

**Disputed Performance Measures  
Michigan**

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<b>5.1 Measurement</b>
Percent Firm Order Confirmations (FOCs) for XDSL-capable loops & Line Sharing Returned Within “x” Hours
<b>Definition:</b>
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.
<b>Exclusions:</b>
<ul style="list-style-type: none"><li>• DSL Orders-orders rejected for incomplete or incorrect LSR</li><li>• DSL Orders-orders denied for pair gain</li><li>• Ameritech only Disconnect orders</li><li>• Orders involving major projects</li><li>• Rejected (manual and electronic) service requests.</li><li>• Ameritech retail disconnect orders in conjunction with wholesale migrations.</li><li>• Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.</li></ul>
<b>Business Rules:</b>
<p>Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.</p> <p>Manually Submitted: 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 actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. 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. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual 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 actual 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 actual end date/time.</p> <p>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, and the end date and time is when the fax is sent back to the CLEC.</p> <p>Electronically Submitted:</p>

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FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically originated service requests, the start date and time is the receive date and time that is automatically populated by the interface once all. The received date and time is automatically populated ordering edits are satisfied. The end date and time is recorded by the interface EDI and reflect the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

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 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 (EDI) and reflects the actual date and time the FOC is available to the CLEC.

### Levels of Disaggregation:

Manually submitted

- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours

Electronically submitted

- UNE xDSL Capable Loop (1-19Loops) < 6 Business Hours
- UNE xDSL Capable Loop (>19 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours

### Calculation:

$(\# \text{ of FOCs returned within "x" hours} \div \text{total FOCs sent}) * 100$

### Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

### Measurement Type:

xDSL

Tier 1 – Low

Tier 2 – Medium

Line Sharing – Diagnostic (new product, no historical data)

### Benchmark:

Line Sharing: Diagnostic for first three months of implementation of the measure then Tier 1

All 6 Hour FOC 95% / 14 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95%

The Average for the last 5% for 95% benchmark shall not exceed 20% of the established benchmark, excluding projects.

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<b>55.1. Measurement</b>	
Average Installation Interval - DSL	
<b>Definition:</b>	
Average business days from application date to completion date for N, T, and C orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Orders that are not N, T, or C.</li> <li>• CLEC requested due dates greater than the offered interval.</li> <li>• CLEC caused misses.</li> <li>• .</li> <li>• <u>Orders where CLECs are charged expedite charges</u></li> </ul>	
<b>Business Rules:</b>	
<p>The Application Date is the day that the CLEC authorizes Ameritech to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, Ameritech will initiate the service order when the loop qualification is returned from 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.</p> <p><b><u>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</u></b></p>	
<b>Levels of Disaggregation:</b>	
<u>Geographic, per State Agreements</u> Loops requiring conditioning <ul style="list-style-type: none"> <li>• <u>Line Sharing</u></li> <li>• <u>No Line Sharing</u></li> </ul> Loops requiring no conditioning <ul style="list-style-type: none"> <li>• <u>Line Sharing</u></li> <li>• <u>No Line Sharing</u></li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$[\sum(\text{Completion Date} - \text{Application Date})] \div (\text{Total items completed})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	

