

Ref #	MI Measure Name	CLEC Position
1	Average Response Time	CLECs agree to TX #1 and #2 if the MI disaggregation of Facility Availability and Rejected Query Notices are included in TX. The calculation must be redone to Total Number of Accepted Queries Submitted. Include DSL prequalification, and all other new functionalities. Also, the CLECs ask that KPMG look at the benchmarks for reasonability
2	Average Completion Interval	Keep MI, which is a more accurate measure of the relevant timeframes.
3	Confirmed Due Dates Not Met	CLECS agree to TX #29, 45, 58, 73, 30, 31, 34, 47, 48, 51, 60, 61, and 65. CLECs note that AIT has committed to fix the unsolicited FOC problem, and that in the event unsolicited FOCs are received, the business rule will measure from the FIRST due date. CLECs also request that exclusions for delaying events be reported every month.
4	Coordinated Conversions Outside Interval	Keep MI. CLECs note that a loop delivered broken is not complete on time. Acceptance testing has to be included in the end time for a coordinated cutover. CLECs also request a discussion of business rules regarding customer delays at the appropriate time.
5	Average Reject Notice Interval	CLECS agree to TX 11, 10, 10.1, 10.2, 10.3, 11.1, 11.2, and 95. CLECs require that the MI disaggregation be used because MI includes interconnection trunks
6	Average FOC Notice Interval	The CLECs continue to ask for this measure's standard to be parity. Keep MI as it includes a disag for trunks and allows requests to be submitted until 7:00 pm. IF FOC IS MISSING THEN RECEIPT OF COMPLETION NOTICE SHOULD BE USED AS END TIME FOR INTERVAL.
7	Percentage of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date	Keep MI
8	Percentage of Orders Given Jeopardy Notices	Keep MI
9	Average Completion Notice Interval	Keep MI. CLECS will be requesting an additional measure for Billing Completion Interval as requested in Ohio.
10	Average Interval for Held Orders	Keep MI. Keep Delay measures, using calculation from MI (which include pending orders)
11	Installation Trouble Reports (New Service Failures)	CLECs agree to TX 35, 46, 59, and 98, if AIT agrees to all measures to be 30 days, as MI provides.
12	Percentage of Order Flow Through	TX looks ok for Designed to Flow Through metric. CLECs need appendix listing types of orders designed to flow through. Benchmark needed for this measure is 99%. A metric of total Flow through with parity standard is needed as well. Clarification is needed of how AIT determines that rejections are due to CLEC. Clarification also needed on treatment of "orders that fail pass through." Are they included in the total number of orders, or are they excluded completely? Include DSL and report by CLEC, all CLECs, AIT/SBC retail, AIT/SBC affiliate.
13	Percentage of Rejected Orders	Keep MI. CLECs request an additional disaggregation for invalid rejects, which were asked for in OH and IL. MI 5/27 ORDERS PARITY BUT MI BUSINESS RULES ARE NOT CLEAR THAT THIS STANDARD IS USED.

