

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	86%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	
						Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	89%	
Avg Response Time for Manual Loop Make-up Information	1.1 - 01	M	M	MI	P	112	6.17	3.50	2.39	No	92	7.96	4.05	0.84	Yes	144	5.34	5.13	0.16	Yes	HIT
Accuracy of Actual LMU Info Provided for DSL Orders Manually	1.2 - 01	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Accuracy of Actual LMU Info Provided for DSL Orders Electronically	1.2 - 02	M	M	MI	P	315	100.00%	100.00%	0.00	Yes	501	100.00%	100.00%	0.00	Yes	1004	99.90%	99.99%	1.89	No	HIT
Percent Responses Received Within 5.0 Seconds - Address Verification - Web Verigate	2 - 01.1	M	M	MI	B	31631	99.88%	80.00%	(19.88)	Yes	37224	99.44%	80.00%	(19.44)	Yes	43060	96.92%	80.00%	(16.92)	Yes	HIT
Percent Responses Received Within 7.0 Seconds - Address Verification - Web Verigate	2 - 01.2	M	M	MI	B	31631	99.92%	90.00%	(9.92)	Yes	37224	99.62%	90.00%	(9.62)	Yes	43060	99.10%	90.00%	(9.10)	Yes	HIT
Percent Responses Received Within 4.0 Seconds - Request for Telephone Number - Web Verigate	2 - 02.1	M	M	MI	B	8344	95.19%	80.00%	(15.19)	Yes	8903	94.10%	80.00%	(14.10)	Yes	10173	80.62%	80.00%	(0.62)	Yes	HIT
Percent Responses Received Within 6.0 Seconds - Request for Telephone Number - Web Verigate	2 - 02.2	M	M	MI	B	8344	98.78%	90.00%	(8.78)	Yes	8903	97.79%	90.00%	(7.79)	Yes	10173	87.37%	90.00%	2.63	No	HIT
Percent Responses Received Within 7.0 Seconds - Request for Customer Service Record - Web Verigate	2 - 03.1	M	M	MI	B	17744	98.12%	80.00%	(18.12)	Yes	18240	96.03%	80.00%	(16.03)	Yes	19948	97.95%	80.00%	(17.95)	Yes	HIT
Percent Responses Received Within 10.0 Seconds - Request for Customer Service Record - Web Verigate	2 - 03.2	M	M	MI	B	17744	99.06%	90.00%	(9.06)	Yes	18240	97.59%	90.00%	(7.59)	Yes	19948	99.10%	90.00%	(9.10)	Yes	HIT
Percent Responses Received Within 7.0 Seconds - Directory Listing Inquiry - Web Verigate	2 - 04.1	-	-	MI	B	189	98.41%	80.00%	(18.41)	Yes	121	95.04%	80.00%	(15.04)	Yes	195	96.41%	80.00%	(16.41)	Yes	HIT
Percent Responses Received Within 10.0 Seconds - Directory Listing Inquiry - Web Verigate	2 - 04.2	-	-	MI	B	189	98.94%	90.00%	(8.94)	Yes	121	98.35%	90.00%	(8.35)	Yes	195	99.49%	90.00%	(9.49)	Yes	HIT
Percent Responses Received Within 11.0 Seconds - Service/Feature Availability - Web Verigate	2 - 05.1	M	M	MI	B	2537	99.96%	80.00%	(19.96)	Yes	1754	99.77%	80.00%	(19.77)	Yes	1879	100.00%	80.00%	(20.00)	Yes	HIT
Percent Responses Received Within 13.0 Seconds - Service/Feature Availability - Web Verigate	2 - 05.2	M	M	MI	B	2537	99.96%	90.00%	(9.96)	Yes	1754	99.89%	90.00%	(9.89)	Yes	1879	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 2.0 Seconds - Service Appt Scheduling (Due Date)-Web Verigate	2 - 06.1	M	M	MI	B	264	99.24%	80.00%	(19.24)	Yes	356	98.60%	80.00%	(18.60)	Yes	439	98.63%	80.00%	(18.63)	Yes	HIT
Percent Responses Received Within 3.0 Seconds - Service Appt Scheduling (Due Date)-Web Verigate	2 - 06.2	M	M	MI	B	264	99.62%	90.00%	(9.62)	Yes	356	99.16%	90.00%	(9.16)	Yes	439	99.54%	90.00%	(9.54)	Yes	HIT
Percent Responses Received Within 17.0 Seconds - Dispatch Required - Web Verigate	2 - 07.1	M	M	MI	B	229	100.00%	80.00%	(20.00)	Yes	312	99.68%	80.00%	(19.68)	Yes	266	100.00%	80.00%	(20.00)	Yes	HIT
Percent Responses Received Within 19.0 Seconds - Dispatch Required - Web Verigate	2 - 07.2	M	M	MI	B	229	100.00%	90.00%	(10.00)	Yes	312	99.68%	90.00%	(9.68)	Yes	266	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 25.0 Seconds - PIC - Web Verigate	2 - 08.1	M	M	MI	B	274	100.00%	80.00%	(20.00)	Yes	529	96.22%	80.00%	(16.22)	Yes	589	99.83%	80.00%	(19.83)	Yes	HIT
Percent Responses Received Within 27.0 Seconds - PIC - Web Verigate	2 - 08.2	M	M	MI	B	274	100.00%	90.00%	(10.00)	Yes	529	96.22%	90.00%	(6.22)	Yes	589	99.83%	90.00%	(9.83)	Yes	HIT
Percent Responses Received Within 51.6 Seconds - DSL Loop Qualification - Web Verigate	2 - 09.1	-	-	MI	B	1492	97.99%	80.00%	(17.99)	Yes	1380	98.19%	80.00%	(18.19)	Yes	984	96.24%	80.00%	(16.24)	Yes	HIT
Percent Responses Received Within 59.2 Seconds - DSL Loop Qualification - Web Verigate	2 - 09.2	-	-	MI	B	1492	98.46%	90.00%	(8.46)	Yes	1380	98.55%	90.00%	(8.55)	Yes	984	96.75%	90.00%	(6.75)	Yes	HIT
Percent Responses Received Within 41.0 Seconds - NC/NCI Service Availability-Web Verigate	2 - 10.1	-	-	MI	B	23	100.00%	80.00%	(20.00)	Yes	28	100.00%	80.00%	(20.00)	Yes	18	100.00%	80.00%	(20.00)	Yes	HIT
Percent Responses Received Within 47.0 Seconds - NC/NCI Service Availability-Web Verigate	2 - 10.2	-	-	MI	B	23	100.00%	90.00%	(10.00)	Yes	28	100.00%	90.00%	(10.00)	Yes	18	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 79.0 Seconds - CFA Availability - Web Verigate	2 - 11.1	-	-	MI	B	21	100.00%	80.00%	(20.00)	Yes	32	100.00%	80.00%	(20.00)	Yes	467	100.00%	80.00%	(20.00)	Yes	HIT
Percent Responses Received Within 91.0 Seconds - CFA Availability - Web Verigate	2 - 11.2	-	-	MI	B	21	100.00%	90.00%	(10.00)	Yes	32	100.00%	90.00%	(10.00)	Yes	467	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 13.5 Seconds - DSL Loop Qual (Archival Actuals) - Web Verigate	2 - 12.1	-	-	MI	B	77	92.21%	80.00%	(12.21)	Yes	67	97.01%	80.00%	(17.01)	Yes	63	100.00%	80.00%	(20.00)	Yes	HIT
Percent Responses Received Within 15.0 Seconds - DSL Loop Qual (Archival Actuals) - Web Verigate	2 - 12.2	-	-	MI	B	77	92.21%	90.00%	(2.21)	Yes	67	97.01%	90.00%	(7.01)	Yes	63	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 8.0 Seconds - Address Verification - EDI LSOG 4/CORBA	2 - 13.1	M	M	MI	B	89643	99.98%	90.00%	(9.98)	Yes	87695	99.59%	90.00%	(9.59)	Yes	71259	99.94%	90.00%	(9.94)	Yes	HIT
Percent Responses Received Within 12.0 Seconds - Address Verification - EDI LSOG 4/CORBA	2 - 13.2	M	M	MI	B	89643	99.99%	95.00%	(4.99)	Yes	87695	99.71%	95.00%	(4.71)	Yes	71259	99.96%	95.00%	(4.96)	Yes	HIT

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						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Result	
						Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	
Percent Responses Received Within 7.0 Seconds - Request for Telephone Number - EDI LSOG 4/CORBA	2 - 14.1	M	M	MI	B	16625	99.18%	90.00%	(9.18)	Yes	16923	98.27%	90.00%	(8.27)	Yes	16947	98.38%	90.00%	(8.38)	Yes	HIT
Percent Responses Received Within 9.5 Seconds - Request for Telephone Number - EDI LSOG 4/CORBA	2 - 14.2	M	M	MI	B	16625	99.45%	95.00%	(4.45)	Yes	16923	98.79%	95.00%	(3.79)	Yes	16947	99.14%	95.00%	(4.14)	Yes	HIT
