of Disaggregation:	
• Loops between 12,000 feet and 17,500 feet • Loops over 17,500 feet	
Calculation:	Report Structure:
$\left[\frac{\sum (\text{number of DSL-capable loops requesting the removal of load coils or repeaters})}{\text{Total number of orders for DSL-capable loops UNEs completed}} \right] * 100$	Reported for CLEC, all CLECs, and SBC/Ameritech DSL Affiliate..
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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56. Percent Installations Completed Within Customer Requested Due Date

Definition:

Percent installations completed within customer requested due date when that date is later than or equal to the standard offered interval as defined in the CLEC manual or, if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech.

Exclusions:

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

Business Rules:

The Application Date is the day that SBC/Ameritech receives the customer initiated service request. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration). If an order is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.

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Levels of Disaggregation:

- Geographic
- 2 Wire Analog (1-10)
- 2 Wire Analog (11-20)
- 2 Wire Analog (20+)
- 2 Wire Digital (1-10)
- 2 Wire Digital (11-20)
- 2 Wire Digital (20+)
- DS1 loop (includes PRI)
- Switch Ports – Analog Port
- Switch Ports – BRI Port (1-50)
- Switch Ports – BRI Port (50+)
- Switch Ports – PRI Port (1-20)
- Switch Ports – PRI Port (20+)
- DS1 Trunk Port (1 to 10)
- DS1 Trunk Port (11 to 20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10)
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types
- DSL loops with no Line Sharing
 - Non Conditioned
 - Conditioned
- DSL loops with Line Sharing
 - Non Conditioned
 - Conditioned
- UNE Loop Projects (Service requests/orders with >100 lines, circuits and/or telephone numbers, or mutually agreed to) – all orders included in the Projects disaggregation are excluded from any other disaggregations.
- UNE-OCN
- DS3-Loop only
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Calculation:

(# of items installed within the customer requested due date ÷ total items) * 100

Report Structure:

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

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Measurement Type:

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

Benchmark:

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

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

- 2 Wire Analog (1-10) – 3 Days
- 2 Wire Analog (11-20) – 7 Days
- 2 Wire Analog (20+) – 10 Days
- 2 Wire Digital (1-10) – 3 Days
- 2 Wire Digital (11-20) – 7 Days
- 2 Wire Digital (20+) – 10 Days
- DS1 loop(includes PRI) – 3 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB
- DSL loops with no Line Sharing
 - Non Conditioned – 5 Days
 - Conditioned – 10 Days
- DSL loops with Line Sharing Parity with SBC/Ameritech Affiliate
- UNE Loop Projects – As negotiated/ICB
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- Broadband DSL
 - Line Sharing Parity with SBC/Ameritech Affiliate
 - No Line Sharing 5%
- EELs - Diagnostic
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

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56.1 Percent Installations Completed Within the Customer Requested Due Date for Loop With LNP

Definition:

Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or, if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech.

Exclusions:

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

Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3-day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4-day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

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Levels of Disaggregation:						
• Aggregate -- Loop with LNP (1-10) -- Loop with LNP (11-20) -- Loop with LNP (>20) • CHC - Diagnostic -- Loop with LNP (1-10) -- Loop with LNP (11-20) -- Loop with LNP (21-24) • FDT – Diagnostic -- Loop with LNP (1-10) -- Loop with LNP (11-20) -- Loop with LNP (21-24) • Projects • Loop with LNP (Service request/order with >100 lines, circuits and/or telephone numbers, or mutually agreed to) – all service requests/orders included in the Projects disaggregation are excluded from any other disaggregation.						
Calculation:				Report Structure:		
Count of N, T, C orders installed within customer requested due date ÷ total N, T, C orders excluding those requested earlier than the standard offered interval) * 100				Reported for CLEC and all CLECs.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	
Benchmark:						
95% within the customer requested due date for Aggregate and Projects only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.						

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58. Percent SBC/Ameritech Caused Missed Due Dates

Definition:

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

Exclusions:

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

Business Rules:

This includes items completed after the Due Date, due to an SBC/Ameritech reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

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

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Levels of Disaggregation:	
• Geographic • 8.0 dB Loops -- Without Test Access • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop -- With Test Access • Dedicated Transport -- DS1 -- DS3 • Subtending Channel -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • DSL Loops -- Line Sharing -- No Line Sharing • Broadband DSL -- Line Sharing -- No Line Sharing • UNE-OCN • DS3-Loop only • EELs -- 2 wire analog -- 4 wire analog -- Digital -- Transport	
Calculation:	Report Structure:
(# of UNEs with missed due dates and the number of UNEs canceled after the due date as result of an SBC/Ameritech cause ÷ total items installed and total items canceled as result of an SBC/Ameritech cause) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	

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Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Res and Bus combined and FW)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate
5% (No critical z-value applies)

Parity with SBC/Ameritech Affiliate
5% (No critical z-value applies)

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

Definition:

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

Exclusions:

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

Business Rules:

A trouble report is counted if it is received within 30 calendar days of a service order completion. The service order which generated the report must be an "add" in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs. The denominator for this measure is the total count of orders by circuit posted within the reporting month. However, the denominator will at a minimum be equal to the numerator. The numerator is the number of trouble reports received on or within 30 days after service order completion and closed within the reporting month.