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- Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.
  - Loops with line sharing – Parity
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<b>55.2 Measurement (New Measure)</b>
Average Installation Interval for Loop With LNP
<b>Definition:</b>
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.
<b>Exclusions:</b>
<ul style="list-style-type: none"><li>• Specials and Interconnection Trunks</li><li>• Excludes UNE Combinations captured in the POTS or Specials measurements</li><li>• Excludes orders that are not N, T, or C</li><li>• Excludes customer requested due dates greater than "X" business days. X is defined as follows:<ul style="list-style-type: none"><li>Non-CHC<ul style="list-style-type: none"><li>▪ Loop with LNP (1-10) – 4 days</li><li>▪ Loop with LNP (11-20) – 8 days</li><li>▪ Loop with LNP (21+) – 11 days</li></ul></li><li>CHC<ul style="list-style-type: none"><li>▪ Loop with LNP (1-10) – 6 days</li><li>▪ Loop with LNP (11-20) – 8 days</li><li>▪ Loop with LNP (21+) – 11 days</li></ul></li></ul></li><li>• Excludes customer caused misses</li><li>• NPAC caused delays unless caused by Ameritech</li><li>• <u>Orders where CLECs are charged expedite charges</u></li></ul>
<b>Business Rules:</b>
<p>The start time is the date of the receipt of an accurate LSR. 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 an order level to account for different measurement standards based on the number of circuits per order.</p> <p><b><u>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</u></b></p> <p>For partial LNP conversions that require restructuring of customer account:</p> <ul style="list-style-type: none"><li>• 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.</li><li>• &gt;30 TNs, including entire NXX: The due dates are negotiated.</li></ul>
<b>Levels of Disaggregation:</b>

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Geographic, per State Agreements <u>CHC</u> <ul style="list-style-type: none"> <li>▪ Loop with LNP (1-10)</li> <li>▪ Loop with LNP (11-20)</li> <li>▪ Loop with LNP (21+)</li> </ul> <u>Non CHC</u> <ul style="list-style-type: none"> <li>▪ Loop with LNP (1-10)</li> <li>▪ Loop with LNP (11-20)</li> <li>▪ Loop with LNP (21+)</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	

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<b>58. Measurement</b>	
Percent Ameritech Caused Missed Due Dates	
<b>Definition:</b>	
Percentage of items where installations are not completed by the negotiated due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Orders that are not N, T, or C.</li> <li>• CLEC caused misses.</li> <li>• Orders that are covered in Facility Modification Missed Due Date measure (WI #8)</li> </ul>	
<b>Business Rules:</b>	
This includes items completed after the Due Date, due to an 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.	
<b>Levels of Disaggregation:</b>	
<u>Geographic, per State Agreements</u> See benchmark.	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of UNEs with missed due dates ÷ total items installed ) *100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	

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Parity:	Retail Comparison:
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res/Bus and FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.	
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN <u>BRI</u>
4. ISDN BRI Port	ISDN <u>BRI</u>
5. DS1 Loop with Test Access	DS1 & <u>ISDN PRI</u>
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops w/ Line Sharing	Parity with Ameritech Affiliate
14. DSL Loops w/out Line Sharing	5% (No critical z-value applies ) for PM 58 Diagnostic for other PMs if not otherwise noted in the specific PM

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<b>59. Measurement</b>	
Percent Trouble Reports Within 30 Days (I-30) of Installation	
<b>Definition:</b>	
Percentage of items that receive a network customer trouble report within 30 calendar days of service order completion.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Non-measured reports (CPE, Interexchange, and Information reports).</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Trouble report received on the due date before service order completion.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it is received within 30 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.	
<b>Levels of Disaggregation:</b>	
<u>Geographic, per State Agreements</u> See Benchmark.	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of UNEs that receive a network customer trouble report within 30 calendar days of service order completion ÷ total items installed ) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
See Measurement 58 except as follows: (DSL Loops – No Line Sharing                      6% (No critical z-value applies)	

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<b>60. Measurement</b>	
Percent Ameritech Missed Due Dates Due To Lack Of Facilities	
<b>Definition:</b>	
Percentage of items with missed committed due dates due to lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.	
<b>Levels of Disaggregation:</b>	
<u>Geographic, per State Agreements</u>	
<ul style="list-style-type: none"> <li>• See Benchmark</li> <li>• Reported for &gt; 30 calendar days &amp; &gt; 90 calendar days</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of UNEs with missed committed due dates due to lack of facilities ÷ total items installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
See Measurement No. 58.	