Percent Responses Received Within 8.0 Seconds - Request for Customer Service Record-EDI LSOG 4/CORBA	2 - 15.1	M	M	MI	B	6640	88.95%	90.00%	1.05	No	4091	89.20%	90.00%	0.80	No	2666	98.09%	90.00%	(8.09)	Yes	MISS
Percent Responses Received Within 13.0 Seconds - Request for Customer Service Record-EDI LSOG 4/CORBA	2 - 15.2	M	M	MI	B	6640	94.40%	95.00%	0.60	No	4091	94.43%	95.00%	0.57	No	2666	99.36%	95.00%	(4.36)	Yes	MISS
Percent Responses Received Within 8.0 Seconds - Directory Listing Inquiry - EDI LSOG 4/CORBA	2 - 16.1	-	-	MI	B	14	100.00%	90.00%	(10.00)	-	3	100.00%	90.00%	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 13.0 Seconds - Directory Listing Inquiry - EDI LSOG 4/CORBA	2 - 16.2	-	-	MI	B	14	100.00%	95.00%	(5.00)	-	3	100.00%	95.00%	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 12.0 Seconds - Service/Feature Availability - EDI LSOG 4/CORBA	2 - 17.1	M	M	MI	B	3289	100.00%	90.00%	(10.00)	Yes	1975	99.95%	90.00%	(9.95)	Yes	1389	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 16.0 Seconds - Service/Feature Availability - EDI LSOG 4/CORBA	2 - 17.2	M	M	MI	B	3289	100.00%	95.00%	(5.00)	Yes	1975	99.95%	95.00%	(4.95)	Yes	1389	100.00%	95.00%	(5.00)	Yes	HIT
Percent Responses Received Within 1.0 Seconds - Service AppT Scheduling (Due Date)-EDI LSOG 4/CORBA	2 - 18.1	M	M	MI	B	8273	99.81%	90.00%	(9.81)	Yes	7833	98.97%	90.00%	(8.97)	Yes	8014	97.65%	90.00%	(7.65)	Yes	HIT
Percent Responses Received Within 2.0 Seconds - Service AppT Scheduling (Due Date)-EDI LSOG 4/CORBA	2 - 18.2	M	M	MI	B	8273	99.94%	95.00%	(4.94)	Yes	7833	99.32%	95.00%	(4.32)	Yes	8014	99.81%	95.00%	(4.81)	Yes	HIT
Percent Responses Received Within 15.0 Seconds - Dispatch Required - EDI LSOG 4/CORBA	2 - 19.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 25.0 Seconds - Dispatch Required - EDI LSOG 4/CORBA	2 - 19.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 27.0 Seconds - PIC - EDI LSOG 4/CORBA	2 - 20.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 41.0 Seconds - PIC - EDI LSOG 4/CORBA	2 - 20.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 51.6 Seconds - DSL Loop Qualification - EDI LSOG 4/CORBA	2 - 21.1	-	-	MI	B	382	100.00%	90.00%	(10.00)	Yes	682	96.63%	90.00%	(6.63)	Yes	464	92.03%	90.00%	(2.03)	Yes	HIT
Percent Responses Received Within 59.2 Seconds - DSL Loop Qualification - EDI LSOG 4/CORBA	2 - 21.2	-	-	MI	B	382	100.00%	95.00%	(5.00)	Yes	682	97.36%	95.00%	(2.36)	Yes	464	92.67%	95.00%	2.33	No	HIT
Percent Responses Received Within 41.0 Seconds - NC/NCI Service Availability-EDI LSOG4/CORBA	2 - 22.1	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 47.0 Seconds - NC/NCI Service Availability-EDI LSOG4/CORBA	2 - 22.2	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 79.0 Seconds - CFA Availability - EDI LSOG 4/CORBA	2 - 23.1	-	-	MI	B	0	n/a	n/a	n/a	-	35	100.00%	90.00%	(10.00)	Yes	11	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 91.0 Seconds - CFA Availability - EDI LSOG 4/CORBA	2 - 23.2	-	-	MI	B	0	n/a	n/a	n/a	-	35	100.00%	95.00%	(5.00)	Yes	11	100.00%	95.00%	(5.00)	Yes	HIT
Percent Responses Received Within 25.0 Seconds - DSL Loop Qual (Archival Actuals)-EDI LSOG 4/CORBA	2 - 24.1	-	-	MI	B	1	100.00%	90.00%	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 35.0 Second DSL Loop Qual (Archival Actuals)-EDI LSOG 4/CORBA	2 - 24.2	-	-	MI	B	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 8.0 Seconds - Address Verification - EDI/Internet LSOG 1	2 - 25.1	M	M	MI	B	7424	99.39%	90.00%	(9.39)	Yes	9859	98.70%	90.00%	(8.70)	Yes	9576	97.24%	90.00%	(7.24)	Yes	HIT
Percent Responses Received Within 12.0 Seconds - Address Verification - EDI/Internet LSOG 1	2 - 25.2	M	M	MI	B	7424	99.62%	95.00%	(4.62)	Yes	9859	99.18%	95.00%	(4.18)	Yes	9576	98.05%	95.00%	(3.05)	Yes	HIT
Percent Responses Received Within 7.0 Seconds - Request for Telephone Number - EDI/Internet LSOG 1	2 - 26.1	M	M	MI	B	960	100.00%	90.00%	(10.00)	Yes	1325	100.00%	90.00%	(10.00)	Yes	1099	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 9.5 Seconds - Request for Telephone Number - EDI/Internet LSOG 1	2 - 26.2	M	M	MI	B	960	100.00%	95.00%	(5.00)	Yes	1325	100.00%	95.00%	(5.00)	Yes	1099	100.00%	95.00%	(5.00)	Yes	HIT

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						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
Percent Responses Received Within 8.0 Seconds - Request for CSR - EDI/Internet LSOG 1	2 - 27.1	M	M	MI	B	97256	99.73%	90.00%	(9.73)	Yes	93944	99.11%	90.00%	(9.11)	Yes	82096	99.57%	90.00%	(9.57)	Yes	HIT
Percent Responses Received Within 13.0 Seconds - Request for Customer Service Record	2 - 27.2	M	M	MI	B	97256	99.76%	95.00%	(4.76)	Yes	93944	99.19%	95.00%	(4.19)	Yes	82096	99.67%	95.00%	(4.67)	Yes	HIT
Percent Responses Received Within 12.0 Seconds - Service/Feature Availability-EDI/Internet LSOG 1	2 - 28.1	M	M	MI	B	389	100.00%	90.00%	(10.00)	Yes	268	100.00%	90.00%	(10.00)	Yes	227	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 16.0 Seconds - Service/Feature Availability-EDI/Internet LSOG 1	2 - 28.2	M	M	MI	B	389	100.00%	95.00%	(5.00)	Yes	268	100.00%	95.00%	(5.00)	Yes	227	100.00%	95.00%	(5.00)	Yes	HIT
Percent Responses Received Within 15.0 Seconds - Dispatch Required - EDI/Internet LSOG 1	2 - 29.1	M	M	MI	B	393	100.00%	90.00%	(10.00)	Yes	552	100.00%	90.00%	(10.00)	Yes	437	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 25.0 Seconds - Dispatch Required - EDI/Internet LSOG 1	2 - 29.2	M	M	MI	B	393	100.00%	95.00%	(5.00)	Yes	552	100.00%	95.00%	(5.00)	Yes	437	100.00%	95.00%	(5.00)	Yes	HIT
Percent Responses Received Within 39.0 Seconds - PIC - EDI/Internet LSOG 1	2 - 30.1	M	M	MI	B	27	100.00%	90.00%	(10.00)	Yes	24	100.00%	90.00%	(10.00)	Yes	26	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 60.0 Seconds - PIC - EDI/Internet LSOG 1	2 - 30.2	M	M	MI	B	27	100.00%	95.00%	(5.00)	Yes	24	100.00%	95.00%	(5.00)	Yes	26	100.00%	95.00%	(5.00)	Yes	HIT
Percent Responses Received Within 51.6 Seconds - DSL (seconds) - EDI/Internet LSOG 1	2 - 31.1	M	M	MI	B	166	100.00%	90.00%	(10.00)	Yes	148	100.00%	90.00%	(10.00)	Yes	214	100.00%	90.00%	(10.00)	Yes	HIT
Percent Responses Received Within 59.2 Seconds - DSL (seconds) - EDI/Internet LSOG 1	2 - 31.2	M	M	MI	B	166	100.00%	95.00%	(5.00)	Yes	148	100.00%	95.00%	(5.00)	Yes	214	100.00%	95.00%	(5.00)	Yes	HIT
Percent Responses Received Within 41.0 Seconds - NC/NCI (seconds) - EDI/Internet LSOG 1	2 - 32.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 47.0 Seconds - NC/NCI (seconds) - EDI/Internet LSOG 1	2 - 32.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 79.0 Seconds - CFA Availability (seconds) - EDI/Internet LSOG 1	2 - 33.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Responses Received Within 91.0 Seconds - CFA Availability (seconds) - EDI/Internet LSOG 1	2 - 33.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
