

U-11830 Collaborative Resolution and Status

<u>PM#</u>	<u>MI Measure Name</u>	<u>Modifications from 7-7-00 Joint Filing</u>	<u>Pending Issues</u>
General	All Measures	<ul style="list-style-type: none"> ▪ Ameritech agrees to put together a glossary of term for those acronyms and system names. 	<ul style="list-style-type: none"> ▪ CLECs and Ameritech do not agree on provisions of TX remedy plan. This includes the identification of “Measurement Type” in Business Rule document which is specific to remedy plan implementation. ▪ CLECs requesting affiliate data numerator and denominator information under non-disclosure. Ameritech disagrees. ▪ CLECs propose parity with a floor concept for those measures that have state specific requirements on retail equivalents ▪ CLECs request no statistical test on benchmarks. ▪ Inclusion of Special Access products in 271 performance measures
1	Average Response Time for OSS Pre-Order Interfaces	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Discussion on modifications to benchmarks is pending. Ameritech response time study pending. Potential evaluation will be incorporated into KPMG testing. ▪ Ameritech does not have appropriate history for setting PMs for new measures – look for history and 6 month review to develop. Ameritech agrees to look at the Texas Business Rules for the standards set there and to apply any study results that led them to the standard in the development of the Ameritech standard.
2	Percent Responses Received within “X” Seconds – OSS Interfaces	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Discussion on modifications to benchmarks is pending along with response time study.
3	EASE	<ul style="list-style-type: none"> ▪ Technically Infeasible 	<ul style="list-style-type: none"> ▪ Agreement.
4	OSS Interface Availability	<ul style="list-style-type: none"> ▪ Ameritech has new disaggregations for interface availability <ul style="list-style-type: none"> ▪ TCNET ▪ AEMS 	<ul style="list-style-type: none"> ▪ CLECs requesting additional (yet undefined) interfaces to be reported.

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		<ul style="list-style-type: none"> ▪ EDI ▪ EBTA ▪ EBTA-GUI ▪ ARIS ▪ BOP-GUI (as it is implemented in the Ameritech region) ▪ Ameritech implementing TX version of interface availability team to address partial availability. 	
5	Percent FOC Returned within "X" Hours	<ul style="list-style-type: none"> ▪ Ameritech agrees to add CPO disaggregation based on Resale benchmarks. ▪ Ameritech agreed to add CIA Centrex (McLeod) disaggregation to FOC ▪ Ameritech agreed to implement 2 hour FOC benchmark on Electronically submitted - Electronically processed orders 	<ul style="list-style-type: none"> ▪ ULT Benchmark ▪ Ongoing monitoring of FOC benchmarks.
5.1	Percent Firm Order Confirmations (FOCs) for XDSL-capable loops & Line Sharing Returned Within "x" Hours	<ul style="list-style-type: none"> ▪ Agree to implement new measure for FOC for DSL Loops Measure 5.1 	<ul style="list-style-type: none"> ▪ DLECs have issue with Measurement Types for Line Sharing disaggregation.
5.2	Percentage of Unsolicited FOCs by Reason Code	<ul style="list-style-type: none"> ▪ Ameritech agrees to provide a diagnostic measure to identify unsolicited 865 transactions disaggregated by reason code 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
6	Average Time to Return FOC	<ul style="list-style-type: none"> ▪ Ameritech agrees to add the following disaggregations per above: <ul style="list-style-type: none"> ▪ CPO ▪ CIA Centrex ▪ DSL FOC (6.1) ▪ Electronic/Electronic orders – 2 hr benchmark 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
6.1	Average Time to Return DSL FOCs	<ul style="list-style-type: none"> ▪ Agreed to new measure similar to PM6 specifically for DSL FOCs 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
7	Percent Mechanized	<ul style="list-style-type: none"> ▪ Ameritech agreed to remove project language 	<ul style="list-style-type: none"> ▪ No Outstanding Issues