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<b>65. Measurement</b>	
Trouble Report Rate	
<b>Definition:</b>	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Non-measured reports (CPE, Interexchange, and Information reports).</li> </ul>	
<b>Business Rules:</b>	
Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.	
<b>Levels of Disaggregation:</b>	
<u>Geographic, per State Agreements</u> See Benchmark	
<b>Calculation:</b>	<b>Report Structure:</b>
[# of network trouble reports ÷ (Total UNEs in service ÷ 100)]	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	

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<u>Parity:</u>	<u>Retail Comparison:</u>
1. <u>8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access</u>	<u>POTS (Bus FW)</u>
<u>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</u>	
2. <u>5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access</u>	<u>VGPL</u>
3. <u>BRI Loop with Test Access</u>	<u>ISDN BRI</u>
4. <u>ISDN BRI Port</u>	<u>ISDN BRI</u>
5. <u>DS1 Loop with Test Access</u>	<u>DS1 &amp; ISDN PRI</u>
6. <u>DS1 Dedicated Transport</u>	<u>DS1</u>
7. <u>Subtending Channel (23B)</u>	<u>DDS</u>
8. <u>Subtending Channel (1D)</u>	<u>DDS</u>
9. <u>Analog Trunk Port</u>	<u>VGPL</u>
10. <u>Subtending Digital Direct Combination Trunks</u>	<u>VGPL</u>
11. <u>DS3 Dedicated Transport</u>	<u>DS3</u>
12. <u>Dark Fiber</u>	<u>DS3</u>
13. <u>DSL Loops w/ Line Sharing</u>	<u>Ameritech Affiliate</u>
14. <u>DSL Loops w/out Line Sharing</u>	<u>3% (No Critical z applies.)</u>
15. <u>Interconnection Trunks</u>	<u>Inter-office Trunks</u>

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<b>67. Measurement</b>	
Mean Time To Restore	
<b>Definition:</b>	
Average duration of network CLEC trouble reports from the receipt of the CLEC trouble report to the time the trouble report is cleared.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• See Measurement No. 65.</li> <li>• No Access Time.</li> <li>• Delayed Maintenance Time.</li> </ul>	
<b>Business Rules:</b>	
The start time is when the report is received. The stop time is when the report is cleared in WFA.	
<b>Levels of Disaggregation:</b>	
<u>Geographic, per State Agreements</u> See Benchmark.	
<ul style="list-style-type: none"> <li>• Dispatch / No Dispatch.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}}{\text{total network customer trouble reports}}$	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
See Measurement No. 58. Except as follows: DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing –9.0 hours (critical z-value does not apply)	

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<b>69. Measurement</b>	
Percent Repeat Reports	
<b>Definition:</b>	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer trouble report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Non-measured reports (CPE, Interexchange, and Information reports).</li> </ul>	
<b>Business Rules:</b>	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
<b>Levels of Disaggregation:</b>	
<u>Geographic, per State Agreements</u> See Benchmark.	
<ul style="list-style-type: none"> <li>• Trunks</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
See Measurement No. 58. Except as follows: DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing – 12.0% (Critical z-value does not apply)	

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<b>70. Measurement: (PENDING NEW MEASURE)</b>	
Percentage of Trunk Blockage (Call Blockage)	
<b>Definition:</b>	
Percentage of calls blocked on outgoing traffic from Ameritech end office to CLEC end office and from Ameritech tandem to CLEC end office.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• <u>Weekends and Holidays</u></li> <li>• If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.</li> <li>• Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks.</li> <li>• 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 Ameritech or in the timeframe specified in the ICA.</li> <li>• If CLEC fails to provide a forecast.</li> <li>• If CLEC's actual trunk usage, as shown by 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.</li> </ul> <p>The exclusions do not apply if Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if 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.</p>	
<b>Business Rules:</b>	
Blocked calls and total calls are gathered during 20 business days.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Ameritech end office to CLEC end office.</li> <li>• Ameritech tandem to CLEC end office.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier-1 High Tier-2 High	
<b>Benchmark:</b>	
Dedicated Trunk Groups not to exceed blocking standard of B.01.	