OSS Interface Availability - TCNET	4 - 01	-	M	MI	B	490	100.00%	99.50%	(0.50)	Yes	506	100.00%	99.50%	(0.50)	Yes	498	100.00%	99.50%	(0.50)	Yes	HIT
OSS Interface Availability - AEMS	4 - 02	-	M	MI	B	460	100.00%	99.50%	(0.50)	Yes	476	100.00%	99.50%	(0.50)	Yes	468	99.97%	99.50%	(0.47)	Yes	HIT
OSS Interface Availability - EDI	4 - 03	-	M	MI	B	400	100.00%	99.50%	(0.50)	Yes	422	100.00%	99.50%	(0.50)	Yes	422	100.00%	99.50%	(0.50)	Yes	HIT
OSS Interface Availability - EB/TA	4 - 04	-	M	MI	B	675	99.76%	99.50%	(0.26)	Yes	701	99.82%	99.50%	(0.32)	Yes	700	99.67%	99.50%	(0.17)	Yes	HIT
OSS Interface Availability - EB/TA - GUI	4 - 05	-	M	MI	B	675	99.83%	99.50%	(0.33)	Yes	700	100.00%	99.50%	(0.50)	Yes	700	99.83%	99.50%	(0.33)	Yes	HIT
OSS Interface Availability - ARIS	4 - 06	-	M	MI	B	485	99.99%	99.50%	(0.49)	Yes	521	99.93%	99.50%	(0.43)	Yes	494	100.00%	99.50%	(0.50)	Yes	HIT
OSS Interface Availability - BOP - GUI	4 - 07	-	M	MI	B	240	100.00%	99.50%	(0.50)	Yes	276	100.00%	99.50%	(0.50)	Yes	264	100.00%	99.50%	(0.50)	Yes	HIT
OSS Interface Availability - Web Verigate	4 - 08	-	M	MI	B	555	99.19%	99.50%	0.31	No	582	99.00%	99.50%	0.50	No	550	99.98%	99.50%	(0.48)	Yes	MISS
OSS Interface Availability -- Web LEX	4 - 09	-	M	MI	B	600	100.00%	99.50%	(0.50)	Yes	589	100.00%	99.50%	(0.50)	Yes	580	99.83%	99.50%	(0.33)	Yes	HIT
OSS Interface Availability -- EDI LSOG 4	4 - 10	-	M	MI	B	600	100.00%	99.50%	(0.50)	Yes	600	99.03%	99.50%	0.47	No	580	100.00%	99.50%	(0.50)	Yes	HIT
OSS Interface Availability -- EDI Protocol (Van)	4 - 11	-	M	MI	B	720	100.00%	99.50%	(0.50)	Yes	720	100.00%	99.50%	(0.50)	Yes	696	100.00%	99.50%	(0.50)	Yes	HIT
OSS Interface Availability -- EDI Protocol (SSL3)	4 - 12	-	M	MI	B	556	99.97%	99.50%	(0.47)	Yes	563	100.00%	99.50%	(0.50)	Yes	551	100.00%	99.50%	(0.50)	Yes	HIT
OSS Interface Availability -- EDI Protocol (NDM)	4 - 13	-	M	MI	B	720	100.00%	99.50%	(0.50)	Yes	720	100.00%	99.50%	(0.50)	Yes	696	100.00%	99.50%	(0.50)	Yes	HIT
OSS Interface Availability -- Web Toolbar	4 - 14	-	M	MI	B	675	100.00%	99.50%	(0.50)	Yes	701	99.94%	99.50%	(0.44)	Yes	701	99.98%	99.50%	(0.48)	Yes	HIT
OSS Interface Availability -- ARAF	4 - 15	-	M	MI	B	630	100.00%	99.50%	(0.50)	Yes	651	100.00%	99.50%	(0.50)	Yes	651	97.42%	99.50%	2.08	No	HIT
OSS Interface Availability -- EDI Pre-Order	4 - 16	-	M	MI	B	556	99.23%	99.50%	0.27	No	583	98.86%	99.50%	0.64	No	551	99.96%	99.50%	(0.46)	Yes	MISS
OSS Interface Availability -- CORBA Pre-Order	4 - 17	-	M	MI	B	556	99.23%	99.50%	0.27	No	583	98.98%	99.50%	0.52	No	551	99.98%	99.50%	(0.48)	Yes	MISS
OSS Interface Availability -- AEMS LSOG 4	4 - 18	-	M	MI	B	490	100.00%	99.50%	(0.50)	Yes	506	100.00%	99.50%	(0.50)	Yes	498	100.00%	99.50%	(0.50)	Yes	HIT
% FOCs Returned w/in "X" hrs - Elec Req - Man Prcssd - Res & Bus - < 5 hrs	5 - 01	M	M	MI	B	2022	98.52%	95.00%	(3.52)	Yes	1974	99.09%	95.00%	(4.09)	Yes	1906	97.85%	95.00%	(2.85)	Yes	HIT
% FOCs Returned w/in "X" hrs - Elec Req - Elec Prcssd - Res & Bus - < 2 hrs	5 - 02	M	M	MI	B	5882	99.18%	95.00%	(4.18)	Yes	5420	96.83%	95.00%	(1.83)	Yes	6250	98.78%	95.00%	(3.78)	Yes	HIT
% FOCs Returned within "X" hrs - Elec Sub - Complex Bus (1 - 200 Lines) - < 24 hrs	5 - 03	M	M	MI	B	65	98.46%	94.00%	(4.46)	Yes	25	88.00%	94.00%	6.00	No	37	100.00%	94.00%	(6.00)	Yes	HIT
% FOCs Returned within "X" hrs - Elec Sub - Complex Bus (> 200 Lines) - < 48 hrs	5 - 04	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned w/in "X" hrs - Elec Req - Man Prcssd - UNE Loop (1 - 49 Loops) - < 5 hrs	5 - 05	M	M	MI	B	2092	93.55%	95.00%	1.45	No	2246	97.86%	95.00%	(2.86)	Yes	2473	96.68%	95.00%	(1.68)	Yes	HIT
% FOCs Returned w/in "X" hrs - Elec Req - Elec Prcssd - UNE Loop (1 - 49 Loops) - < 2 hrs	5 - 06	M	M	MI	B	4049	98.99%	95.00%	(3.99)	Yes	4468	99.60%	95.00%	(4.60)	Yes	5102	98.26%	95.00%	(3.26)	Yes	HIT

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC		AIT/ Benchmark	% Yes - 86%		CLEC		AIT/ Benchmark	% Yes - 87%		CLEC		AIT/ Benchmark	% Yes - 87%		
						Volume	CLEC		Z-Value	Result	Volume	CLEC		Z-Value	Result	Volume	CLEC		Z-Value	Result	
% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (>= 50 Loops) - < 48 hrs	5 - 07	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	100.00%	94.00%	n/a	Base<10	-
% FOCs Returned w/in "X" hrs - Elec Req - Man Prcssd - Switch Ports - < 5 hrs	5 - 08	M	M	MI	B	1	0.00%	95.00%	n/a	Base<10	1	0.00%	95.00%	n/a	Base<10	7	100.00%	95.00%	n/a	Base<10	-
% FOCs Returned w/in "X" hrs - Elec Req - Elec Prcssd - Switch Ports - < 2 hrs	5 - 09	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned w/in "X" hrs - Elec Req - Unbundled Local (Dedicated) Transport - DS1 < 1 Day	5 - 10	M	M	MI	B	9	66.67%	95.00%	n/a	-	9	66.67%	95.00%	n/a	-	6	66.67%	95.00%	n/a	Base<10	-
% FOCs Returned w/in "X" hrs - Elec Req - Unbundled Local (Dedicated) Transport - DS3 < 5 Days	5 - 11	M	M	MI	B	29	100.00%	95.00%	(5.00)	Yes	7	100.00%	95.00%	n/a	Base<10	11	100.00%	95.00%	(5.00)	Yes	HIT
% FOCs Returned w/in "X" hrs - Elec Req - CIA Centrex (1-200 Lines) < 24 hrs	5 - 12	M	M	MI	B	19	89.47%	95.00%	5.53	No	21	85.71%	95.00%	9.29	No	27	100.00%	95.00%	(5.00)	Yes	MISS
% FOCs Returned w/in "X" hrs - Elec Req - CIA Centrex (> 200 Lines) < 48 hrs	5 - 13	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned w/in "X" hrs - Elec Req - Man Prcssd - UNE P Res & Bus - < 5 hrs	5 - 14	M	M	MI	B	24440	98.96%	95.00%	(3.96)	Yes	25677	98.28%	95.00%	(3.28)	Yes	22902	98.38%	95.00%	(3.38)	Yes	HIT
% FOCs Returned w/in "X" hrs - Elec Req - Elec Prcssd - UNE P Res & Bus - < 2 hrs	5 - 15	M	M	MI	B	122988	99.28%	95.00%	(4.28)	Yes	135523	96.51%	95.00%	(1.51)	Yes	134013	99.27%	95.00%	(4.27)	Yes	HIT
% FOCs Returned w/in "X" hrs - Elec Req - UNE P Complex Bus (1-200 Lines) - < 24 hrs	5 - 16	M	M	MI	B	30	100.00%	94.00%	(6.00)	Yes	28	75.00%	94.00%	19.00	No	29	93.10%	94.00%	0.90	No	MISS
% FOCs Returned w/in "X" hrs - Elec Req - UNE P Complex Bus (> 200 Lines) - < 48 hrs	5 - 17	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs xDSL Cpbl Lps & Ln Shrng Rtrnd w/in "X" hrs Elec Req - UNE xDSL Cpbl Lp (1-19 Lps) < 6 hrs	5 - 18	M	M	MI	B	651	96.62%	95.00%	(1.62)	Yes	685	99.12%	95.00%	(4.12)	Yes	782	97.19%	95.00%	(2.19)	Yes	HIT
% FOCs xDSL Cpbl Lps & Ln Shrng Rtrnd w/in "X" hrs Elec Req - UNE xDSL Cpbl Lp (>19 Lps) < 14 hrs	5 - 19	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs xDSL Cpbl Lps & Ln Shrng Rtrnd w/in "X" hrs Elec Req - Ln Shrng (1-49 Lps) < 6 hrs	5 - 20	M	M	MI	B	238	99.58%	95.00%	(4.58)	Yes	309	99.03%	95.00%	(4.03)	Yes	251	99.60%	95.00%	(4.60)	Yes	HIT
