

Unresolved PMR Observations for Michigan

<i>Category</i>	Observations				
<i>Number</i>	<i>Date Issued</i>	<i>Tests Involved</i>	<i>Applicable States</i>	<i>Status</i>	<i>Issue Description</i>
429	5/2/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin		KPMG Consulting has been unable to replicate Ameritech's October 2001 reported results for PM 7 ("Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems").
461	5/9/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin		Ameritech's retail calculation of the "Other Unbundled Network Elements" disaggregation of Performance Measure 14 ("Billing Accuracy") does not follow the published metrics business rules.
468	5/15/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin		KPMG Consulting has been unable to replicate Ameritech's January 2002 reported results for Performance Measurement 73 ("Percentage Missed Due Dates – Interconnection Trunks").
488	6/3/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin		Ameritech's calculations of Performance Measurement 13 ("Order Process Percent Flow Through") and Performance Measurement 13.1 ("Total Order Process Percent Flow Through) do not follow the published metrics business rules.
491	6/3/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin		Ameritech's posted January 2002 results for Performance Measurement 55.3 ("Percent xDSL-Capable Loop Orders Requiring the Removal of Load Coils and or Repeaters") do not follow the published metrics business rules for this measure.
492	6/3/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin		Ameritech is not consistent in the posting of the January to March 2002 denominators for the Directory Assistance and Operator Services performance measurements: 79 ("Directory Assistance Grade of Service"); 80 ("Directory Assistance Average Speed of Answer"); 81 ("Operator Services Grade of Service"); and, 82 ("Operator Services Average Speed of Answer").
510	6/10/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin		SBC Ameritech's posted results for Performance Measurement 99 ("Average Delay Days for Ameritech Missed Due Dates (For Stand-Alone LNP Orders)") does not follow the January, February or March 2002 published metrics business rules.

537	6/19/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 12 ("Mechanized Provisioning Accuracy").
538	6/19/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 18 ("Billing Timeliness").
547	6/24/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 98 ("Percentage Trouble LNP (I-Reports) in 30 Days of Installation").
570	7/15/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurements 114 ("Percentage of Premature Disconnects (Coordinated Cutovers)") and 115 ("Percentage of Ameritech caused delayed Coordinated Cutovers") do not follow the January, February or March 2002 published metrics business rules.
571	7/15/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement 9 ("Percent Rejects") for January, February and March 2002.
576	7/18/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 9 ("Percent Rejects").
584	7/29/02	PMR4, PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is using inaccurate data in the calculation of Performance Measures 10 ("Percent Mechanized Rejects Returned within 1 hour of receipt of reject in Mor") and 11 ("Mean Time to Return Mechanized Rejects").
585	7/29/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's results for Performance Measurement Michigan 10 ("Percent Time-out Transactions") are not posted correctly for January, February or March 2002.
587	7/31/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement (PM) 2 ("Percent Responses Received Within 'X' Seconds – OSS interfaces").
590	8/6/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement 24.1 ("Average Time Placed on Hold at Local Operations Center (LOC)") for January 2002.

594	8/7/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurement MI 11 ("Average Interface Outage Notification") do not follow the January, February or March 2002 published metrics business rules.
595	8/7/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement MI 15 ("Change Management") for January 2002.
612	8/21/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurement CLEC WI 1 ("Average Delay in Original FOCs Due Dates Due to Delay Notices (Issue F)") do not follow the January, February or March 2002 published metrics business rules
613	8/21/02	PMR5	Michigan, Illinois	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 58 ("Percent Ameritech Missed Due Dates").
619	8/24/02	PMR4	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's January, February, and March 2002 performance measurement data are missing orders used in the calculation of Performance Measurement 58 ("Percent Ameritech Caused Missed Due Dates").
622	8/22/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 101 ("Percent Out of Service <60 Minutes").
623	8/22/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurement 105 ("Percentage of Requests Processed Within 35 Days") and Performance Measurement 106 ("Average Days Required to Process a Request") do not follow the January, February or March 2002 published metrics business rules.
624	8/27/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurement MI 11 ("Average Interface Outage Notification") do not follow the January, February or March 2002 published metrics business rules.
625	8/27/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 29 ("Percent Ameritech Caused Missed Due Dates").