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Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN
- DS3-Loop only
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Calculation:

(# of UNE circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNE circuits installed) * 100

Report Structure:

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

Measurement Type:

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

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Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Res and Bus combined and FW)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate
6% (No critical z-value applies)

Parity with SBC/Ameritech Affiliate
6% (No critical z-value applies)

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

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

Definition:

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

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders included in CLEC WI 11 – FMOD Missed Due Dates
- Orders that are not N, T, or C.

Business Rules:

Includes orders with a completion date that is greater than the due date based on an SBC/Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN
- DS3-Loop only
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

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

Calculation:

(# of UNEs with missed committed due dates due to lack of facilities ÷ total items installed) * 100

Report Structure:

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

Measurement Type:

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Res and Bus combined and FW)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate
5% (No critical z-value applies)

Parity with SBC/Ameritech Affiliate
6% (No critical z-value applies)

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

61. Average Delay Days for Missed Due Dates Due To Lack Of Facilities

Definition:

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

Exclusions:

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

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

- Geographic
 - 8.0 dB Loops
 - Without Test Access
 - BRI Loop With Test Access
 - ISDN BRI Port
 - DS1 Loop
 - With Test Access
 - Dedicated Transport
 - DS1
 - DS3
 - Subtending Channel
 - 23B
 - 1D
 - Analog Trunk Port
 - Subtending Digital Direct Combination Trunks
 - Dark Fiber
 - UNE-OCN
 - DS3-Loop only
 - DSL Loops
 - Line Sharing
 - No Line Sharing
 - Broadband DSL
 - Line Sharing
 - No Line Sharing
 - EELS
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Calculation:

$\Sigma(\text{Completion date} - \text{UNE}(8\text{db loops are measured at the order level) due date}) \div (\text{total closed items with SBC/Ameritech caused missed due dates due to lack of facilities})$

Report Structure:

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

Measurement Type:

Tier 1 – None
Tier 2 – None

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Res and Bus combined and FW)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate
6.5 days

Parity with SBC/Ameritech Affiliate
6.5 days (No critical z-value applies)

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

62. Average Delay Days For SBC/Ameritech Caused Missed Due Dates
Definition:
Average calendar days from due date to completion date on company missed items.
Exclusions:
• Specials and Interconnection Trunks. • UNE-P captured in the POTS or Specials measurements. • Orders that are not N, T, or C. • Orders included in CLEC WI 1 – FMOD Average Delay • Orders counted in PM 61.
Business Rules:
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN
- DS3-Loop only
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Calculation:

$$\frac{\sum(\text{Completion date} - \text{UNE due date})}{\div (\text{total closed items with SBC/Ameritech caused missed due dates})}$$

Report Structure:

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

Measurement Type:

Tier 1 – None
 Tier 2 – None

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Res and Bus combined and FW)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate
6.5 days (No critical z-value applies)

Parity with SBC/Ameritech Affiliate
6.5 days (No critical z-value applies)

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

63. Percent SBC/Ameritech Caused Missed Due Dates > 30 days
Definition:
Percentage of items where installation was completed greater than 30 days following the due date.
Exclusions:
• Specials and Interconnection Trunks. • CLEC caused misses.
Business Rules:
This includes items completed after the Due Date, due to an SBC/Ameritech reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:						
• Geographic • 8.0 dB Loops -- Without Test Access • BRI Loop With Test Access • ISDN BRI Port • DS1 Loop -- With Test Access • Dedicated Transport -- DS1 -- DS3 • Subtending Channel -- 23B -- 1D • Analog Trunk Port • Subtending Digital Direct Combination Trunks • Dark Fiber • UNE-OCN • DS3-Loop only • DSL Loops -- Line Sharing -- No Line Sharing • Broadband DSL -- Line Sharing -- No Line Sharing • EELs -- 2 wire analog -- 4 wire analog -- Digital -- Transport						
Calculation:				Report Structure:		
(# of UNEs completed greater than 30 calendar days following the due date + total items) * 100				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	Med	Med	Med	Med	Med	
Tier 2	None	None	None	None	None	

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Res and Bus combined and FW)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate

Parity with SBC/Ameritech Affiliate
6% (No critical z-value applies)

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Maintenance - Unbundled Network Elements

65. Trouble Report Rate

Definition:

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

Exclusions:

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

Business Rules:

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN
- DS3-Loop only
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Calculation:

[# of network trouble reports ÷ (Total
UNEs in service ÷ 100)]

Report Structure:

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

Measurement Type:

Tier 1 – None
Tier 2 – None

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Bus)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate

3% (No critical z-value applies)

Inter-office Trunks

Parity with SBC/Ameritech Affiliate

3% (No critical z-value applies)

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

65.1 Trouble Report Rate Net of Installation and Repeat Reports

Definition:

The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 UNEs.