% FOCs xDSL Cpbl Lps & Ln Shrng Rtrnd w/in "X" hrs Elec Req - Ln Shrng (50+ Lps) < 14 hrs	5 - 21	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned within 5 Hours - Elec Req - Man Prcssd - Res & Bus LNP Only (1 - 19 Lines)	5 - 22	M	M	MI	B	762	97.24%	95.00%	(2.24)	Yes	550	92.91%	95.00%	2.09	No	432	94.91%	95.00%	0.09	No	MISS
% FOCs Returned within 2 Hours - Elec Req - Elec Prcssd - Res & Bus LNP Only (1 - 19 Lines)	5 - 23	M	M	MI	B	739	98.38%	95.00%	(3.38)	Yes	296	99.66%	95.00%	(4.66)	Yes	597	100.00%	95.00%	(5.00)	Yes	HIT
% FOCs Returned within 5 Hours - Elec Req - Man Prcssd - Res & Bus LNP W/Loop (1 - 19 Loops)	5 - 24	M	M	MI	B	2811	97.69%	95.00%	(2.69)	Yes	3298	99.30%	95.00%	(4.30)	Yes	3975	98.52%	95.00%	(3.52)	Yes	HIT
% FOCs Returned within 2 Hours - Elec Req - Elec Prcssd - Res & Bus LNP W/Loop (1 - 19 Loops)	5 - 25	M	M	MI	B	72	100.00%	95.00%	(5.00)	Yes	150	96.67%	95.00%	(1.67)	Yes	135	97.78%	95.00%	(2.78)	Yes	HIT
% FOCs Returned within 48 Hours - Electronically Submitted - LNP Only (20+ Lines)	5 - 26	M	M	MI	B	4	100.00%	95.00%	n/a	Base<10	23	95.65%	95.00%	(0.65)	Yes	22	100.00%	95.00%	(5.00)	Yes	HIT
% FOCs Returned within 48 Hours - Electronically Submitted - LNP W/Loop (20+ Loops)	5 - 27	M	M	MI	B	16	93.75%	95.00%	1.25	No	38	100.00%	95.00%	(5.00)	Yes	18	100.00%	95.00%	(5.00)	Yes	HIT
% FOCs Returned within 24 Hours - Electronically Submitted - LNP Complex Bus (1 - 19 Lines)	5 - 28	M	M	MI	B	123	97.56%	95.00%	(2.56)	Yes	84	98.81%	95.00%	(3.81)	Yes	167	97.60%	95.00%	(2.60)	Yes	HIT
% FOCs Returned within 48 Hours - Electronically Submitted - LNP Complex Bus (20 - 50 Lines)	5 - 29	M	M	MI	B	22	95.45%	95.00%	(0.45)	Yes	34	100.00%	95.00%	(5.00)	Yes	32	96.88%	95.00%	(1.88)	Yes	HIT
% FOCs Returned within 24 Hours - Electronically Submitted - LNP Complex Bus (50+ Lines)	5 - 30	M	M	MI	B	3	100.00%	95.00%	n/a	Base<10	27	100.00%	95.00%	(5.00)	Yes	13	100.00%	95.00%	(5.00)	Yes	HIT
% FOCs Returned within "X" hrs - Man Sub - Res & Bus - < 24 hrs	5 - 31	M	M	MI	B	455	100.00%	95.00%	(5.00)	Yes	643	100.00%	95.00%	(5.00)	Yes	405	99.75%	95.00%	(4.75)	Yes	HIT
% FOCs Returned within "X" hrs - Man Sub - Complex Bus (1 - 200 Lines) - < 24 hrs	5 - 32	M	M	MI	B	71	100.00%	94.00%	(6.00)	Yes	111	100.00%	94.00%	(6.00)	Yes	79	100.00%	94.00%	(6.00)	Yes	HIT
% FOCs Returned within "X" hrs - Man Sub - Complex Bus (> 200 Lines) - < 48 hrs	5 - 33	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned within "X" hrs - Man Sub - UNE Loop (1 - 49 Loops) - < 24 hrs	5 - 34	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	23	95.65%	95.00%	(0.65)	Yes	-
% FOCs Returned within "X" hrs - Man Sub - UNE Loop (>= 50 Loops) - < 48 hrs	5 - 35	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	100.00%	94.00%	n/a	Base<10	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	86%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	
						Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	89%	
% FOCs Returned within "X" hrs - Man Sub - Switch Ports - < 24 hrs	5 - 36	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned w/in "X" hrs - Man Req - CIA Centrex (1-200 Lines) < 24 Hours	5 - 37	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned w/in "X" hrs - Man Req - CIA Centrex (> 200 Lines) < 48 Hours	5 - 38	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned w/in "X" hrs - Man Req - UNE P Res & Bus - < 24 hrs	5 - 39	M	M	MI	B	498	99.00%	95.00%	(4.00)	Yes	598	99.33%	95.00%	(4.33)	Yes	719	99.58%	95.00%	(4.58)	Yes	HIT
% FOCs Returned w/in "X" hrs - Man Req - UNE P Complex Bus (1-200 Lines) - < 24 hrs	5 - 40	M	M	MI	B	5	100.00%	94.00%	n/a	Base<10	8	100.00%	94.00%	n/a	Base<10	10	90.00%	94.00%	4.00	No	-
% FOCs Returned w/in "X" hrs - Man Req - UNE P Complex Bus (> 200 Lines) - < 48 hrs	5 - 41	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs xDSL CpbL Lps & Ln Shrng Rtrnd w/in "X" hrs Man Req - UNE xDSL CpbL Lp (1-49 Lps) < 24 hrs	5 - 42	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	7	100.00%	94.00%	n/a	Base<10	-
% FOCs xDSL CpbL Lps & Ln Shrng Rtrnd w/in "X" hrs Man Req - UNE xDSL CpbL Lp (50+ Lps) < 48 hrs	5 - 43	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs xDSL CpbL Lps & Ln Shrng Rtrnd w/in "X" hrs Man Req - Ln Shrng (1-49 Lps) < 24 hrs	5 - 44	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	5	100.00%	94.00%	n/a	Base<10	-
% FOCs xDSL CpbL Lps & Ln Shrng Rtrnd w/in "X" hrs Man Req - Ln Shrng (50+ Lps) < 48 hrs	5 - 45	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	5 - 46	M	M	MI	B	29	96.55%	95.00%	(1.55)	Yes	19	100.00%	95.00%	(5.00)	Yes	19	100.00%	95.00%	(5.00)	Yes	HIT
% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1- 19 Loops)	5 - 47	M	M	MI	B	2	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	7	100.00%	95.00%	n/a	Base<10	-
% FOCs Returned within 48 Hours - Manually Submitted - LNP Only (20+ Lines)	5 - 48	M	M	MI	B	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% FOCs Returned within 48 Hours - Manually Submitted - LNP W/Loop (20+ Loops)	5 - 49	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% FOCs Returned within 24 Hours - Manually Submitted - LNP Complex Bus (1 - 19 Lines)	5 - 50	M	M	MI	B	5	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	5	100.00%	95.00%	n/a	Base<10	-
% FOCs Returned within 48 Hours - Manually Submitted - LNP Complex Bus (20 - 50 Lines)	5 - 51	M	M	MI	B	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	-
% FOCs Returned within 24 Hours - Manually Submitted - LNP Complex Bus (50+ Lines)	5 - 52	M	M	MI	B	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	-
% FOCs Returned w/in "X" hrs - Elec Req - Interconnection Trunks (< 5 DS1) - < 6 days	5 - 53	M	M	MI	B	59	100.00%	95.00%	(5.00)	Yes	26	100.00%	95.00%	(5.00)	Yes	64	95.31%	95.00%	(0.31)	Yes	HIT
% FOCs Returned w/in "X" hrs - Elec Req - Interconnection Trunks (>= 5 DS1) - < 8 days	5 - 54	M	M	MI	B	221	98.19%	95.00%	(3.19)	Yes	167	98.80%	95.00%	(3.80)	Yes	231	91.77%	95.00%	3.23	No	HIT
% Unsolicited FOCs by Reason Code - Cancel Customer Order	5.2 - 01	-	-	MI	D	2868	1.08%	n/a	n/a	-	2979	2.65%	n/a	n/a	-	3160	4.11%	n/a	n/a	-	-
% Unsolicited FOCs by Reason Code - Add Service Order Number and Line	5.2 - 02	-	-	MI	D	2868	51.92%	n/a	n/a	-	2979	50.18%	n/a	n/a	-	3160	44.97%	n/a	n/a	-	-
% Unsolicited FOCs by Reason Code - Cancel Service Order	5.2 - 03	-	-	MI	D	2868	20.96%	n/a	n/a	-	2979	21.15%	n/a	n/a	-	3160	22.88%	n/a	n/a	-	-
% Unsolicited FOCs by Reason Code - Service Order Due Date Change	5.2 - 04	-	-	MI	D	2868	19.00%	n/a	n/a	-	2979	19.13%	n/a	n/a	-	3160	21.99%	n/a	n/a	-	-