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	Completions Returned w/in one Hour of Completion in ACIS	exclusion	
7.1	Percent Mechanized Completions Returned within One Day of Physical Work Completion	<ul style="list-style-type: none"> ▪ Ameritech agreed to remove project language exclusion 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
8	Average Time to Return Mechanized Completions	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
9	Percent Rejects	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues.
10	Percent Mechanized Rejects Returned within One Hour or Receipt of Reject in MOR	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
10.1	Percent Mechanized Rejects Returned within One Hour of Receipt of Order	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
10.2	Percent Manual rejects Received Electronically and Returned within Five Hours	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
10.3	Percent Manual Rejects Received Manually and Returned within Five Hours	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
11	Mean Time To Return Rejects	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
11.1	Mean Time to Return Manual Rejects that are received via an electronic	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues

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	interface		
11.2	Mean Time to Return Manual Rejects that are received thru the manual process	▪ None	▪ No Outstanding Issues
12	Mechanized Provisioning Accuracy	▪ None	▪ No Outstanding Issues
12	Order Process Percent Flow Through	▪ None	▪ No Outstanding Issues
13.1	Total Order Process Percent Flow Through	▪ None	▪ No Outstanding issues
14	Billing Accuracy	▪ None	▪ No Outstanding Issues
15	Percent of Accurate and Complete Formatted Mechanized Bills	▪ None	▪ No Outstanding Issues
16	Percent of Usage Records Transmitted Correctly	▪ None	▪ No Outstanding Issues
17	Billing Completeness	▪ None	▪ No Outstanding Issues
18	Billing Timeliness	▪ None	▪ No Outstanding Issues
19	Daily Usage Feed Timeliness	▪ None	▪ No Outstanding Issues
20	Unbillable Usage	▪ Ameritech corrected Report Structure to be based on aggregate of CLEC and Retail results .	▪ No Outstanding Issues ▪
21	LSC Speed of Answer	▪ None	▪ Hold Time
22	LSC Grade of Service	▪ None	▪ No Outstanding Issues
23	Percent busy in LSC	▪ None	▪ No Outstanding Issues
24	LOC Speed of Answer	▪ None	▪ For six-month review ▪ LOC for Provisioning vs. Maintenance disaggregation

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25	LOC Grade of Service	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues ▪
26	LOC Percent busy	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
27	Mean Installation Interval Resale POTS	<ul style="list-style-type: none"> ▪ Ameritech agreed to add an exclusion for paid for expedites. ▪ Ameritech agreed to remove weekend and holiday exclusions ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. ▪ Ameritech agreed to add a new disaggregation for CIA Centrex. ▪ Ameritech agrees to modify measurement of business days to include Sat/Sun/Hol if order is completed on Sat/Sun/Hol 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
28	Percent Installations Completed Within "X" Business Days (POTS)	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. ▪ Ameritech agreed to add a new disaggregation for CIA Centrex. 	<ul style="list-style-type: none"> ▪ Pending discussion for six month review: <ul style="list-style-type: none"> ▪ Investigating a change measure to new Texas measure #28 customer requested due date.
29	Percent Ameritech Caused Missed Due Dates – Resale POTS	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ Pending discussion for six month review: <ul style="list-style-type: none"> ▪ Implementing modifications per TX – eliminating Cancel Order Measures
30	Percent Ameritech Caused Missed Due Dates Due to Lack of Facilities – Resale POTS	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
31	Average Delay Days for Missed Due Dates Due to Lack of Facilities – Resale POTS	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
32	Average Delay Days for	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE 	<ul style="list-style-type: none"> ▪ No Outstanding Issues

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<u>PM#</u>	<u>MI Measure Name</u>	<u>Modifications from 7-7-00 Joint Filing</u>	<u>Pending Issues</u>
	Ameritech Caused Missed Due Dates	combos for Business and Residence.	
33	Percent Ameritech Caused Missed Due Dates > 30 days	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
34	Count of Orders Cancelled After the Due Date that were caused by Ameritech	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
34.1	Average Delay Days for Canceled Orders after the Due Date Caused by Ameritech	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. ▪ Ameritech clarified definition of delay days (complete date – due date) 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
35	Percent Trouble Reports Within 30 Days of Installation	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
36	Percent No Access	<ul style="list-style-type: none"> ▪ Ameritech agrees to geographic disaggregation ▪ Ameritech agrees to further disaggregate UNE combos 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
37	Percent Trouble Report Rate	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
38	Percent Missed Repair Commitments	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
39	Receipt to Clear Duration	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
40	Percent Out of Service (OOS) < 24 Hours	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. ▪ Ameritech agrees to use state specific business rules on clock calculations 	<ul style="list-style-type: none"> ▪ Review the use of standard clock hours as appropriate for Michigan since Michigan has no OOS standard at six-month review.
41	Percent Repeat Reports	<ul style="list-style-type: none"> ▪ Ameritech agrees a 30-day window. ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues

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42	Percent No Access (Percent of Trouble Reports with No Access)	<ul style="list-style-type: none"> ▪ Ameritech agrees to further disaggregate UNE combos for Business and Residence. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
43	Average Installation Interval Resale Specials	<ul style="list-style-type: none"> ▪ Modification of business rule language (LSR Receipt date) ▪ Ameritech agreed to add exclusion for paid for expedites ▪ Ameritech agrees to modify measurement of business days to include Sat/Sun/Hol if order is completed on Sat/Sun/Hol 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
44	Percent Installation completed within 20 calendar days	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Agreed to review TX modifications w/respect to Customer Requested Due Dates in 6-month review
45	Percent Ameritech caused missed due dates	<ul style="list-style-type: none"> ▪ Removed exclusion for orders with negotiated due dates. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
46	Percent Trouble Reports within 30 Days	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
47	Percent Ameritech Caused missed due dates due to Lack of facilities	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
48	Average Delay Days for Missed Due Dates due to Lack of Facilities	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
49	Average Delay Days for Ameritech Caused Missed Due Dates	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
50	Percent Ameritech Caused Missed Due Dates >30 Days	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
51	Count of Orders	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues

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	Cancelled after the Due Date caused by Ameritech		
51.1	Average Delay Days for Canceled Orders after the Due Date Caused by Ameritech	<ul style="list-style-type: none"> ▪ Ameritech clarified definition of delay days (complete date – due date) 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
52	Mean Time To Restore	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
53	Percent Repeated Reports	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
54	Failure Frequency (Trouble Report Rate)	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
55	Average Installation Interval – UNE	<ul style="list-style-type: none"> ▪ Ameritech agreed to add an exclusion for orders where expedites are paid for. ▪ Ameritech removed week-end and holiday exclusion and added project definition ▪ Ameritech corrected the benchmark and disaggregations (incorrect in previous filing) ▪ Ameritech agrees to modify measurement of business days to include Sat/Sun/Hol if order is completed on Sat/Sun/Hol. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
55.1	Average Installation Interval - DSL	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement the following disaggregations: <ul style="list-style-type: none"> ▪ Geography ▪ Adopted TX disaggregations and benchmarks as follows: <ul style="list-style-type: none"> ▪ Loops requiring no conditioning with line sharing ▪ Loops requiring conditioning with line sharing ▪ Loops requiring no conditioning with no line sharing 	<ul style="list-style-type: none"> ▪ Assess Broadband Service Product for six month review ▪ Disaggregation for DSL

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		<ul style="list-style-type: none"> ▪ Loops requiring conditioning with line sharing ▪ Ameritech agrees to modify measurement of business days to include Sat/Sun/Hol if order is completed on Sat/Sun/Hol. 	
55.2	Installation Interval LNP w/Loop	<ul style="list-style-type: none"> ▪ Ameritech agreed to add new measure based on TX measure and process discussions in the WI Hot-cuts collaborative 	<ul style="list-style-type: none"> ▪ CLECs and Ameritech disagree on interval for LNP w/Loop (CHC and non-CHC) – Current business rule contains Ameritech interval proposal.
56	Percent Installations Completed within “X” days	<ul style="list-style-type: none"> ▪ Ameritech agreed to add geographic disaggregations ▪ Ameritech clarified exclusions and defined projects in exclusions ▪ Ameritech added exclusions for paid for expedites. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
57	Average Response Time for Loop Make-up Information	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Review proposal to move #57 to measure #1, otherwise, No Outstanding Issues.
58	Percent Ameritech Caused Missed Due Dates	<ul style="list-style-type: none"> ▪ Ameritech agrees to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing ▪ Geographic disaggregation ▪ Changes to Benchmark <ul style="list-style-type: none"> ▪ BRI Loop with Test Access to ISDN/BRI ▪ ISDN BRI Port to ISDN/BRI ▪ Changes to exclude facility modification orders 	<ul style="list-style-type: none"> ▪ Assess Broadband Service Product for six month review ▪ Disaggregations for DSL
59	Percent Trouble Reports within 30 days of Installation	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing (benchmark) ▪ Geographic disaggregation 	<ul style="list-style-type: none"> ▪ Assess Broadband Service Product for six month review ▪ Disaggregations for DSL
60	Percent Missed Due Dates due to Lack of Facilities	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing 	<ul style="list-style-type: none"> ▪ Disaggregations for DSL