Exclusions:

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

Business Rules:

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN
- DS3-Loop only
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Calculation:

[Count of trouble reports less
installation and repeat reports ÷
(Total UNEs in service ÷ 100)]

Report Structure:

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

Measurement Type:

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Bus)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate
3% (No critical z-value applies)

Inter-office Trunks

Parity with SBC/Ameritech Affiliate
3% (No critical z-value applies)

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

66. Percent Missed Repair Commitments					
Definition:					
Percentage of trouble reports not cleared by the commitment time due to SBC/Ameritech reasons.					
Exclusions:					
• Specials and Interconnection Trunks. • All UNE-P (other than 8dB loops) captured in the POTS or Specials measurements. • Non-measured reports (CPE, Interexchange, and Information reports). • No Access Time for Wholesale and No Access tickets for Retail. • CLEC extended commitments.					
Business Rules:					
The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. Reports are counted the month they are closed.					
Levels of Disaggregation:					
• Geographic • 2-Wire Analog 8dB Loop. • DSL Line Sharing • Broadband DSL -- Line Sharing -- No Line Sharing					
Calculation:			Report Structure:		
(# of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100			Reported for CLEC all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
• Parity with SBC/Ameritech POTS Business for 2-Wire Analog 8dB Loop. • Parity with SBC/Ameritech Affiliate for DSL line sharing and no line sharing					

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

67. Mean Time To Restore

Definition:

Average duration of network CLEC trouble reports from the receipt of the CLEC trouble report to the time the trouble report is cleared.

Exclusions:

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

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared in WFA.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN
- DS3-Loop only
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

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

Calculation:

$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$

Report Structure:

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

Measurement Type:

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity:

- 8.0 dB Loops -- Dispatched
 - Without Test Access
- 8.0 dB Loops -- Non-Dispatched
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Res and Bus combined and FW)

POTS (Res and Bus combined and NFW)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate
9 Hours (No critical z-value applies)

Parity with SBC/Ameritech Affiliate
9 Hours (No critical z-value applies)

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

68. Percent Out Of Service (OOS) < "24" Hours					
Definition:					
Percentage of OOS trouble reports cleared in less than 24 hours.					
Exclusions:					
• Specials and Interconnection Trunks. • All UNE-P (other than 8dB loops) captured in the POTS or Specials measurements. • Non-measured reports (CPE, Interexchange, and Information reports). • No Access Time for Wholesale and No Access tickets for Retail. • CLEC extended commitments.					
Business Rules:					
The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.					
Levels of Disaggregation:					
• Geographic • 2-Wire Analog 8dB Loop.					
Calculation:			Report Structure:		
(# of OOS trouble reports < 24 hours ÷ total OOS trouble reports) * 100			Reported for CLEC all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	None	None	None	None	None
Benchmark:					
Parity with SBC/Ameritech POTS Business and Residence combined.					

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

69. Percent Repeat Reports

Definition:

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

Exclusions:

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

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Levels of Disaggregation:

- Geographic
- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN
- DS3-Loop only
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Calculation:

(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100

Report Structure:

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

Measurement Type:

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

SBC/AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Benchmark:

Parity:

- 8.0 dB Loops
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing
- EELs (Diagnostic)
 - 2 wire analog
 - 4 wire analog
 - Digital
 - Transport

Retail Comparison:

POTS (Res and Bus combined and FW)

ISDN BRI

ISDN BRI

DS1 & ISDN PRI

DS1

DS3

DDS

DDS

VGPL

VGPL

DS3

Parity with SBC/Ameritech Affiliate
12% (No critical z-value applies)

Parity w/Retail equivalent

Parity with SBC/Ameritech Affiliate
6% (No critical z-value applies)

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Interconnection Trunks

70. Percentage of Trunk Blockage (Call Blockage)

Definition:

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

Exclusions:

- Weekends and Holidays
- If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.
- SBC/Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks.
- If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by SBC/Ameritech or in the timeframe specified in the ICA.
- If CLEC fails to provide a forecast.
- If CLEC's actual trunk usage, as shown by SBC/Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.