14	Customer Records Update Files Not Processed by the Next Business Day	Need clarification with a better description of the measures, and the difference between them. Why can't retail and resale be separated?
15	Errors in Customer Record Update Files	Need clarification with a better description of the measures, and the difference between them. Why can't retail and resale be separated?
16	Erred Customer Record Update Files Not Returned by Next Business Day	Need clarification with a better description of the measures, and the difference between them. Why can't retail and resale be separated?
17	Mean Time to Repair	Keep MI because the business rules and calculation measure until notice is available to CLECs. CLECs want Trunk benchmark adjustment from IL - 95% w/in 1 hour. Also, MI calculation in Fioretti affidavit exhibit #7 does not match business rules from SBC website.
18	Trouble Report Rate	TX ok with disag for unbundled switching, local transport, and interconnection trunks from MI. CLECs request a list of exclusions to be included in report every month, i.e. CPE. Also, see note below for additional disaggregations.
19	Percent Repeats (Maintenance)	TX ok with disag for unbundled switching, local transport, and interconnection trunks from MI. CLECs request disag by 2-wire and 4-wire DSL, provisioning process (i.e. coordinated conversions, non-coordinated conversions, FDT), and electronic, manual, and GUI. Also, see note below for additional disaggregations.
20	Percentage of Customer Troubles Not Resolved w/in the Estimated Time	TX ok with disaggregation and calculation from MI (includes notice to CLEC). Also Disag by electronic, manual, GUI. Also, see note below for additional disaggregations. Also, MI business rule posted on SBC website does not match Fioretti affidavit schedule #7.
21	Mean Time to Provide Recorded Usage Records	TX ok with MI disaggregation. Also, CLECs want disag by record type, also by formats Connect Direct, FTP, and magnetic tape.
22	AEBS Billing Interval Cycle Time (Resale) & CABS - Bills Delivered Late (UNE)	TX ok, include disaggregation requests from ref #21. CLECs also note that "on time" means delivery of both summary and detail reports.
23	Percentage of Time Interface is Unavailable	TX ok with the following changes: exclude only published and scheduled downtime, include interface list being discussed in other states, and any new interfaces, disaggregation by all routes to interface, include in business rules no normal maintenance during business hours, describe how interface is monitored, include business hours requested in TX (6 am-12am M-F, 7 am-11pm Sat, 10 am-10pm Sun), include normal maintenance schedule. CLECs also request Interface Outage Notification agreed to in IN (measure from CA), also new measure for missed notifications and unscheduled downtime.
24	Average Speed of Answer (Ordering & Repair - in seconds)	TX ok with disaggregation and business hours from MI measure.
25	Call Attempts Blocked	Keep MI, include disaggregation for OS/DA, E911, report tandems separate from Direct End Office, and separate for Common Trunks. Please explain how blocking will be measured and more fully explain the difference between the TX and MI measures.

26	Average Time to Respond to a Collocation Request	TX ok with disaggregation for cageless collocation (agreed to in IN) AND AUGMENT (ADDITION) TYPES THAT HAVE SHORTER INTERVALS.. Add to business rule that time ends when CLEC accepts arrangement, each day late is counted as an occurrence (how TX measures).
27	Due Dates Not Met (New Collocation Arrangements)	TX ok. Add to benchmark that augments (DSLAMs, splitter equipment, cabling, power) w/in 30 days, 60 days for other augments. Include MI benchmarks (virtual w/in 63 calendar days, physical w/in 99 days, or tariff interval, whichever is shorter). Need completion definition. SUCH AS ONE SIMILAR TO BA-NY: [SBC-AIT] will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.
28	Average Time to Provide a Collocation Arrangement	Keep MI measure in addition to other TX collocation measures - provides a complete picture.
<b>NOTE</b>	disaggregations for TX #s 37, 54, 65, 41, 53, 69	POTS and UNE Combo - disag between dispatch/non dispatch, between business/residence. Also, parity comparison should be between business/business, residence/residence. EELs should be reported separately.
	MISSING FROM EXHIBITS	Keep MI metrics 31A, B and C on Structure Requests
	ADDITIONAL METRICS	IN Agreed Metrics:: Timeliness of Change Management Notice & Documentation; Timeliness of OSS Outage Reports; Timeliness of Network Outage Reports (unless Third Party Test shows parity by design.
		CLEC Ohio Proposed Metrics To Date: #3 Percent Accuracy in the Monthly Data Validation Files;. Timeliness of Design Layout Records for trunks (mentioned in #6 FOC metric); #7.2 Percent Completions Posted to Billing Within 24 hours of Service Order Completion; 8.2 Average Time from Service Order Completion to Post to Billing; #11Percent Loss Notifications Returned Within X Minutes
		AT&T's additional hot cut measurements agreed to in Wisconsin
		New metrics proposed in MCIW's 3/16 email: NonRecurring Charge Completeness; Acknowledgement (997message) Timeliness; Acknowledgement Completeness; FOC and Rejection Completeness; Order Accuracy; Hot Cut Percent Orders Cancelled or Supped at ILEC's Request; Percent of Coordinated Cuts Not Working as Initially Provisioned; Hot Cut Average Recovery Time; Hot Cut % Reinstated to ILEC; % Restored to CLEC; Mean Jeopardy Interval for Maintenance or Trouble Handling; Average Time to Proof Directory Listing Updates Before Publication; Percent Billing Errors Corrected in X Days; Percent Help Desk Response Commitments Met; Percent Software Certification Failures; Software Problem Resolution Timeliness and Average Delay Days; NP- Timeliness of Response to Requests for ILEC-to-CLEC Trunks (Mean Time to Provide Response, % Within 7 Days; % Negative Responses); Add LRNs to TX Metric on NXXs Loaded by LERG Effective Date.