% Unsolicited FOCs by Reason Code - Service Order Line Change	5.2 - 05	-	-	MI	D	2868	7.04%	n/a	n/a	-	2979	6.88%	n/a	n/a	-	3160	6.04%	n/a	n/a	-	-
Average Time to Return FOC - Elec Req - Elec Prcssd - Simple Residence & Business (hours)	6 - 01	-	-	MI	D	5882	0.23	n/a	n/a	-	5420	0.43	n/a	n/a	-	6250	0.31	n/a	n/a	-	-
Average Time to Return FOC - Elec Req - Man Prcssd - Simple Residence & Business (hours)	6 - 02	-	-	MI	D	2022	1.53	n/a	n/a	-	1974	1.64	n/a	n/a	-	1906	1.67	n/a	n/a	-	-
Average Time to Return FOC - Electronically Requested - Complex Business (1 - 200 Lines) (hours)	6 - 03	-	-	MI	D	65	8.78	n/a	n/a	-	25	13.01	n/a	n/a	-	37	3.58	n/a	n/a	-	-
Average Time to Return FOC - Electronically Requested - Complex Business (> 200 Lines) (hours)	6 - 04	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Time to Return FOC - Elec Req - Elec Prcssd - UNE Loop (1 - 49 Loops) (hours)	6 - 05	-	-	MI	D	4051	0.36	n/a	n/a	-	4468	0.33	n/a	n/a	-	5102	0.47	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	Jun-02										Jul-02					Aug-02					Overall Result
	PM	Tier 1	Tier 2	Area	P	CLEC		AIT/ Benchmark	% Yes - 86%		CLEC		AIT/ Benchmark	% Yes - 87%		CLEC		AIT/ Benchmark	% Yes - 87%		
						Volume	CLEC		Z-Value	Result	Volume	CLEC		Z-Value	Result	Volume	CLEC		Z-Value	Result	
Average Time to Return FOC - Elec Req - Man Prcssd - UNE Loop (1 - 49 Loops) (hours)	6 - 06	-	-	MI	D	2094	2.26	n/a	n/a	-	2246	2.17	n/a	n/a	-	2473	2.20	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - UNE Loop (>= 50 Loops) (hours)	6 - 07	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	0.46	n/a	n/a	Base<10	
Average Time to Return FOC - Elec Req - Elec Prcssd - Switch Ports (hours)	6 - 08	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	
Average Time to Return FOC - Elec Req - Man Prcssd - Switch Ports (hours)	6 - 09	-	-	MI	D	1	53.15	n/a	n/a	Base<10	1	364.50	n/a	n/a	Base<10	7	0.02	n/a	n/a	Base<10	
Average Time to Return FOC - Electronically Requested - Unbundled Local (Dedicated) Transport - DS1	6 - 10	-	-	MI	D	9	0.78	n/a	n/a	-	9	1.05	n/a	n/a	-	6	0.80	n/a	n/a	Base<10	
Average Time to Return FOC - Electronically Requested - Unbundled Local (Dedicated) Transport - DS3	6 - 11	-	-	MI	D	29	0.18	n/a	n/a	-	7	1.07	n/a	n/a	Base<10	11	0.53	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - CIA Centrex (1-200 Lines) (hours)	6 - 12	-	-	MI	D	19	12.41	n/a	n/a	-	21	12.67	n/a	n/a	-	27	4.79	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - CIA Centrex (>200 Lines) (hours)	6 - 13	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	
Average Time to Return FOC - Elec Req - Elec Prcssd - UNE P Residence & Business (hours)	6 - 14	-	-	MI	D	122988	0.35	n/a	n/a	-	135523	0.50	n/a	n/a	-	134013	0.36	n/a	n/a	-	
Average Time to Return FOC - Elec Req - Man Prcssd - UNE P Residence & Business (hours)	6 - 15	-	-	MI	D	24438	1.34	n/a	n/a	-	25677	1.65	n/a	n/a	-	22902	1.87	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - UNE P Complex Business (1-200 Lines) (hours)	6 - 16	-	-	MI	D	30	4.88	n/a	n/a	-	28	87.64	n/a	n/a	-	29	10.22	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - UNE P Complex Business (>200 Lines) (hours)	6 - 17	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	
Average Time to Return DSL FOCs - Elec Req - UNE xDSL CpbL Lp (1-19 Lps)	6 - 18	-	-	MI	D	647	2.84	n/a	n/a	-	685	0.93	n/a	n/a	-	782	2.15	n/a	n/a	-	
Average Time to Return DSL FOCs - Elec Req - UNE xDSL CpbL Lp (>19 Lps)	6 - 19	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	
Average Time to Return DSL FOCs - Elec Req - Ln Shrng (1-49 Lps)	6 - 20	-	-	MI	D	238	0.65	n/a	n/a	-	309	0.58	n/a	n/a	-	251	0.95	n/a	n/a	-	
Average Time to Return DSL FOCs - Elec Req - Ln Shrng (>49 Lps)	6 - 21	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	
Average Time to Return FOC-Elec Req-Elec Prcssd-Res & Bus LNP Only (1 - 19 Lines)	6 - 22	-	-	MI	D	739	0.44	n/a	n/a	-	296	0.15	n/a	n/a	-	597	0.08	n/a	n/a	-	
Average Time to Return FOC-Elec Req-Man Prcssd-Res & Bus LNP Only (1 - 19 Lines)	6 - 23	-	-	MI	D	765	0.92	n/a	n/a	-	550	1.66	n/a	n/a	-	432	2.32	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - Res & Bus LNP W/Loop (1 - 19 Loops)	6 - 24	-	-	MI	D	2683	1.55	n/a	n/a	-	3189	1.26	n/a	n/a	-	3749	1.19	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - LNP Only (20+ Lines)	6 - 25	-	-	MI	D	4	1.90	n/a	n/a	Base<10	23	7.41	n/a	n/a	-	22	4.68	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - LNP W/Loop (20+ Loops)	6 - 26	-	-	MI	D	16	25.13	n/a	n/a	-	38	4.04	n/a	n/a	-	18	5.45	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - LNP Complex Bus (1 - 19 Lines)	6 - 27	-	-	MI	D	120	4.01	n/a	n/a	-	84	74.08	n/a	n/a	-	167	6.53	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - LNP Complex Bus (20 - 50 Lines)	6 - 28	-	-	MI	D	22	10.50	n/a	n/a	-	34	6.98	n/a	n/a	-	32	8.89	n/a	n/a	-	
Average Time to Return FOC - Electronically Requested - LNP Complex Bus (50+ Lines)	6 - 29	-	-	MI	D	3	2.62	n/a	n/a	Base<10	27	2.92	n/a	n/a	-	13	1.07	n/a	n/a	-	
Average Time to Return FOC - Manually Requested - Residence & Business (hours)	6 - 30	-	-	MI	D	455	2.88	n/a	n/a	-	643	3.23	n/a	n/a	-	405	3.44	n/a	n/a	-	
Average Time to Return FOC - Manually Requested - Complex Business (1 - 200 Lines) (hours)	6 - 31	-	-	MI	D	71	8.45	n/a	n/a	-	111	7.85	n/a	n/a	-	79	9.36	n/a	n/a	-	
Average Time to Return FOC - Manually Requested - Complex Business (> 200 Lines) (hours)	6 - 32	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	86%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	
						Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	89%	
Average Time to Return FOC - Manually Requested - UNE Loop (1 - 49 Loops) (hours)	6 - 33	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	23	4.95	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - UNE Loop (>= 50 Loops) (hours)	6 - 34	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	1.46	n/a	n/a	Base<10	-
Average Time to Return FOC - Manually Requested - Switch Ports (hours)	6 - 35	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - CIA Centrex (1-200 Lines) (hours)	6 - 36	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - CIA Centrex (>200 Lines) (hours)	6 - 37	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - UNE P Residence & Business (hours)	6 - 38	-	-	MI	D	498	3.40	n/a	n/a	-	598	2.41	n/a	n/a	-	719	2.19	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - UNE P Complex Business (1-200 Lines) (hours)	6 - 39	-	-	MI	D	5	10.62	n/a	n/a	Base<10	8	10.95	n/a	n/a	Base<10	10	8.38	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - UNE P Complex Business (>200 Lines) (hours)	6 - 40	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Time to Return DSL FOCs - Man Req - UNE xDSL CpbL Lp (1-49 Lps)	6 - 41	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	7	0.55	n/a	n/a	Base<10	-