The exclusions do not apply if SBC/Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC/Ameritech refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

Business Rules:

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

Levels of Disaggregation:

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

Calculation:

$(\# \text{ of blocked calls} \div \text{total calls offered}) * 100$

Report Structure:

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

Measurement Type:

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

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Benchmark:

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

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70.1 Trunk Blockage Exclusions	
Definition:	
Number of calls blocked on outgoing traffic from SBC/Ameritech end office to CLEC end office and from SBC/Ameritech tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.	
Exclusions:	
• Weekends and Holidays • If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control. • SBC/Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. • If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by SBC/Ameritech or in the timeframe specified in the ICA. • If CLEC fails to provide a forecast. • If CLEC's actual trunk usage, as shown by SBC/Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement. The exclusions do not apply if SBC/Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC/Ameritech refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.	
Business Rules	
Number of blocked calls and total calls excluded from the monthly blockage data reported under Performance Measurement 70. No penalties or liquidated damages apply.	
Levels of Disaggregation:	
By Market Region.	
Calculation:	Report Structure:
Count of Excluded blocked calls	Reported for CLEC and all CLECs.
Measurement Type:	
Tier-1 None	
Tier-2 None	
Benchmark:	
Diagnostic	

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70.2 Percentage of Trunk Blockage (Trunk Groups)

Definition:

Percentage of trunk groups (TGs) with calls blocked on outgoing traffic from SBC/Ameritech end office to CLEC end office, and from SBC/Ameritech tandem office to CLEC end office. This measure is evaluated using a three-month rolling average of trunk group blockage. (This measure is only valid if a CLEC has 20 or more trunk groups.)

Exclusions:

- If CLECs have more than 10% of the trunks of a particular TG busied-out for maintenance at their end, that TG will be excluded from that month's calculation.
- A TG may be excluded from the calculations for a particular month if CLEC is found to be not ready for turn-up on the negotiated Due Date in 3 consecutive instances within the month.
- If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days when a Call Blocking situation is identified in a Final Trunk Group by SBC/Ameritech or in the timeframe specified in the ICA, (Article 4.3.13) the TG in question may be excluded from the calculations for that particular month.
- If CLEC fails to provide a forecast for a particular TG, that TG will be excluded from calculations until a forecast is provided.
- If CLECs actual "trunks required" calculation, as shown by SBC/Ameritech from traffic usage studies, is more than 150% of CLEC's forecast for the TG in question, which was delivered to SBC/Ameritech six months prior, unless a different timeframe is specified in an interconnection agreement, that particular TG may be excluded from the calculations for that particular month.
- New trunk groups that have not been in service for six months may be excluded from calculations for that 6-month period. Nevertheless, utilization data will be gathered upon turn-up of the TG.

The exclusions do not apply if SBC/Ameritech fails to timely provide the CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC/Ameritech refused to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's forecast regardless of what the current usage data is.

Business Rules:

Blocked calls and total calls are gathered on all reportable trunk groups during the official 20-day study month. Busy hour statistics are determined for reporting purposes.

Levels of Disaggregation:

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

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

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71. Common Transport Trunk Group Blockage					
Definition:					
Percentage of local common transport trunk groups exceeding 2% blockage.					
Exclusions:					
No data is collected on weekends.					
Business Rules:					
Common transport trunk groups that reflect blocking in excess of 2% or 1%(if a separate common transport trunk group is established to carry CLEC traffic only) using a busy hour from the four most recent weeks of data.					
Levels of Disaggregation:					
• Common trunk groups where CLECs share ILEC trunks • Common trunk groups for CLECs not shared by ILEC					
Calculation:			Report Structure:		
(# of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.			Reported on local common transport trunk groups, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	High	High	Med	High	High
Benchmark:					
2% of trunk groups not to exceed 2% blockage.					

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73. Percent Installations Completed Within Customer Requested Due Date – Interconnection Trunks					
Definition:					
Percentage of trunk order due dates for interconnection trunks met within customer requested due date when that due date is later than or equal to the standard interval or, if expedited, (accepted or not accepted) the date agreed to by SBC/Ameritech.					
Exclusions:					
CLEC Caused Misses.					
Business Rules:					
The Due Date starts the clock. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity and it is accepted by the CLEC, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level.					
Delay of Ameritech-Initiated Tandem Re-homing project notification – the notification of any delay of these projects will be via LERG update and also via accessible letter sent to the CLECs. SBC/Ameritech will be responsible to modify the due date as defined in the accessible letter and notify the CLEC of this revised due date. The 30 days will be measured against this new due date established and sent to the CLEC					
Levels of Disaggregation:					
• 911 • OS/DA • SS7 • Interconnection Trunks (Non projects – subject to standard interval) • Interconnection Trunks (Projects – subject to negotiated interval) • Tandem Re-homing – SBC/Ameritech owned/initiated (subject to negotiated interval and excluded from all other disaggregations)					
Calculation:			Report Structure:		
(# of trunk circuit due dates met ÷ total trunk circuits installed) * 100			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
• 95% within customer requested due date or, if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech. • For projects, 95% within the negotiated due date. • Tandem Re-homing – SBC/Ameritech owned/initiated: within 30 calendar days of negotiated due date (This disaggregation will be diagnostic for 6 months from the filing date of the Joint Motion at which time the PM will then be remedied.)					