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		<ul style="list-style-type: none"> ▪ DSL w/no line sharing ▪ Geographic disaggregation 	
61	Average Delay Days due to Lack of Facilities	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing ▪ Geographic disaggregation 	<ul style="list-style-type: none"> ▪ Disaggregations for DSL
62	Average Delay Days for Ameritech caused Missed Due Dates	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing (benchmark) ▪ Geographic disaggregation 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
63	Percent Ameritech Caused Missed Due Dates >30 days	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing ▪ Geographic disaggregation 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
64	Average Delay Days for Canceled Orders after the Due Date Caused by Ameritech	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing ▪ Geographic disaggregation 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
64.1	Average Delay Days for Cancelled Orders	<ul style="list-style-type: none"> ▪ Ameritech clarified delay days (complete date – due date) 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
65	Trouble Report Rate	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing ▪ Geographic disaggregation ▪ Ameritech agrees to changes in Benchmarks: <ul style="list-style-type: none"> ▪ Parity w/POTS Bus. ▪ Parity w/affiliate for DSL line sharing 	<ul style="list-style-type: none"> ▪ Assess Broadband Service Product for six month review ▪ Disaggregations for DSL

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		<ul style="list-style-type: none"> ▪ Re-capped benchmarks from PM#58 	
66	Percent Missed Repair Commitment	<ul style="list-style-type: none"> ▪ Ameritech agrees to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ Geographic disaggregation ▪ Ameritech agrees to changes in Benchmarks: <ul style="list-style-type: none"> ▪ Parity w/POTS Business ▪ Parity w/affiliate for DSL line sharing 	<ul style="list-style-type: none"> ▪ Agreed to evaluate Texas updated measure #66 for six month review
67	Mean Time to Restore	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing (benchmark) ▪ Geographic disaggregation 	<ul style="list-style-type: none"> ▪ Assess Broadband Service Product for six month review ▪ Disaggregations for DSL
68	Percent Out of Service >24 hours	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement geographic disaggregation 	<ul style="list-style-type: none"> ▪ No Outstanding issues
69	Percent Repeat Reports	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement: <ul style="list-style-type: none"> ▪ DSL w/line sharing ▪ DSL w/no line sharing (benchmark) ▪ Geographic disaggregation 	<ul style="list-style-type: none"> ▪ Assess Broadband Service Product for six month review ▪ Disaggregations for DSL
70	Percent of Trunk Blockage (Call Blockage)	<ul style="list-style-type: none"> ▪ New Measurement Definition Pending additional discussions with CLECs (10/5/00) 	<ul style="list-style-type: none"> ▪ CLEC disagreement as to the appropriate PMs. New measurement vs. TX 70 and 70.1 – Ameritech will agree to implement TX 70 and 70.1
71	Common Transport Trunk Blockage	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
72	Distribution of Common Transport Trunk Groups >2%	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
73	Percent Missed Due Dates – Interconnection Trunks	<ul style="list-style-type: none"> ▪ Ameritech agreed to the following disaggregations: <ul style="list-style-type: none"> ▪ 911 	<ul style="list-style-type: none"> ▪ No Outstanding Issues