Average Time to Return DSL FOCs - Man Req - UNE xDSL CpbL Lp (50+ Lps)	6 - 42	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Time to Return DSL FOCs - Man Req - Ln Shrng (1-49 Lps)	6 - 43	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	5	0.11	n/a	n/a	Base<10	-
Average Time to Return DSL FOCs - Man Req - Ln Shrng (50+ Lps)	6 - 44	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - LNP Only (1 - 19 Lines)	6 - 45	-	-	MI	D	29	13.07	n/a	n/a	-	19	1.31	n/a	n/a	-	19	1.70	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - LNP W/Loop (1- 19 Loops)	6 - 46	-	-	MI	D	200	1.85	n/a	n/a	-	259	1.81	n/a	n/a	-	368	1.82	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - LNP Only (20+ Lines)	6 - 47	-	-	MI	D	0	n/a	n/a	n/a	-	1	0.01	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - LNP W/Loop (20+ Loops)	6 - 48	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Time to Return FOC - Manually Requested - LNP Complex Bus (1 - 19 Lines)	6 - 49	-	-	MI	D	5	4.34	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	5	9.52	n/a	n/a	Base<10	-
Average Time to Return FOC - Manually Requested - LNP Complex Bus (20 - 50 Lines)	6 - 50	-	-	MI	D	1	18.86	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	1	18.40	n/a	n/a	Base<10	-
Average Time to Return FOC - Manually Requested - LNP Complex Bus (50+ Lines)	6 - 51	-	-	MI	D	1	0.85	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	1	0.08	n/a	n/a	Base<10	-
Average Time to Return FOC - Electronically Requested - Interconnection Trunks (hours)	6 - 52	-	-	MI	D	280	3.80	n/a	n/a	-	193	4.28	n/a	n/a	-	295	7.59	n/a	n/a	-	-
% Mechanized Completions Returned Within 1 Hour of Completion in Ordering Systems - Resale	7 - 01	M	-	MI	B	8790	99.03%	97.00%	(2.03)	Yes	7951	95.21%	97.00%	1.79	No	8785	97.66%	97.00%	(0.66)	Yes	HIT
% Mechanized Completions Returned Within 1 Hour of Completion in Ordering Systems - UNE	7 - 02	M	-	MI	B	9003	99.19%	97.00%	(2.19)	Yes	10089	98.90%	97.00%	(1.90)	Yes	11534	97.61%	97.00%	(0.61)	Yes	HIT
% Mechanized Completions Returned Within 1 Hour of Completion in Ordering Systems - Combinations	7 - 03	M	-	MI	B	148859	99.74%	97.00%	(2.74)	Yes	153278	87.08%	97.00%	9.92	No	163647	96.10%	97.00%	0.90	No	MISS
% Mechanized Completions Returned Within One Day Of Work Completion - Resale	7.1 - 01	-	-	MI	B	7971	99.41%	97.00%	(2.41)	Yes	7432	99.06%	97.00%	(2.06)	Yes	8164	99.31%	97.00%	(2.31)	Yes	HIT
% Mechanized Completions Returned Within One Day Of Work Completion - UNE	7.1 - 02	-	-	MI	B	8704	98.61%	97.00%	(1.61)	Yes	9858	98.57%	97.00%	(1.57)	Yes	11363	95.50%	97.00%	1.50	No	HIT
% Mechanized Completions Returned Within One Day Of Work Completion - Combinations	7.1 - 03	-	-	MI	B	148749	99.76%	97.00%	(2.76)	Yes	153150	99.77%	97.00%	(2.77)	Yes	163498	99.75%	97.00%	(2.75)	Yes	HIT
% Mechanized Completions Returned Within One Day Of Work Completion - LNP Only	7.1 - 04	-	-	MI	B	938	78.46%	97.00%	18.54	No	628	70.54%	97.00%	26.46	No	750	78.00%	97.00%	19.00	No	MISS
Average Time to Return Mechanized Completions (hours) - Resale	8 - 01	-	-	MI	D	8790	0.39	n/a	n/a	-	7951	0.56	n/a	n/a	-	8785	2.79	n/a	n/a	-	-
Average Time to Return Mechanized Completions (hours) - UNE	8 - 02	-	-	MI	D	9003	0.41	n/a	n/a	-	10089	1.25	n/a	n/a	-	11534	0.71	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	Jun-02										Jul-02					Aug-02					Overall Result			
	PM	Tier 1	Tier 2	Area	P	CLEC		AIT/ Benchmark		% Yes - 86%		CLEC		AIT/ Benchmark		% Yes - 87%		CLEC		AIT/ Benchmark		% Yes - 87%		
						Volume	CLEC	Z-Value	Result	Volume	CLEC	Z-Value	Result	Volume	CLEC	Z-Value	Result	Volume	CLEC	Z-Value		Result	89%	
Average Time to Return Mechanized Completions (hours) - Combinations	8 - 03	-	-	MI	D	148859	0.20	n/a	n/a	-	-	153278	0.64	n/a	n/a	-	-	163647	0.44	n/a	n/a	-	-	
Percent Rejects - CLEC Caused Rejects	9 - 01	-	-	MI	D	208890	19.38%	n/a	n/a	-	-	220869	17.65%	n/a	n/a	-	-	217513	17.11%	n/a	n/a	-	-	
Percent Rejects - Ameritech Caused Rejects (Re-flowed Orders)	9 - 02	-	-	MI	D	208890	0.34%	n/a	n/a	-	-	220869	0.31%	n/a	n/a	-	-	217513	0.31%	n/a	n/a	-	-	
% Mechanized Rejects Returned Within 1 Hour of Receipt of Reject in MOR	10 - 01	M	-	MI	B	41492	99.93%	97.00%	(2.93)	Yes	-	40031	99.98%	97.00%	(2.98)	Yes	-	38151	99.94%	97.00%	(2.94)	Yes	HIT	
% Mechanized Rejects Returned within 1 Hour of Receipt of Order	10.1 - 01	-	-	MI	B	29628	95.59%	97.00%	1.41	No	-	27067	93.45%	97.00%	3.55	No	-	26528	96.99%	97.00%	0.01	No	MISS	
% Percent Manual Rejects Received Electronically & Returned Within 5 Hours	10.2 - 01	-	-	MI	B	11981	95.78%	97.00%	1.22	No	-	13061	94.92%	97.00%	2.08	No	-	11834	94.23%	97.00%	2.77	No	MISS	
% Manual Rejects Received Manually and Returned Within 5 Hours	10.3 - 01	-	-	MI	B	594	88.89%	97.00%	8.11	No	-	637	81.95%	97.00%	15.05	No	-	486	80.45%	97.00%	16.55	No	MISS	
% of Orders Given Jeopardy Notices - POTS - Res - FW	10.4 - 01	-	-	MI	P	646	11.61%	3.80%	n/a	-	-	513	8.97%	4.51%	n/a	-	-	491	19.96%	3.35%	n/a	-	-	
% of Orders Given Jeopardy Notices - POTS - Res - No FW	10.4 - 02	-	-	MI	P	7051	5.26%	0.05%	n/a	-	-	6705	4.37%	0.04%	n/a	-	-	7278	4.77%	0.03%	n/a	-	-	
% of Orders Given Jeopardy Notices - POTS - Bus - FW	10.4 - 03	-	-	MI	P	23	30.43%	3.45%	n/a	-	-	18	38.89%	3.40%	n/a	-	-	16	87.50%	2.80%	n/a	-	-	
% of Orders Given Jeopardy Notices - POTS - Bus - No FW	10.4 - 04	-	-	MI	P	369	9.21%	0.09%	n/a	-	-	331	11.48%	0.09%	n/a	-	-	333	8.71%	0.08%	n/a	-	-	
% of Orders Given Jeopardy Notices - Resale Specials - FW	10.4 - 05	-	-	MI	P	6	133.33%	n/a	n/a	Base<10	-	6	0.00%	n/a	n/a	Base<10	-	1	0.00%	n/a	n/a	Base<10	-	
% of Orders Given Jeopardy Notices - Resale Specials - No FW	10.4 - 06	-	-	MI	P	38	31.58%	0.00%	n/a	-	-	75	9.33%	0.08%	n/a	-	-	28	3.57%	0.07%	n/a	-	-	
% of Orders Given Jeopardy Notices - Unbundled Loops with LNP	10.4 - 07	-	-	MI	P	3925	0.97%	3.68%	n/a	-	-	4135	1.19%	4.15%	n/a	-	-	4653	1.40%	3.16%	n/a	-	-	
% of Orders Given Jeopardy Notices - Unbundled Loops without LNP	10.4 - 08	-	-	MI	P	5811	2.53%	3.68%	n/a	-	-	6368	2.28%	4.15%	n/a	-	-	8619	2.63%	3.16%	n/a	-	-	
% of Orders Given Jeopardy Notices - Unbundled Local Switching	10.4 - 09	-	-	MI	P	0	n/a	n/a	n/a	-	-	0	n/a	n/a	n/a	-	-	0	n/a	n/a	n/a	-	-	
% of Orders Given Jeopardy Notices - UNE-Ps	10.4 - 10	-	-	MI	P	150040	0.74%	0.44%	n/a	-	-	160758	0.54%	0.50%	n/a	-	-	158642	1.31%	0.34%	n/a	-	-	