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74. Average Delay Days For Missed Due Dates – Interconnection Trunks	
Definition:	
Average calendar days from due date to completion date on company missed interconnection trunk orders.	
Exclusions:	
CLEC Caused Misses	
Business Rules:	
The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.	
Levels of Disaggregation:	
• 911 • OS/DA • SS7 • Interconnection Trunks	
Calculation:	Report Structure:
Σ (Completion date – committed circuit due date) ÷ (Total completed trunk circuits with missed Due Dates)	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Parity with SBC/Ameritech Interoffice Facility Trunks.	

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75. Percentage SBC/Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks						
Definition:						
Percentage of Interconnection Trunk Circuits where installation was completed greater than 30 calendar days following the due date.						
Exclusions:						
CLEC Caused Misses.						
Business Rules:						
The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.						
Levels of Disaggregation:						
• 911 • OS/DA • SS7 • Interconnection Trunks						
Calculation:				Report Structure:		
(# of interconnection trunk circuits completed greater than 30 days following the due date, + total installed interconnection trunk circuits) * 100.				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	Med	Med	Med	Med	Med	
Tier 2	None	None	None	None	None	
Benchmark:						
No more than 2% interconnection trunk orders completed > 30 days = IN, MI, OH, WI; Parity with SBC/Ameritech Retail = IL						

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76. Average Trunk Restoration Interval – Interconnection Trunks					
Definition:					
Average time to repair interconnection trunks. This measure is based on calendar days.					
Exclusions:					
• Non-measured tickets (CPE, Interexchange, or Information). • No Access/Delayed Maintenance.					
Business Rules:					
The start time is when the report is received. The source is WFA (Work Force Administration) and is at an item or circuit level. The stop time is when the circuit is restored and the report is cleared in WFA.					
Levels of Disaggregation:					
• 911 • OS/DA • SS7 • Interconnection Trunks					
Calculation:			Report Structure:		
$\frac{\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total trunk trouble reports}}{1}$			Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None
Benchmark:					
Parity with SBC/Ameritech Retail.					

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77. Average Trunk Restoration Interval for Service-Affecting Trunk Groups						
Definition:						
The average time to restore service-affecting trunk groups.						
Exclusions:						
• Non-measured tickets (CPE, Interexchange, or Information • No Access/Delayed Maintenance						
Business Rules:						
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by SBC/Ameritech.						
Levels of Disaggregation:						
• Tandem trunk groups. -- 911 -- OS/DA -- SS7 -- Interconnection Trunks • Non-Tandem trunk groups. -- 911 -- OS/DA -- SS7 -- Interconnection Trunks						
Calculation:				Report Structure:		
$\frac{\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] + \text{total service affecting trunk group trouble reports}}{\text{total service affecting trunk group trouble reports}}$				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	
Benchmark:						
• Tandem trunk groups-all disaggregations – 1 hour • Non-Tandem trunk groups – all disaggregations – 2 hours.						

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78. Average Interconnection Trunk Installation Interval	
Definition:	
The average time from receipt of a complete and accurate ASR until the completion of the trunk order.	
Exclusions:	
Customer requested due dates greater than 20 business days.CLEC caused misses.	
Business Rules:	
The clock starts on the receipt of a complete and accurate ASR and the clock stops on the date the work is completed.	
Levels of Disaggregation:	
• Interconnection Trunks • SS7 Links • OS/DA • 911 Trunks • Projects (not included in the other disaggregations)	
Calculation:	Report Structure:
$\Sigma(\text{completion date of the trunk order} - \text{receipt date of complete and accurate ASR}) \div \text{total installed trunk orders}$	Reported for CLEC all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
20 Business days = IN, MI, OH, WI; Parity with SBC/Ameritech Retail = IL Diagnostic for Projects.	

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Directory Assistance (DA) and Operator Services (OS)

79. Directory Assistance Grade Of Service	
Definition:	
Percentage of directory assistance calls answered within "X" seconds.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when an SBC/Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.	
Levels of Disaggregation:	
• < 1.5 seconds • < 2.5 seconds • > 7.5 seconds • > 10.0 seconds • > 15.0 seconds • > 20.0 seconds • > 25.0 seconds	
Calculation:	Report Structure:
(Calls answered within "X" seconds ÷ total calls answered) * 100	Reported for the aggregate of all CLECs and SBC/Ameritech
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Diagnostic	

