

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

Ameritech Michigan’s submission on performance	)	
measurements, benchmarks, and reporting in	)	Case No. U-11830
compliance with the October 2, 1998 Order in )		
MPSC Case No. U-11654.	)	
_____	)	

**JOINT STATUS REPORT**

On March 7, 2000, Ameritech Michigan filed a motion to modify the 32 performance measures set forth in the Commission’s Order of May 27, 1999 (the “May 27 Measures”) to conform to a set of 122 performance measures (“Uniform Measures”) developed in Texas, which are currently being implemented throughout the Ameritech region. By stipulation entered March 22, 2000, the matter was referred to a collaborative workshop between Ameritech Michigan and competing local exchange carriers (“CLECs”). The collaborative met on March 17 and April 7, 2000. The following report details the status of the collaborative proceedings:

**I. Agreements To Date**

To date, the parties have reached agreement on the following issues:

1. **Average Response Time (Pre-Ordering):** The parties agreed to replace the May 27 Measure with Uniform Measures 1 and 2, which are to be modified as follows:
  - a. Ameritech Michigan will include additional disaggregations for Facility Availability, for Loop Make-up, NCI, and CFA, (targeted for implementation May 1) and for other new functions generally within 6-8 weeks of introduction
  - b. Ameritech Michigan will provide additional measures for rejected queries and for the percentage of time-out transactions.
  - c. The measurement calculation will be modified or an additional measurement will be added to account for any missing time intervals identified in the Ohio collaborative.

The parties further agreed that **KPMG** ~~Ameritech Michigan~~ would develop a study comparing retail and wholesale response times, for review by CLECs and by **Ameritech** ~~KPMG~~ as part of ~~the~~ its third-party OSS audit.

2. **Confirmed Due Dates Not Met:** The parties agreed to replace the May 27 Measure with Uniform Measures 29-31, 34, 45, 47-48, 51, 58, 60-61, 65 and 73, which are to be modified so that in the event Ameritech Michigan issues an unsolicited FOC (now identified as a jeopardy notice), the measure will be calculated from the first due date. KPMG is to review codes and procedures for exclusion of orders from this measure (*e.g.* for customer-caused misses). Ameritech Michigan agreed to provide a list and description of excluded codes to the CLECs.

3. **Coordinated Conversions Outside Interval:** The parties agreed to retain the May 27 Measure.

4. **Average Reject Notice Interval:** The parties agreed to replace the May 27 Measure with Uniform Measures 10, 10.1, 10.2, 10.3, 11.1, 11.2, and 95.

5. **Average FOC Notice Interval:** The parties agreed to replace the May 27 Measure with Uniform Measures 5, 6, and 94, subject to the further investigation and resolution of the benchmark issue described below. The parties further agreed that:

- a. The Uniform Measures for FOCs would be modified to include a disaggregation for interconnection trunks.
- b. The measurement calculation will be modified to account for any missing time intervals identified in the Ohio collaborative.
- c. Ameritech Michigan will issue a new business rule for flow through electronic orders. **Ameritech Michigan's business hours should not negatively impact the flow through of orders.**
- d. **Ameritech Michigan will provide a FOC within 24 hours for trunks.**
- e. **Ameritech Michigan (as it Ameritech agreed to in Ohio) will add a business rule that the completion notice interval will be used as the end time if the FOC is missing.**

6. **Percentage of Orders Given Jeopardy Notices within 24 Hours of Due Date:** The parties agreed to retain the May 27 Measure, with unsolicited FOCs to be treated as jeopardies.

7. **Percentage of Orders Given Jeopardy Notices:** The parties agreed to retain the May 27 Measure, with unsolicited FOCs to be treated as jeopardies.

8. **Average Completion Notice Interval:** The parties agreed to replace the May 27 Measure with Uniform Measures 7, 7.1, and 8, which are to be modified as follows:

- a. Ameritech Michigan agreed to report separate disaggregations as specified in the May 27 Order, except that all resale disaggregations would be combined under one “Resale” category; all Unbundled Loop disaggregations would be combined in one category, and all Combinations would be combined in one category.
- b. Ameritech Michigan agreed to provide additional measures for Resale and UNE-P billing completion, based on average time to clear **errors keeping orders from closing to billing**~~service order errors~~, with a comparison to retail.

9. **Installation Trouble Reports (New Service Failures):** The parties agreed to replace the May 27 Measure with Uniform Measures 35, 46, 59, and 98, which are to be modified to measure installation trouble reports within 30 days of installation. KPMG is to review data to determine if there are problems with coordinated cutovers, non-coordinated conversions, and Frame Due Time.

10. **911 Customer Record Update Files Not Processed by Next Business Day:** The parties agreed that CLECs would choose between the May 27 Measure and Uniform Measure 104. Ameritech Michigan agreed to provide additional information on the Uniform Measure and report the measure chosen by CLECs.

11. **911 Errors in Customer Record Update Files:** The parties agreed that CLECs would choose between the May 27 Measure and Uniform Measure 103. Ameritech Michigan agreed to provide additional information on the Uniform Measure, and to report the measure chosen by CLECs.

12. **Erred 911 Customer Record Update Files Not Returned by Next**

**Business Day:** The parties agreed that CLECs would choose between the May 27 Measure and Uniform Measure 102. Ameritech Michigan agreed to provide additional information on the Uniform Measure and report the measure chosen by CLECs.

13. **Trouble Report Rate:** The parties agreed to replace the May 27 Measure

with Uniform Measures 27, 54, and 65, which are to be modified to include disaggregations for unbundled local transport, unbundled local switching, and interconnection trunks. KPMG is to review codes and procedures for exclusion of orders from this measure. Ameritech Michigan agreed to provide a list and description of excluded codes to the CLECs.