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<b>91. Measurement:</b>	
Percentage of LNP Only Due Dates within Industry Guidelines	
<b>Definition:</b>	
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC caused or requested delays.</li> <li>• NPAC caused delays unless caused by Ameritech.</li> <li>• CLEC requested Due Dates outside industry guidelines.</li> </ul>	
<b>Business Rules:</b>	
<p>Industry guidelines for due dates for LNP are as follows:</p> <ul style="list-style-type: none"> <li>• For Offices in which NXXs are previously opened – 3 Business Days.</li> <li>• New NXX – 5 Business days on LNP capable NXX.</li> <li>• Day after new NXX is opened – 4 Business days.</li> </ul> <p>The above-noted due dates are from the date of the FOC issuance.</p> <p>For partial LNP conversions that require restructuring of a customer account:</p> <ul style="list-style-type: none"> <li>• 1-30 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new.</li> <li>• &gt;30 TNs, including entire NXX: The due dates are negotiated.</li> </ul>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• NXXs Complete (1-30 TNs and greater than 30 TNs).</li> <li>• NXXs Partial (1-30 TNs and greater than 30 TNs).</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left( \frac{\text{\# of LNP TNs implemented within Industry guidelines}}{\text{total LNP TNs}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
<p>Tier 1 – None</p> <p>Tier 2 – None</p>	
<b>Benchmark:</b>	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

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<b>MI 1. Measurement (MI Order Measure)</b>	
Percentage of Orders Given Jeopardy Notices	
<b>Definition:</b>	
Percentage of orders given jeopardy notices measures the number of 870s sent to customers as a percentage of the total number of orders completed in the period.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC End User-Initiated Jeopardy Codes.</li> </ul>	
<b>Business Rules:</b>	
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.	
<b>Levels of Disaggregation:</b>	
<p><b>POTS</b></p> <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> <li>• Field Work (FW)</li> <li>• Non-Field Work (NFW)</li> </ul> <p><b>Resale Specials</b></p> <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• Non-Field Work (NFW)</li> </ul> <p><b>Unbundled Loops</b></p> <p><b><u>LNP with Loop</u></b></p> <p><b>UNE Combos</b></p>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders receiving jeopardy notices) / (Total orders <u>due</u> in the calendar month) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 - None Tier 2 - None	
<b>Benchmark:</b>	
Diagnostic - Parity with Ameritech Retail:	
<ol style="list-style-type: none"> <li>1. Wholesale-POTS/ Retail-POTS</li> <li>2. Unbundled Loops/ POTS with FW</li> <li>3. UNE Combos/ Retail-POTS(ALL)</li> </ol>	

**Disputed Performance Measures  
Michigan**

<b>MI 2. Measurement (MI Order Measure)</b>	
Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date	
<b>Definition:</b>	
Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date measures the percentage of 870s sent less than 24 hours (1 day) prior to the due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC/End User Initiated Jeopardy Codes.</li> <li>• Weekends and Holidays.</li> </ul>	
<b>Business Rules:</b>	
An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's due date is in jeopardy of being missed. Consider "24 hours" as 1 day. The measure is calculated using business days only (i.e., Monday-Friday). Unsolicited FOCs will be counted as Jeopardies.	
<b>Levels of Disaggregation:</b>	
<p><b>POTS</b></p> <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> <li>• Field Work (FW)</li> <li>• Non-Field Work (NFW)</li> </ul> <p><b>Resale Specials</b></p> <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• Non-Field Work (NFW)</li> </ul> <p><b>Unbundled Loops</b></p> <p><b><u>LNP with Loop</u></b></p> <p><b>UNE Combos</b></p>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders receiving an 870 within 24 hours of the order due date) / (Total orders receiving an 870) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 - None Tier 2 - None	
<b>Benchmark:</b>	
Diagnostic - Parity with Ameritech Retail <ul style="list-style-type: none"> <li>1. Wholesale-POTS/ Retail-POTS</li> <li>2. Unbundled Loops/ POTS with FW</li> <li>3. UNE Combos/ Retail-POTS(ALL)</li> </ul>	