Mean Time to Return Mechanized Rejects (hours)	11 - 01	-	-	MI	D	38791	0.02	n/a	n/a	-	-	37863	0.03	n/a	n/a	-	-	35846	0.06	n/a	n/a	-	-	
Mean Time to Return Manual Rejects that are Received via an Electronic Interface (hours)	11.1 - 01	-	-	MI	B	11981	3.35	5.00	(1.65)	Yes	-	13061	3.49	5.00	(1.51)	Yes	-	11834	5.72	5.00	0.72	No	HIT	
Mean Time to Return Manual Rejects that are Received thru the Manual Process (hours)	11.2 - 01	-	-	MI	B	594	2.61	5.00	(2.39)	Yes	-	637	2.90	5.00	(2.10)	Yes	-	486	3.03	5.00	(1.97)	Yes	HIT	
Mechanized Provisioning Accuracy	12 - 01	M	M	MI	P	217553	88.29%	94.07%	2.96	No	-	216335	93.41%	98.80%	5.25	No	-	228915	97.53%	96.27%	(29.11)	Yes	MISS	
Order Process Percent Flow Through - UNE Loops	13 - 01	M	M	MI	B	4806	89.85%	95.00%	5.15	No	-	5125	94.63%	95.00%	0.37	No	-	5610	94.99%	95.00%	0.01	No	MISS	
Order Process Percent Flow Through - Resale	13 - 02	M	M	MI	P	6050	86.93%	98.52%	72.06	No	-	5798	71.80%	97.96%	132.14	No	-	6741	77.10%	98.21%	123.50	No	MISS	
Order Process Percent Flow Through - UNE-Ps	13 - 03	M	M	MI	P	125422	98.03%	98.52%	13.03	No	-	132727	95.15%	97.96%	58.22	No	-	138056	95.68%	98.21%	58.61	No	MISS	
Order Process Percent Flow Through - LNP	13 - 04	M	M	MI	P	557	91.38%	98.52%	13.92	No	-	285	94.04%	97.96%	4.69	No	-	347	87.90%	98.21%	14.46	No	MISS	
Order Process Percent Flow Through - LSNP	13 - 05	M	M	MI	P	93	81.72%	98.52%	13.41	No	-	145	75.86%	97.96%	18.80	No	-	144	79.17%	98.21%	17.20	No	MISS	
Order Process Percent Flow Through - Line Share	13 - 06	M	M	MI	P	196	95.41%	98.52%	3.61	No	-	258	93.41%	97.96%	5.17	No	-	218	94.95%	98.21%	3.62	No	MISS	
Total Order Process Percent Flow Through - UNE Loops	13.1 - 01	-	-	MI	D	5288	81.66%	n/a	n/a	-	-	6108	79.40%	n/a	n/a	-	-	6928	76.92%	n/a	n/a	-	-	
Total Order Process Percent Flow Through - Resale	13.1 - 02	-	-	MI	D	7691	68.37%	n/a	n/a	-	-	6909	60.25%	n/a	n/a	-	-	7722	67.29%	n/a	n/a	-	-	
Total Order Process Percent Flow Through - CPO (UNE-P)	13.1 - 03	-	-	MI	D	149043	82.49%	n/a	n/a	-	-	152857	82.62%	n/a	n/a	-	-	156536	84.38%	n/a	n/a	-	-	
Total Order Process Percent Flow Through - LNP	13.1 - 04	-	-	MI	D	932	54.61%	n/a	n/a	-	-	524	51.15%	n/a	n/a	-	-	658	46.35%	n/a	n/a	-	-	
Total Order Process Percent Flow Through - LSNP	13.1 - 05	-	-	MI	D	2496	3.04%	n/a	n/a	-	-	2811	3.91%	n/a	n/a	-	-	3403	3.35%	n/a	n/a	-	-	
Total Order Process Percent Flow Through - Line Share	13.1 - 06	-	-	MI	D	226	82.74%	n/a	n/a	-	-	275	87.64%	n/a	n/a	-	-	256	80.86%	n/a	n/a	-	-	
Billing Accuracy - Resale Monthly Recurring / Non-recurring	14 - 01	-	-	CO	P	396	0.00%	0.00%	0.00	Yes	-	397	0.00%	0.00%	0.00	Yes	-	415	0.00%	0.00%	0.00	Yes	HIT	
Billing Accuracy - Resale Usage / Unbundled Local Switching	14 - 02	-	-	CO	P	1001	0.00%	0.00%	0.00	Yes	-	1010	0.10%	0.00%	1.39	Yes	-	1071	0.00%	0.00%	0.00	Yes	HIT	
Billing Accuracy - Other UNEs	14 - 03	-	-	CO	P	1538	0.26%	0.00%	0.36	Yes	-	2404	0.12%	0.00%	0.25	Yes	-	2576	1.44%	0.00%	0.81	Yes	HIT	

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	Jun-02									Jul-02					Aug-02					Overall Result	
	PM	Tier 1	Tier 2	Area	P	CLEC		% Yes - 86%		Volume	CLEC		% Yes - 87%		Volume	CLEC		% Yes - 87%			
						Volume	CLEC	Benchmark	Z-Value		Result	Volume	CLEC	Benchmark		Z-Value	Result	Volume	CLEC		Benchmark
% Accurate & Complete Formatted Mechanized Bills--EDI	15 - 01	M	M	MI	B	77	100.00%	99.00%	(1.00)	Yes	77	100.00%	99.00%	(1.00)	Yes	80	100.00%	99.00%	(1.00)	Yes	HIT
% Accurate & Complete Formatted Mechanized Bills--BDT	15 - 02	M	M	MI	B	531	100.00%	99.00%	(1.00)	Yes	537	100.00%	99.00%	(1.00)	Yes	552	100.00%	99.00%	(1.00)	Yes	HIT
% Usage Records Transmitted Correctly	16 - 01	M	-	MI	B	145628957	100.00%	95.00%	(5.00)	Yes	158821249	100.00%	95.00%	(5.00)	Yes	163431461	100.00%	95.00%	(5.00)	Yes	HIT
Billing Completeness - ACIS / CABS	17 - 01	M	M	MI	P	425014	84.76%	99.82%	50.01	No	453307	84.45%	99.85%	56.90	No	464792	88.28%	99.70%	50.43	No	MISS
Billing Timeliness (Wholesale Bill)-CABS	18 - 01	M	M	MI	B	194	100.00%	95.00%	(5.00)	Yes	192	100.00%	95.00%	(5.00)	Yes	192	100.00%	95.00%	(5.00)	Yes	HIT
Billing Timeliness (Wholesale Bill)-AEBS	18 - 02	M	M	MI	B	66	100.00%	95.00%	(5.00)	Yes	88	100.00%	95.00%	(5.00)	Yes	79	100.00%	95.00%	(5.00)	Yes	HIT
Daily Usage Feed Timeliness	19 - 01	-	-	MI	B	145628957	99.84%	95.00%	(4.84)	Yes	158821249	99.94%	95.00%	(4.94)	Yes	163431461	99.94%	95.00%	(4.94)	Yes	HIT
Unbillable Usage	20 - 01	-	-	CO	D	204743441	1.85%	n/a	n/a	-	191552793	1.82%	n/a	n/a	-	197381209	1.93%	n/a	n/a	-	-
Average Time Placed on Hold at LSC - Resale	21.1 - 01	-	-	CO	D	8244	104.24	n/a	n/a	-	7146	111.63	n/a	n/a	-	7043	111.81	n/a	n/a	-	-
Average Time Placed on Hold at LSC - UNE	21.1 - 02	-	-	CO	D	8437	82.81	n/a	n/a	-	9319	83.71	n/a	n/a	-	9749	80.24	n/a	n/a	-	-
Average Time Placed on Hold at LSC - DSL	21.1 - 03	-	-	CO	D	3387	54.09	n/a	n/a	-	4671	164.37	n/a	n/a	-	4057	204.26	n/a	n/a	-	-
Local Service Center (LSC) Grade of Service (GOS) - Resale	22 - 01	-	M	MI	P	8244	89.00%	47.03%	(76.21)	Yes	7146	96.00%	43.47%	(89.42)	Yes	7043	99.01%	40.70%	(99.41)	Yes	HIT
Local Service Center (LSC) Grade of Service (GOS) - UNE	22 - 02	-	M	MI	P	8437	94.50%	47.03%	(87.20)	Yes	9319	96.41%	43.47%	(102.86)	Yes	9749	96.33%	40.70%	(111.51)	Yes	HIT
Local Service Center (LSC) Grade of Service (GOS) - DSL	22 - 03	-	M	MI	P	3387	81.67%	47.03%	(40.36)	Yes	4671	90.39%	43.47%	(64.62)	Yes	4057	98.57%	40.70%	(74.94)	Yes	HIT
Average Time Placed on Hold at LOC (Seconds) - Resale	24.1 - 01	-	-	CO	D	53439	30.37	n/a	n/a	-	59914	30.98	n/a	n/a	-	59742	32.33	n/a	n/a	-	-
Average Time Placed on Hold at LOC (Seconds) - UNE	24.1 - 02	-	-	CO	D	33217	29.06	n/a	n/a	-	36252	30.31	n/a	n/a	-	37049	27.76	n/a	n/a	-	-
Average Time Placed on Hold at LOC (Seconds) - DSL	24.1 - 03	-	-	CO	D	16401	37.72	n/a	n/a	-	21937	40.54	n/a	n/a	-	21299	40.33	n/a	n/a	-	-
Local Operations Center (LOC) Grade of Service (GOS) - DSL Calls	25 - 01	-	M	MI	P	17148	96.87%	57.00%	(104.52)	Yes	22754	94.95%	62.64%	(99.75)	Yes	22547	81.90%	60.84%	(64.02)	Yes	HIT
Local Operations Center (LOC) Grade of Service (GOS) - All Other Calls	25 - 02	-	M	MI	P	80359	92.86%	57.00%	(197.37)	Yes	90309	91.71%	62.64%	(173.78)	Yes	91167	84.82%	60.84%	(141.95)	Yes	HIT
Mean Installation Interval - POTS - Res - FW (Days)	27 - 01	-	-	MI	P	2857	2.19	3.75	(28.63)	Yes	2494	2.31	3.68	(24.67)	Yes	2886	2.78	4.16	(26.13)	Yes	HIT
Mean Installation Interval - POTS - Res - No FW	27 - 02	-	-	MI	P	2621	0.18	1.13	(61.38)	Yes	1911	0.21	1.04	(42.81)	Yes	2450	0.19	0.99	(48.57)	Yes	HIT