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80. Directory Assistance Average Speed Of Answer					
Definition:					
The average time a customer is in queue.					
Exclusions:					
None					
Business Rules:					
The clock starts when the customer enters the queue and the clock stops when an SBC/Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/Ameritech personnel assigned to handling calls for assistance during hours of operation.					
Levels of Disaggregation:					
None					
Calculation:			Report Structure:		
Total queue time ÷ total calls answered			Reported for the aggregate of all CLECs and SBC/Ameritech		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	Low	Low	Med	Low	Low
Benchmark:					
IL = 7 sec; IN = 7.7 sec; MI = N/A; OH = 20.0 sec; WI = 6.3 sec; To be consistent/and change (auto-evolve) with State Retail Minimum Standard rulings. The State Commission Minimum Service Standards can be found at these URLs:					
Illinois					
• http://www.icc.state.il.us/tc/telecommunications.aspx					
Wisconsin					
• http://psc.wi.gov/_search/advquery.asp					
Michigan					
• http://www.cis.state.mi.us/mpsc/comm/rules/					
Indiana					
• http://www.in.gov/legislative/register/September-1-2002.html					
Ohio					
• http://onlinedocs.andersonpublishing.com/oac/index3.cfm?GRStructure1=4901%3A1&GRStructure2=4901%3A1%2D5&GRStructure3=&TextField=%3CJD%3A%224901%3A1%2D5%22%3EChapter%20%3CJL%3AJump%2C%224901%3A1%2D5%22%3E4901%3A1%2D5%3CEL%3E%20Furnishing%20of%20Int					

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81. Operator Services Grade Of Service	
Definition:	
Percentage of operator services calls answered within "X" seconds.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when an SBC/Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "X" seconds.	
Levels of Disaggregation:	
• < 1.5 seconds • < 2.5 seconds • > 7.5 seconds • > 10.0 seconds • > 15.0 seconds • > 20.0 seconds • > 25.0 seconds	
Calculation:	Report Structure:
(Calls answered within "x" seconds ÷ total calls answered) * 100	Reported for the aggregate of all CLECs and SBC/Ameritech
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Diagnostic	

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82. Operator Services Speed of Answer					
Definition:					
The average time a customer is in queue.					
Exclusions:					
None					
Business Rules:					
The clock starts when the customer enters the queue and the clock stops when an SBC/Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SBC/Ameritech call management system queue until the CLEC customer call is transferred to SBC/Ameritech personnel assigned to handling calls for assistance during hours of operation.					
Levels of Disaggregation:					
None					
Calculation:			Report Structure:		
Total queue time ÷ total calls answered.			Reported for the aggregate of all CLECs and SBC/Ameritech		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	Low	Low	Med	Low	Low
Benchmark:					
IL = 3.6 sec; IN = 3.3 sec.; MI = 10 sec.; OH = 20 sec.; WI = 2.7 sec; To be consistent/and change (auto-evolve) with State Retail Minimum Standard rulings. The State Commission Minimum Service Standards can be found at these URLs:					
Illinois					
• http://www.icc.state.il.us/tc/telecommunications.aspx					
Wisconsin					
• http://psc.wi.gov/search/advquery.asp					
Michigan					
• http://www.cis.state.mi.us/mpsc/comm/rules/					
Indiana					
• http://www.in.gov/legislative/register/September-1-2002.html					
Ohio					
• http://onlinedocs.andersonpublishing.com/oac/index3.cfm?GRStructure1=4901%3A1&GRStructure2=4901%3A1%2D5&GRStructure3=&TextField=%3CJD%3A%224901%3A1%2D5%22%3EChapter%20%3CJL%3AJump%2C%224901%3A1%2D5%22%3E4901%3A1%2D5%3CEL%3E%20Furnishing%20of%20Int					

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83. Percentage of Calls Abandoned	
Definition:	
The percentage of calls where the customer hangs up while the call is in queue.	
Exclusions:	
SBC/Ameritech generated test calls.	
Business Rules:	
The clock runs on a 24-hour cycle starting at 6:00 a.m. and ending at 6:00 a.m. This measurement determines the amount of calls that were abandoned against the number of operator positions available during the reporting month in quarter hour intervals.	
Levels of Disaggregation:	
• OS • DA	
Calculation:	Report Structure:
(# of calls abandoned ÷ number of operator positions available) * 100	Reported for the aggregate of all CLECs and SBC/Ameritech
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Diagnostic	

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Local Number Portability (LNP)

91. Percentage of LNP Only Orders within the Customer Requested Due Date					
Definition:					
Percentage of LNP Only Orders that are completed within or on the Customer Requested Due Date.					
Exclusions:					
• CLEC caused or requested delays. • NPAC caused delays unless caused by SBC/Ameritech. • CLEC requested Due Dates less than 3 business days.					
Business Rules:					
The clock starts on the date of FOC issuance, which is the date that SBC/Ameritech returned a FOC to the CLEC. The clock stops on the Completion Date, which is the date that SBC/Ameritech completed the order. Orders are included in the month they posted. Standard due date interval for LNP Only orders is three business days. :					
• >100 TNs - The due dates are negotiated					
Levels of Disaggregation:					
None					
Calculation:			Report Structure:		
(# of LNP Only Orders completed within the Customer Requested Due Date or Negotiated Due Date ÷ total LNP Only Orders) *100			Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
96.5%.					