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		<ul style="list-style-type: none"> ▪ OS/DA ▪ SS7 ▪ Interconnection Trunks 	
74	Average Delay Days for Missed Due Dates – Interconnection Trunks	<ul style="list-style-type: none"> ▪ Ameritech agreed to the following disaggregations: <ul style="list-style-type: none"> ▪ 911 ▪ OS/DA ▪ SS7 ▪ Interconnection Trunks 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
75	Percentage of Ameritech Caused Missed Due Dates > 30 days interconnection trunks	<ul style="list-style-type: none"> ▪ Ameritech agreed to the following disaggregations: <ul style="list-style-type: none"> ▪ 911 ▪ OS/DA ▪ SS7 ▪ Interconnection Trunks 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
76	Average Trunk Restoration Interval – Interconnection Trunks	<ul style="list-style-type: none"> ▪ Ameritech agreed to the following disaggregations: <ul style="list-style-type: none"> ▪ 911 ▪ OS/DA ▪ SS7 ▪ Interconnection Trunks 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups	<ul style="list-style-type: none"> ▪ Ameritech agreed to the following disaggregations: <ul style="list-style-type: none"> ▪ 911 ▪ OS/DA ▪ SS7 ▪ Interconnection Trunks 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
78	Average Interconnection Trunk Installation Interval	<ul style="list-style-type: none"> ▪ Ameritech agreed to the following disaggregations: <ul style="list-style-type: none"> ▪ 911 ▪ OS/DA ▪ SS7 ▪ Interconnection Trunks 	<ul style="list-style-type: none"> ▪ No Outstanding Issues

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79	Directory Assistance Grade of Service	▪ None	▪ No Outstanding Issues
80	Directory Assistance Average Speed of Answer	▪ None	▪ No Outstanding Issues
81	Operator Services Grade of Service	▪ None	▪ No Outstanding Issues
82	Operator Services Speed of Answer	▪ None	▪ No Outstanding Issues
83	Percentage of Calls Abandoned	▪ None	▪ No Outstanding Issues
84	Percentage of Calls Deflected	▪ Ameritech agrees with CLECs to eliminate the measure	▪ No Outstanding Issue
85	Average Work Time	▪ Ameritech agrees with CLECs to eliminate the measure	▪ No Outstanding Issues
86	Non Call Busy Work Volumes	▪ Ameritech agrees with CLECs to eliminate the measure	▪ No Outstanding Issue
87	Percent INP Installation Completed within X days	▪ None - Technically Infeasible	▪ No Outstanding Issues
88	Average INP Installation Interval	▪ None - Technically Infeasible	▪ No Outstanding Issues
89	Percentage INP Only I Reports within 90 Days	▪ None - Technically Infeasible	▪ No Outstanding Issues
90	Percentage of INP Missed Due Dates	▪ None - Technically Infeasible	▪ No Outstanding Issues
91	Percentage of LNP Due Dates within Industry Guidelines	▪ None	▪ Change project definition (10/4/00)
92	Percentage of Time the Old Service Provider Releases the Subscription Prior to the expiration of	▪ None	▪ No Outstanding Issues .

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	the second 9 hour timer.		
93	Percentage of Customer Accounts Restructured by the LNP Due Date	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
94	Percentage of FOCs returned within "X" hours	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement methodology used in measure 5 to measure the tail of the distribution ▪ Ameritech agreed to implement 2 hour FOC benchmark on Electronically submitted - Electronically processed orders 	<ul style="list-style-type: none"> ▪ No Outstanding Issues.
94.1	Average Time to Return FOC for LNP	<ul style="list-style-type: none"> ▪ Ameritech agreed to implement measure similar to PM#6 for LNP 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
95	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes	<ul style="list-style-type: none"> ▪ Ameritech agreed to remove project exclusion 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
96	Percentage Pre-mature Disconnects for LNP Orders	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
97	Percentage of time Ameritech applies the 10-digit trigger prior to the LNP order Due Date	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
98	Percentage LNP (I-Reports) in 10 days of installation	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
99	Average Delay Days for Ameritech missed due dates.	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
100	Average Time Out of Service for LNP Conversions	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
101	Percent Out of Service	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .

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<u>PM#</u>	<u>MI Measure Name</u>	<u>Modifications from 7-7-00 Joint Filing</u>	<u>Pending Issues</u>
	<60 Minutes		
102	Average Time to Clear 911 Errors	▪ None - Replaced with Michigan specific 911 measures (MI#6, 7, 8)	▪ No Outstanding Issues.
103	Percent Accuracy for 911 Database Updates	▪ None - Replaced with Michigan specific 911 measures (MI#6, 7, 8)	▪ No Outstanding Issues.
104	Average Time Required to Update 911 Database (facility based carriers)	▪ None - Replaced with Michigan specific 911 measures (MI#6, 7, 8)	▪ No Outstanding Issues.
105	Percentage of Requests processed within 35 days (Poles, Conduits & ROW)	▪ None	▪ No Outstanding Issues
106	Average Days to process a request (Poles, Conduits, and ROW)	▪ None	▪ No Outstanding Issues .
107	Percentage of Missed Collocation Due Dates	▪ None	▪ No Outstanding Issues
108	Average Delay Days for Ameritech Caused Missed Due Dates	▪ None	▪ No Outstanding Issues
109	Percent of Requests processed within the tariffed timelines	▪ None	▪ No Outstanding Issues
110	Percentage of Updates Completed into DA Database within 72 hours for facility based carriers	▪ None	▪ No Outstanding Issues
111	Average Update Interval for DA Database for facility based CLECs	▪ None	▪ No Outstanding Issues
112	Percentage of DA Database Accuracy for manual Updates	▪ Ameritech updated calculation to correctly coincide with the benchmark	▪ No Outstanding Issues

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<u>PM#</u>	<u>MI Measure Name</u>	<u>Modifications from 7-7-00 Joint Filing</u>	<u>Pending Issues</u>
113	Percentage of Electronic Updates that Flow through the process without manual intervention	<ul style="list-style-type: none"> ▪ Ameritech clarified calculation 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
114	Coordinated Conversions	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
114.1	CHC Provisioning Interval	<ul style="list-style-type: none"> ▪ Updated description by replacing references to SWBT by Ameritech 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
115	Percentage of Ameritech caused delayed coordinated cut-overs	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
115.1	Percent Provisioning Trouble Reports	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
115.2	Mean Time to Restore – Provisioning Trouble Reports	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
116	Percent of Missed INP	<ul style="list-style-type: none"> ▪ None - Technical Infeasible 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
117	Percent of NXX loaded and tested prior to effective date	<ul style="list-style-type: none"> ▪ Ameritech inserted references to LERG. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues .
118	Average Delay Days for NNX Loading	<ul style="list-style-type: none"> ▪ Ameritech inserted references to LERG. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues.
119	Mean Time to Repair NXX	<ul style="list-style-type: none"> ▪ Ameritech will modify business rule language to close out with CLEC. 	<ul style="list-style-type: none"> ▪ No Outstanding Issues.
120	Percentage of Requests processed within 30 business days	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues.
121	Percentage of Quotes for Authorized BFRs within 45 Business Days	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
MI 1	Percentage of Orders given Jeopardy Notices	<ul style="list-style-type: none"> ▪ Added disaggregation for LNP with Loop 	<ul style="list-style-type: none"> ▪ Are DSL disaggregations from TX PM 5.1 necessary? (10/4/00)

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PM#	MI Measure Name	Modifications from 7-7-00 Joint Filing	Pending Issues
MI 2	Percentage of Orders Given Jeopardy Notices within 24 hours of the due date	▪ None	▪ Are DSL disaggregations from TX PM 5.1 necessary? (10/4/00)
MI3	Coordinated Conversions Outside of Interval	▪ None	▪ Are DSL disaggregations in TX 58 necessary? (10/4/00)
MI4	Average Time to Provide Collocation Arrangement	▪ None	▪ Should disaggregations be the same as TX 107 and 108? (10/4/00)
MI 5	Structure Requests Completed Outside of interval	▪ None	▪ No Outstanding Issues
MI 6	Erred Customer Record Update Files Not Returned by Next Business Day	▪ None	▪ No Outstanding Issues
MI 7	Errors in Customer Record Update Files	▪ None	▪ No Outstanding Issues
MI 8	Customer Record Update Files Not Updated by the Next Business Day	▪ None	▪ No Outstanding Issues
MI 9	Percentage of Missing FOCs	▪ None	▪ Are DSL disaggregations from TX PM 5.1 necessary? (10/4/00)
MI 10	Percent Time Out Transactions	▪ None	▪ No Outstanding Issues
MI 11	Average Interface Outage Notification	▪ None	▪ No Outstanding Issues
MI 12	Average Time to Clear Service Order Errors	▪ None	▪ Are DSL disaggregations from TX PM5.1 necessary? (10/4/00)
MI 13	Percent Loss Notifications sent within one hour of service order completion	▪ None	▪ Are DSL disaggregations from TX PM 5.1 necessary? (10/4/00)
MI 14	Percent Completion Notifications Returned	▪ None	▪ Are DSL disaggregations in TX 58 necessary? (10/4/00)