**Disputed Performance Measures  
Michigan**

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

**Disputed Performance Measures  
Michigan**

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

**Disputed Performance Measures  
Michigan**

<b>WI#5. Measurement (New Measure)</b>	
Percent Complex Modification Classification, Requirements, and Revised Due Date within the specified timeframe	
<b>Definition:</b>	
Percentage of orders requiring Facility Modification Classification, Requirements, and Revised Due Date where the notification is within the specified timeframe from the initial notification.	
<b>Exclusions:</b>	
Orders not requiring Facility modification notification.	
<b>Business Rules:</b>	
The total number of orders requiring facility modification notification within the specified timelines as compared to the total of orders requiring facility modification. This time period is measured from the initial Facility Modification Notice.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>▪ 8.0 dB Loop with Test Access and</li> <li>▪ 8.0 dB Loop without Test Access</li> </ul> <p><u>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</u></p> <ul style="list-style-type: none"> <li>▪ 5.0 dB Loop with Test Access and</li> <li>▪ 5.0 dB Loop without Test Access</li> <li>▪ BRI Loop with Test Access</li> <li>▪ DS1 Loop with Test Access</li> <li>▪ DS1 Dedicated Transport</li> <li>▪ DS3 Dedicated Transport</li> <li>▪ Dark Fiber</li> <li>▪ DSL Loops <u>w/ Line Sharing</u></li> <li>▪ <u>DSL Loops w/out Line Sharing</u></li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders where the notification occurred within the specified period/ total # orders requiring Facility Modification notification -) * 100	Reported for CLEC, all CLECs, Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
90% (TBD) within specified timeframes	

**Disputed Performance Measures  
Michigan**

<b>WI#6. Measurement (New Measure)</b>	
Percent New Build Notifications within specified timeframe	
<b>Definition:</b>	
Percentage of orders requiring new build notification where the notification is within the specified timeframe.	
<b>Exclusions:</b>	
Orders not requiring Facility modification notification.	
<b>Business Rules:</b>	
The total number of orders requiring new build notification within the specified timelines as compared to the total of orders requiring new build. This time period is measured from the initial Facility Modification Notice.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>▪ 8.0 dB Loop with Test Access and</li> <li>▪ 8.0 dB Loop without Test Access</li> </ul> <p>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</p> <ul style="list-style-type: none"> <li>▪ 5.0 dB Loop with Test Access and</li> <li>▪ 5.0 dB Loop without Test Access</li> <li>▪ BRI Loop with Test Access</li> <li>▪ DS1 Loop with Test Access</li> <li>▪ DS1 Dedicated Transport</li> <li>▪ DS3 Dedicated Transport</li> <li>▪ Dark Fiber</li> <li>▪ DSL Loops <u>w/ Line Sharing</u></li> <li>▪ <u>DSL Loops w/out Line Sharing</u></li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders where the notification occurred within the specified period/ total # orders requiring Facility Modification notification -) * 100	Reported for CLEC, all CLECs, Ameritech Affiliates.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
90% (TBD) within specified timeframes	