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92. Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer	
Definition:	
Percentage of time the old service provider releases subscription(s) to NPAC prior to the expiration of the second (T2) 9-hour timer. This would include subscription(s) released prior to the expiration of the first (T1) or the second (T2) 9-hour timers.	
Exclusions:	
• CLEC caused or requested delays. • NPAC caused delays unless caused by SBC/Ameritech. • Cases where SBC/Ameritech did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of SBC/Ameritech's release request. In these cases, SBC/Ameritech may have to re-work to release the TN so it can be ported to meet the due date.	
Business Rules:	
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total LNP TNs for which the subscription was released) *100	Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%.	

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93. Percentage of Time Customer Accounts Restructured by the LNP Only Completion Date						
Definition:						
Percentage of accounts restructured by the LNP Only Provisioning Completion Date.						
Exclusions:						
None						
Business Rules:						
This measure is for partial LNP's only.						
Partial LNP Orders require an SBC/Ameritech account to be restructured. This measures the amount of time the account was restructured by the LNP completion date.						
Levels of Disaggregation:						
None						
Calculation:				Report Structure:		
(# of partial LNP Only orders where the account was restructured by the completion date of the order) ÷ (total partial LNP Only orders that required customer accounts to be restructured) *100				Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type						
	IL	IN	MI	OH	WI	
Tier 1	Low	Low	Med	Low	Low	
Tier 2	None	None	None	None	None	
Benchmark:						
96.5%						

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96. Percentage Pre-Mature Disconnects for LNP Orders						
Definition:						
Percentage of LNP cutovers where SBC/Ameritech prematurely removes the translations, including the 10-digit trigger, prior to the scheduled conversion time.						
Exclusions:						
Coordinated Conversions.						
Business Rules:						
The count of incidents, on an order level, where the translations are released prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (translations released prior to the due date).						
Levels of Disaggregation:						
• LNP only. • LNP with Loop.						
Calculation:				Report Structure:		
(# of premature disconnects ÷ total conversions) * 100				Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	Low	Low	Med	Low	Low	
Tier 2	None	None	None	None	None	
Benchmark:						
2% or less cutovers are disconnected prior to the due date (translations are released prior to the due date).						

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97. Percentage of Time SBC/Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date						
Definition:						
Percentage of time SBC/Ameritech applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs on the day prior to the due date.						
Exclusions:						
• Where not technically feasible. • CLEC caused misses.						
Business Rules:						
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.						
Levels of Disaggregation:						
• LNP only • LNP with Loop						
Calculation:				Report Structure:		
(# of LNP TNs for which 10-digit trigger was applied 24 hours prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100				Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	High	High	Med	High	High	
Tier 2	High	High	Med	High	High	
Benchmark:						
96.5%						

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98. Percentage LNP Trouble Reports within 30 Days of Installation	
Definition:	
Percentage of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
- Excluding subsequent reports and all disposition codes "11", "12", & "13" reports (excludable reports). - Trouble reports caused by CPE or inside wiring.	
Business Rules:	
Includes trouble reports received the day after SBC/Ameritech personnel complete the service order through 30 calendar days after completion. The denominator for this measure is the total count of orders by circuit posted within the reporting month. However, the denominator will at a minimum be equal to the numerator. The numerator is the number of trouble reports received on or within 30 days after service order completion and closed within the reporting month.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total LNP Orders) * 100	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
	IL IN MI OH WI
Tier 1	High High Med High High
Tier 2	High High Med High High
Benchmark:	
Parity with SBC/Ameritech Retail POTS – No Field Work.	

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99. Average Delay Days for SBC/Ameritech Missed Due Dates (For Stand-Alone LNP Orders)	
Definition:	
Average calendar days from due date to completion date on Company missed orders.	
Exclusions:	
On time or early completions.	
Business Rules:	
The clock starts on the due date and the clock ends on the completion date based on posted LNP orders. Retail comparison is installations, not disconnects.	
Levels of Disaggregation:	
LNP Only.	
Calculation:	Report Structure:
$\frac{\Sigma(\text{LNP Completion Date} - \text{LNP Order due date})}{\text{total LNP orders where there was a SBC/Ameritech caused missed due date}}$	Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SBC/Ameritech Retail POTS – No Field Work.	