14. **Percent Repeats -- Maintenance:** The parties agreed to replace the May 27

Measure with Uniform Measures 41, 53, and 69, which are to be modified to include disaggregations for DSL (one category), for unbundled local transport, unbundled local switching, and interconnection trunks. KPMG is to review codes and procedures for exclusion of orders from this measure.

15. **Percentage of Customer Troubles Not Resolved within Estimated Time:**

The parties agreed to replace the May 27 Measure with Uniform Measures 38, 40, 66 and 68, subject to resolution of the completion-notice interval issue described below (possibly by means of a separate measure).

16. **Mean Time to Provide Recorded Usage Records:** The parties agreed to

replace the May 27 Measure with Uniform Measures 16 and 19. MCI reserved the right to seek a separate measure for Shared Transport access usage when that usage data is available.

17. **AEBS Billing Interval Cycle Time and CABS Bills Delivered Late:** The

parties agreed to replace the May 27 Measure with Uniform Measures 14, 15, 17, and 18. Ameritech Michigan agreed to verify whether paper bills include summary and detail.

18. **Percentage of Time Interface Unavailable:** The parties agreed to replace

the May 27 Measure with Uniform Measure 4, which is to be modified as follows:

- a. The business rule is to be modified so that only published and scheduled down time is to be excluded.
- b. Additional disaggregations will be provided for gateway servers, as agreed in the Ohio collaborative.

KPMG will review procedures for monitoring interfaces in its audit. Ameritech Michigan agreed to identify and provide CLECs a reference to field requests for adjusting hours of operation. **Ameritech Michigan's maintenance interface should be in operation 24 hours a day, seven days a week, except for scheduled maintenance**. The parties agreed to resolve the CLECs' proposed measure for missed notifications based on results of Ohio and Wisconsin collaboratives.

19. **Average Speed of Answer:** The parties agreed to replace the May 27 Measure with Uniform Measures 21-26. Ameritech Michigan agreed to identify and provide CLECs a reference to field requests for adjusting hours of operation.

20. **Call Attempts Blocked:** The parties agreed to replace the May 27 Measure with Uniform Measures 70-72. Ameritech Michigan agreed to determine what information on E911 blockage is provided to public service agencies, and to provide that information to CLECs. **Blocking on trunks to PSAPs are of particular concern.**

21. **Average Time to Respond to Collocation Request:** The parties agreed to replace the May 27 Measure with Uniform Measure 109.

22. **Average Time to Provide a Collocation Arrangement:** The parties agreed to retain the May 27 Measure. There is no counterpart in the Uniform Measures.

## **II. Open Items To Be Discussed In Next Meeting**

The following summarizes the remaining open items to be addressed in the collaborative. The next meeting of the collaborative is currently scheduled for Thursday, April 20, 2000.

1. **Average Completion Interval:** The parties are to address whether this interval should include the time for Ameritech Michigan to notify CLECs of completion, or whether Uniform Measures 5, 27-28, 43-44, 55-56, and 78 adequately address the CLECs' concerns.

2. **Average FOC Notice Interval:** The parties are to address the appropriate benchmark for this measure, possibly to compare a subset of the FOC interval to retail operations with a specified benchmark for the remaining FOC interval.

3. **Average Interval for Held Orders:** The parties agreed to measure this interval for orders completed or canceled during the month, and are to address whether a separate measure for orders pending at month-end is appropriate.

4. **Mean Time to Repair, Percentage of Customer Troubles Not Resolved within Estimated Time:** The parties are to address whether these intervals should include the time for Ameritech Michigan to notify CLECs that repair is complete, possibly to develop a separate measure for the notification interval.

5. **Due Dates Not Met (Collocation Arrangements):** CLEC collocation specialists are to review Ameritech Michigan's proposed measure and decide whether or not they agree to it.

6. Ameritech Michigan is to review and respond to the CLEC request for a new measure of "hot cuts" to be based on a corresponding measure recently agreed to in Texas, and to the CLEC request for a measurement of "Frame Due" time.

7. Ameritech Michigan will develop and implement a new measure for Resale "billing completion" based on the rate of clearing error notices.

8. Ameritech Michigan will further define the business rule for defining when a change to an order for interconnection trunk will be deemed a supplemental order.

9. **Flow through metric.** CLECs have been seeking a list of orders designed to flow through (i.e., like Bell Atlantic's attachment H provided to Ameritech during the Illinois collaboratives).

10. **Ameritech Michigan will explain why it will not discuss its means of determining system availability – i.e., electronic monitoring continuously, every 10 minutes, every half hour, self-reported by CLECs, etc.**

11. **Discuss objective definition of what constitutes a completed collocation.**

12. Discuss how to proceed on new measures Ameritech refuses to do – i.e., how will Commission rule, will CLECs file a complaint, etc.?

13. What will be the process for adding disaggregation and other measurements which should be applicable to UNE combinations, such as UNE-Platform and EELs (transport, loop, mux combo), and line-sharing once Ameritech files acceptable tariffs.

14. Discuss the process for keeping Michigan PSC apprised of business rule discussions in other Ameritech states that would impact metrics.

15. Whether a number of exclusions from metrics (CPE for maintenance/ CNRs and No Access for provisioning) should be reported monthly or await annual audits per the Ameritech proposal?

16. Ameritech asked to proposed means of capturing missing notices in interval metrics for FOCs, Rejections, Completion Notices – i.e., addressing issue that current metrics only address intervals for what is received. For example, if 50% are received on time and 50% are never received, the report presently inaccurately would state that 100% are on time.