**Disputed Performance Measures  
Michigan**

<b>WI#7. Measurement (New Measure)</b>	
Percent Good News Notice within specified timeframe	
<b>Definition:</b>	
Percentage of orders requiring Good News Notice where the notification is within the specified timeframe.	
<b>Exclusions:</b>	
Orders not requiring Facility modification notification.	
<b>Business Rules:</b>	
The total number of orders requiring Good News notification within the specified timelines as compared to the total of orders requiring facility modification. This time period is measured from the initial Facility Modification Notice.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>▪ 8.0 dB Loop with Test Access and</li> <li>▪ 8.0 dB Loop without Test Access</li> </ul> <p>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</p> <ul style="list-style-type: none"> <li>▪ 5.0 dB Loop with Test Access and</li> <li>▪ 5.0 dB Loop without Test Access</li> <li>▪ BRI Loop with Test Access</li> <li>▪ DS1 Loop with Test Access</li> <li>▪ DS1 Dedicated Transport</li> <li>▪ DS3 Dedicated Transport</li> <li>▪ Dark Fiber</li> <li>▪ DSL Loops <u>w/ Line Sharing</u></li> <li>▪ <u>DSL Loops w/out Line Sharing</u></li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders where the notification occurred within the specified period/ total # orders requiring Facility Modification notification -) * 100	Reported for CLEC, all CLECs, Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
90% (TBD) within specified timeframes	

**Disputed Performance Measures  
Michigan**

<b>WI#8. Measurement (New Measure)</b>	
Percent Facility Modification Orders with Ameritech Caused Missed Due Dates	
<b>Definition:</b>	
Percentage of orders requiring Facility Modification, which are not completed by the due date quoted on the Complex Facility Modification Notice.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>▪ Orders not requiring Facility modification notification.</li> <li>▪ Orders that are not N, T, and C</li> <li>▪ CLEC caused misses</li> </ul>	
<b>Business Rules:</b>	
The total number of orders requiring facility modification completed after the due date, due to an Ameritech reason as compared to the total number of orders requiring facility modification completed on time.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>▪ 8.0 dB Loop with Test Access and</li> <li>▪ 8.0 dB Loop without Test Access</li> </ul> <p><u>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</u></p> <ul style="list-style-type: none"> <li>▪ 5.0 dB Loop with Test Access and</li> <li>▪ 5.0 dB Loop without Test Access</li> <li>▪ BRI Loop with Test Access</li> <li>▪ DS1 Loop with Test Access</li> <li>▪ DS1 Dedicated Transport</li> <li>▪ DS3 Dedicated Transport</li> <li>▪ Dark Fiber</li> <li>▪ DSL Loops <u>w/ Line Sharing</u></li> <li>▪ <u>DSL Loops w/out Line Sharing</u></li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of FMOD UNEs with missed due dates ÷ total FMOD UNEs installed ) *100	Reported for CLEC, all CLECs, , and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	

**Disputed Performance Measures  
Michigan**

Parity:	Retail Comparison: (Same as PM#58)
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access	POTS (Res/Bus and FW)
The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.	
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN BRI
4. ISDN BRI Port	ISDN BRI
5. DS1 Loop with Test Access	DS1 & ISDN PRI
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops w/ Line Sharing	Parity with Ameritech Affiliate
14. DSL Loops w/out Line Sharing	5% (No critical z applies)

**Disputed Performance Measures  
Michigan**

<b>WI#9. Measurement (New Measure)</b>	
Percent Facility Modification Orders	
<b>Definition:</b>	
Percentage of orders requiring Facility Modification	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>▪ Orders not requiring Facility modification notification.</li> </ul>	
<b>Business Rules:</b>	
The total number of orders requiring facility modification reflected as a percentage of all orders completed in the period.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>▪ 8.0 dB Loop with Test Access and</li> <li>▪ 8.0 dB Loop without Test Access</li> </ul> <p><u>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</u></p> <ul style="list-style-type: none"> <li>▪ 5.0 dB Loop with Test Access and</li> <li>▪ 5.0 dB Loop without Test Access</li> <li>▪ BRI Loop with Test Access</li> <li>▪ DS1 Loop with Test Access</li> <li>▪ DS1 Dedicated Transport</li> <li>▪ DS3 Dedicated Transport</li> <li>▪ Dark Fiber</li> <li>▪ DSL Loops <u>w/ Line Sharing</u></li> <li>▪ DSL Loops <u>w/out Line Sharing</u></li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of FMOD UNEs ÷ total UNEs installed ) *100	Reported for CLEC, all CLECs, , and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	