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100. Average Time of Out of Service for LNP Conversions					
Definition:					
Average time to facilitate the activation request in SBC/Ameritech's network.					
Exclusions:					
• CLEC-caused errors. • NPAC-caused errors unless caused by SBC/Ameritech. • Large ports greater than 500 ports.					
Business Rules:					
The Start time is the Receipt of NPAC broadcast activation message in SBC/Ameritech's LSMS; and the End time is when the Provisioning event is done in SBC/Ameritech's LSMS. Calculate the total difference between the start time and end time in minutes for LNP activations during the reporting period.					
Levels of Disaggregation:					
None					
Calculation:			Report Structure:		
$\frac{\Sigma(\text{LNP stop time} - \text{LNP start time})}{\div \text{total LNP activated TNs}}$			Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
60 Minutes					

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101. Percent Out of Service < 60 minutes					
Definition:					
The Number of LNP related conversions where the time required to facilitate the activation of the port in SBC/Ameritech's network is less than 60, expressed as a percentage of total number of activations that took place.					
Exclusions:					
• CLEC caused errors. • NPAC caused errors unless caused by SBC/Ameritech. • Large ports greater than 500 ports.					
Business Rules:					
The Start time is the Time that an "activate NPAC" broadcast is received in SBC/Ameritech's LSMS. The End time is the Time the provisioning event is complete in SBC/Ameritech's LSMS. Count the number of conversions that took place in less than 60 minutes. There is no difference between the denominator for this measure and the denominator in measure #100.					
Levels of Disaggregation:					
None					
Calculation:			Report Structure:		
[(# of activated TNs provisioned in less than 60 minutes) ÷ (total LNP activated TNs)] * 100			Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
96.5%					

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911

102. Average Time To Clear Errors (Facility-Based Providers)						
Definition:						
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that SBC/Ameritech installs.						
Exclusions:						
None						
Business Rules:						
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.						
Levels of Disaggregation:						
None						
Calculation:				Report Structure:		
[Σ(Date and time error detected – date and time error cleared)] ÷ total errors				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	Low	Low	Med	Low	Low	
Tier 2	None	None	None	None	None	
Benchmark:						
Parity						

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103. Percent Accuracy for 911 Database Updates (Facility-Based Providers)						
Definition:						
The percentage of 911 records that were updated by SBC/Ameritech in error.						
Exclusions:						
CLEC Caused Errors.						
Business Rules:						
The data required to calculate this measurement will be provided by the CLEC based on the compare file. CLEC requests a compare file in writing through their assigned SBC/Ameritech Account Manager. This request should provide the requesting company's name (per CLEC interconnection or resale agreement), ACNA, requested geographic area (e.g., state, NPA, etc.), if the compare file is requested by email, diskette, CD-ROM, and the CLEC contact name, number, and e-mail address. Upon request, SBC/Ameritech will provide, within 14 business days of request receipt, an electronic compare file. CLEC will be provided a file that contains all customer information for the geographic area that they request (e.g., state, NPA, etc.). The file can be provided via CR-ROM, diskette, paper or as an electronic file (transmitted) The CLEC will provide the number of records transmitted and the errors found. SBC/Ameritech will verify the records determined to be in error to validate that the records were input by SBC/Ameritech incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.						
Levels of Disaggregation:						
None						
Calculation:				Report Structure:		
(# of SBC/Ameritech caused update errors ÷ Total updates) * 100				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	Low	Low	Med	Low	Low	
Tier 2	None	None	None	None	None	
Benchmark:						
Parity with SBC/Ameritech Retail.						

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104. Average Time Required to Update 911 Database (Facility Based Providers)						
Definition:						
The average time it takes to update the 911 database file.						
Exclusions:						
None						
Business Rules:						
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.						
Levels of Disaggregation:						
None						
Calculation:				Report Structure:		
[Σ(Date and time data processing begins - date and time data processing ends)] ÷ total files				Reported for CLEC, all CLECs, SBC/Ameritech, and SBC/Ameritech Affiliate.		
Measurement Type:						
	IL	IN	MI	OH	WI	
Tier 1	Low	Low	Med	Low	Low	
Tier 2	None	None	None	None	None	
Benchmark:						
Parity with SBC/Ameritech Retail.						

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104.1 The Average Time It Takes To Unlock the 911 Record	
Definition:	
The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC.	
Exclusions:	
CLEC caused delayed unlocks	
Business Rules:	
The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{[\Sigma (\text{SOC Date} - \text{date 911 record is unlocked})]}{\text{Total 911 database unlocks}}$	Reported for individual CLEC, and all CLECs and SBC/Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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Poles, Conduit and Rights of Way

105. Percentage of Requests Processed Within 35 Days					
Definition:					
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.					
Exclusions:					
None					
Business Rules:					
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.					
Levels of Disaggregation:					
None					
Calculation:			Report Structure:		
(# of requests processed within 35 days ÷ total requests) * 100			Reported for CLEC, all CLECs, and SBC/Ameritech Affiliate.		
Measurement Type:					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None
Benchmark:					
90% within 35 days = IN, MI, OH, WI; Parity with SBC/Ameritech Retail = IL					