626	8/27/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 59 ("Percent Trouble Reports Within 30 Days (I-30) of Installation").
627	8/27/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 37 ("Trouble Report Rate").
628	8/27/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement 29 ("Percent Ameritech Caused Missed Due Dates") for January 2002.
630	8/27/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurements 21.1 (Average time on Hold at LSC) and 22 (Local Service Center Grade of Service) for January.
631	8/27/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurements 114 ("Percentage of Premature Disconnects (Coordinated Cutovers)"), 115 ("Percentage of Ameritech caused delayed Coordinated Cutovers") and MI 3 ("Coordination Conversions Outside of Interval") do not follow the January, February or March 2002 published metrics business rules.
633	8/27/02	PMR5	Michigan, Illinois, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 45 ("Percent Ameritech Missed Due Dates").
637	9/6/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement MI 14 ("Percent Completion Notifications Returned Within X Hours of Completion of Maintenance Trouble Ticket").
638	9/6/02	PMR4	Michigan	SBC Ameritech's January, February, and March 2002 performance measurement data is missing preorders used in the calculation of Performance Measurement 2 ("Percent Responses Received Within "X" Seconds – OSS Interfaces").
639	9/6/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 37.1 ("Trouble Report Rate Net of Installation and Repeat Reports").

640	9/6/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 69 ("Percent Repeat Reports").
642	9/11/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurement MI 14 ("Percent Completion Notifications Returned Within X Hours of Completion of Maintenance Trouble Ticket") do not follow the January, February or March 2002 published metrics business rules.
643	9/11/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is truncating lower dateparts during time interval calculations in all of the Performance Measures that use time durations using MOR/TEL data. As a result, these orders do not reflect actual time intervals.
645	9/11/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement MI 5 ("Structure Requests Completed Outside of Interval").
649	9/19/02	PMr5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's results for Performance Measurement 2 ("Percent Responses Received Within 'X' Seconds – OSS Interfaces") are not posted correctly for January, February or March 2002.
659	9/23/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurements 7 ("Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems"), 7.1 ("Percent Mechanized Completions Returned Within One Day Of Work Completion"), and 8 ("Average Time to Return Mechanized Completions") do not follow the January, February or March 2002 published metrics business rules.
661	9/23/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurements 13.1(Total Order Process Percent Flow Through), 91(Percentage of LNP Only Due Dates within Industry Guidelines), 99 ("Average Delay Days for Ameritech Missed Due Dates"), MI9 (Percentage Missing FOCs), and MI13 (Percent Loss Notification Within One Hour of Service Order Completion) for January, February and March 2002.
662	9/23/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurements 91 ("Percentage of LNP Only Due Dates within Industry Guidelines") for January, February and March 2002.

664	9/23/02	PMR5	Michigan, Illinois	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 54.1 ("Trouble Report Rate Net of Installation & Repeat Report").
667	9/26/02	PMR5	Michigan, Illinois	KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 1.2 ("Accuracy of Actual Loop Makeup Information Provided for DSL Orders").
676	10/9/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurement 10.4 ("Percentage of Orders Given Jeopardy Notices") and MI 2 ("Percentage of Orders Given Jeopardy Notices Within 24 Hours of the Due Date") do not follow the January, February or March 2002 published metrics business rules.
677	10/9/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurement 115 ("Percentage of Ameritech caused delayed Coordinated Cutovers") do not follow the January, February or March 2002 published metrics business rules.
678	10/9/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's results for Performance Measurement 5 ("Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours") are not posted correctly for January, February or March 2002.
679	10/10/02	PMR5	Michigan, Illinois, Indiana, Wisconsin	BearingPoint has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 99 ("Average Delay Days for Ameritech Missed Due Dates").
684	10/23/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's posted results for Performance Measurements 10.4 ("Percentage of Orders Given Jeopardy Notices") and Michigan 2 ("Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date") do not follow the January, February or March 2002 published metrics business rules.
685	10/23/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	BearingPoint has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 67 ("Mean Time To Restore").
686	10/23/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	BearingPoint has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement MI16 ("Percentage Rejected Query Notices").

687	10/23/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement 10.4 ("Percentage of Orders Given Jeopardy Notices") for January, February and March 2002.
688	10/23/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement 9 (Percentage Rejects") for January, February and March 2002.
689	10/23/02	PMR5	Michigan, Illinois, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurements 110 ("Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs") and 111 ("Average Update Interval for DA Database for Facility Based CLECs") for January, February and March 2002.
690	10/30/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech's results for Performance Measurement Michigan 11 ("Average Interface Outage Notification") are not posted correctly for January, February or March 2002.
694	10/30/02	PMR5	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement 19 ("Daily Usage Feed Timeliness") for January 2002.