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<u>PM#</u>	<u>MI Measure Name</u>	<u>Modifications from 7-7-00 Joint Filing</u>	<u>Pending Issues</u>
	within X hours of completion of Maintenance Ticket		
MI 15	OSS Change Management	<ul style="list-style-type: none"> ▪ Ameritech updated exclusions to coincide with 13 state OSS Change Management Process ▪ Ameritech removed retail disaggregations (Not necessary per CMP Director) 	<ul style="list-style-type: none"> ▪ Measure to be implemented coincident with 13 state Change Management Policy into effect.
MI 16	Percentage Rejected Query Notices	<ul style="list-style-type: none"> ▪ Added disaggregations by Pre-order interface 	<ul style="list-style-type: none"> ▪ No Outstanding issues
WI 1	Percent No Access – UNE Loop (Provisioning)	<ul style="list-style-type: none"> ▪ New Measure from Wisconsin A-AA Listing 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
WI 2	Percent No Access - UNE Loops (Maintenance)	<ul style="list-style-type: none"> ▪ New Measure from Wisconsin A-AA Listing 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
WI 4	Percent Initial Complex Facility Modification Notification within Specified Time	<ul style="list-style-type: none"> ▪ New facility modification process measurement 	<ul style="list-style-type: none"> ▪ No Outstanding Issues
WI 5	Percent Complex Modification Classification, Requirements, and Revised Due Date within Specified Time	<ul style="list-style-type: none"> ▪ New facility modification process measurement 	<ul style="list-style-type: none"> ▪ Are DSL disaggregations in TX 58 necessary? (10/4/00)
WI 6	Percent New Build Notifications within the Specified Time	<ul style="list-style-type: none"> ▪ New facility modification process measurement 	<ul style="list-style-type: none"> ▪ Are DSL disaggregations in TX 58 necessary? (10/4/00)
WI 7	Percent Good News Notification	<ul style="list-style-type: none"> ▪ New facility modification process measurement 	<ul style="list-style-type: none"> ▪ Are DSL disaggregations in TX 58 necessary? (10/4/00)
WI 8	Percent Facility Modifications with Ameritech Caused Missed Due Dates	<ul style="list-style-type: none"> ▪ New facility modification process measurement 	<ul style="list-style-type: none"> ▪ Are DSL disaggregations in TX 58 necessary? (10/4/00)

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<u>PM#</u>	<u>MI Measure Name</u>	<u>Modifications from 7-7-00 Joint Filing</u>	<u>Pending Issues</u>
WI 9	Percent Facility Modification Orders	<ul style="list-style-type: none"> ▪ New facility modification process measurement 	<ul style="list-style-type: none"> ▪ Are DSL disaggregations in TX 58 necessary? (10/4/00)
New Measure	Loop Acceptance Testing Completed	<ul style="list-style-type: none"> ▪ New Measurement requested 9/27/00 	<ul style="list-style-type: none"> ▪ Open issue – No agreement to implement this measurement at this time
TX 1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders	<ul style="list-style-type: none"> ▪ New Measurement requested. 	<ul style="list-style-type: none"> ▪ Open Issue – No Agreement to implement this measurement
TX 55.3	Percent XDSL capable loop orders requiring the removal of load coils and/or repeaters	<ul style="list-style-type: none"> ▪ New Measurement requested 	<ul style="list-style-type: none"> ▪ Open Issue – No agreement to implement this measurement
TX 104.1	911 Unlock	<ul style="list-style-type: none"> ▪ New Measurement Requested 	<ul style="list-style-type: none"> ▪ Open Issue – No agreement to implement this measurement.