Mean Installation Interval - POTS - Bus - FW (Days)	27 - 03	-	-	MI	P	78	4.06	3.48	0.79	Yes	75	2.61	3.25	(1.60)	Yes	55	3.35	3.42	(0.15)	Yes	HIT
Mean Installation Interval - POTS - Bus - No FW	27 - 04	-	-	MI	P	413	0.10	0.73	(10.14)	Yes	366	0.14	0.72	(4.90)	Yes	297	0.15	0.77	(7.41)	Yes	HIT
Mean Installation Interval - UNE-P - Res - FW (Days)	27 - 05	-	-	MI	P	3338	2.77	3.75	(19.14)	Yes	2659	2.85	3.68	(15.38)	Yes	2555	3.17	4.16	(17.70)	Yes	HIT
Mean Installation Interval - UNE-P - Res - No FW (Days)	27 - 06	-	-	MI	P	28293	0.48	1.13	(129.73)	Yes	29819	0.47	1.04	(106.12)	Yes	29198	0.48	0.99	(102.70)	Yes	HIT
Mean Installation Interval - UNE-P - Bus - FW (Days)	27 - 07	-	-	MI	P	538	1.89	3.48	(5.52)	Yes	480	1.85	3.25	(8.63)	Yes	288	2.47	3.42	(4.35)	Yes	HIT
Mean Installation Interval - UNE-P - Bus - No FW (Days)	27 - 08	-	-	MI	P	3771	0.16	0.73	(24.51)	Yes	3391	0.19	0.72	(12.53)	Yes	3479	0.29	0.77	(17.85)	Yes	HIT
Mean Installation Interval - POTS - CIA Centrex - FW (Days)	27 - 09	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Installation Interval - POTS - CIA Centrex - No FW (Days)	27 - 10	-	-	MI	B	2	3.00	4.00	n/a	Base<10	2	0.50	4.00	n/a	Base<10	2	1.50	4.00	n/a	Base<10	-
% Installations Completed Within Customer Requested Due Date - POTS - Res - FW	28 - 01	M	M	MI	P	43	97.67%	91.15%	(1.50)	Yes	9	100.00%	89.67%	n/a	-	33	100.00%	91.24%	(1.78)	Yes	HIT
% Installations Completed Within Customer Requested Due Date - POTS - Res - No FW	28 - 02	M	M	MI	P	4417	99.50%	99.45%	(0.46)	Yes	3081	99.77%	99.32%	(3.03)	Yes	3796	99.79%	99.44%	(2.87)	Yes	HIT
% Installations Completed Within Customer Requested Due Date - POTS - Bus - FW	28 - 03	M	M	MI	P	29	96.55%	94.75%	(0.81)	Yes	15	100.00%	95.34%	(999.99)	Yes	36	94.44%	93.51%	(0.23)	Yes	HIT
% Installations Completed Within Customer Requested Due Date - POTS - Bus - No FW	28 - 04	M	M	MI	P	680	99.41%	99.36%	(0.17)	Yes	592	98.99%	99.31%	0.94	Yes	468	99.36%	99.34%	(0.06)	Yes	HIT
% Installations Completed Within Customer Requested Due Date - UNE-P - Res - FW	28 - 05	M	M	MI	P	287	96.86%	91.15%	(3.37)	Yes	294	97.28%	89.67%	(4.23)	Yes	425	97.18%	91.24%	(4.28)	Yes	HIT
% Installations Completed Within Customer Requested Due Date - UNE-P - Res - No FW	28 - 06	M	M	MI	P	134422	99.99%	99.45%	(26.42)	Yes	128766	99.98%	99.32%	(28.44)	Yes	133561	99.97%	99.44%	(25.82)	Yes	HIT
% Installations Completed Within Customer Requested Due Date - UNE-P - Bus - FW	28 - 07	M	M	MI	P	34	91.18%	94.75%	0.92	Yes	26	100.00%	95.34%	(999.99)	Yes	36	97.22%	93.51%	(0.90)	Yes	HIT
% Installations Completed Within Customer Requested Due Date - UNE-P - Bus - No FW	28 - 08	M	M	MI	P	6247	99.74%	99.36%	(3.61)	Yes	5484	99.78%	99.31%	(4.04)	Yes	6535	99.76%	99.34%	(3.95)	Yes	HIT

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result			
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark		% Yes - 87%	Z-Value	Result
% Installations Completed Within Customer Requested Due Date - POTS - CIA Centrex - FW	28 - 09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installations Completed Within Customer Requested Due Date - POTS - CIA Centrex - No FW	28 - 10	M	M	MI	B	2	100.00%	95.00%	n/a	Base<10	2	100.00%	95.00%	n/a	Base<10	2	100.00%	95.00%	n/a	Base<10	-			
% Installs Completed Within Customer Requested Due Date - UNE-P - Projects	28 - 11	M	M	MI	B	6	100.00%	95.00%	n/a	Base<10	8	87.50%	95.00%	n/a	Base<10	12	100.00%	95.00%	(5.00)	Yes	-			
% AIT Caused Missed Due Dates - POTS - Res - FW	29 - 01	M	M	MI	P	3014	5.24%	7.53%	(4.54)	Yes	2662	3.31%	8.08%	(8.80)	Yes	3053	2.23%	7.41%	(10.72)	Yes	HIT			
% AIT Caused Missed Due Dates - POTS - Res - No FW	29 - 02	M	M	MI	P	4488	0.49%	0.52%	(0.31)	Yes	3152	0.29%	0.75%	(3.02)	Yes	3870	0.21%	0.67%	(3.52)	Yes	HIT			
% AIT Caused Missed Due Dates - POTS - Bus - FW	29 - 03	M	M	MI	P	122	7.38%	4.74%	1.36	Yes	104	3.85%	4.30%	(0.23)	Yes	110	5.45%	4.48%	0.49	Yes	HIT			
% AIT Caused Missed Due Dates - POTS - Bus - No FW	29 - 04	M	M	MI	P	710	0.56%	0.61%	(0.17)	Yes	628	0.96%	0.72%	0.68	Yes	500	0.60%	0.81%	(0.52)	Yes	HIT			
% AIT Caused Missed Due Dates - UNE-P - Res - FW	29 - 05	M	M	MI	P	3665	2.26%	7.53%	(11.74)	Yes	2967	3.00%	8.08%	(9.88)	Yes	3003	3.06%	7.41%	(8.87)	Yes	HIT			
% AIT Caused Missed Due Dates - UNE-P - Res - No FW	29 - 06	M	M	MI	P	134688	0.01%	0.52%	(25.81)	Yes	129026	0.02%	0.75%	(30.07)	Yes	133891	0.05%	0.67%	(27.29)	Yes	HIT			
% AIT Caused Missed Due Dates - UNE-P - Bus - FW	29 - 07	M	M	MI	P	618	5.18%	4.74%	0.50	Yes	561	5.35%	4.30%	1.19	Yes	392	6.89%	4.48%	2.26	No	HIT			
% AIT Caused Missed Due Dates - UNE-P - Bus - No FW	29 - 08	M	M	MI	P	6426	0.23%	0.61%	(3.69)	Yes	5618	0.20%	0.72%	(4.49)	Yes	6646	0.23%	0.81%	(5.10)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Res	30 - 01	M	-	MI	P	3014	1.03%	3.61%	(7.44)	Yes	2662	0.83%	3.77%	(7.85)	Yes	3053	0.69%	3.47%	(8.29)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Res - >30 Days	30 - 01.1	M	-	MI	P	3014	0.00%	0.15%	(2.10)	Yes	2662	0.00%	0.10%	(1.66)	Yes	3053	0.00%	0.16%	(2.19)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Res - >90 Days	30 - 01.2	M	-	MI	P	3014	0.00%	0.00%	0.00	Yes	2662	0.00%	0.00%	(0.35)	Yes	3053	0.00%	0.02%	(0.77)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Bus	30 - 02	M	-	MI	P	122	4.92%	3.02%	1.21	Yes	104	0.96%	2.70%	(1.09)	Yes	110	2.73%	2.60%	0.08	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Bus - >30 Days	30 - 02.1	M	-	MI	P	122	2.46%	0.23%	4.83	No	104	0.00%	0.13%	(0.36)	Yes	110	0.00%	0.19%	(0.46)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Bus - >90 Days	30 - 02.2	M	-	MI	P	122	0.00%	0.02%	(0.15)	Yes	104	0.00%	0.01%	(0.10)	Yes	110	0.00%	0.01%	(0.09)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - UNE-P Res	30 - 03	M	-	MI	P	3665	1.45%	3.61%	(6.79)	Yes	2967	1.72%	3.77%	(5.68)	Yes	3002	1.50%	3.47%	(5.75)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - UNE-P Res - >30 Calendar Days	30 - 03.1	M	-	MI	P	3665	0.00%	0.15%	(2.32)	Yes	2967	0.03%	0.10%	(1.15)	Yes	3002	0.00%	0.16%	(2.17)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - UNE-P Res - >90 Calendar Days	30 - 03.2	M	-	MI	P	3665	0.00%	0.00%	0.00	Yes	2967	0.00%	0.00%	(0.37)	Yes	3002	0.00%	0.02%	(0.76)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - UNE-P Bus	30 - 04	M	-	MI	P	618	1.94%	3.02%	(1.54)	Yes	561	2.32%	2.70%	(0.54)	Yes	392	2.55%	2.60%	(0.06)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - UNE-P Bus - >30 Calendar Days	30 - 04.1	M	-	MI	P	618	0.00%	0.23%	(1.20)	Yes	561	0.00%	0.13%	(0.84)	Yes	392	0.00%	0.19%	(0.87)	Yes	HIT			
Percent Ameritech Missed Due Dates Due To Lack of Facilities - UNE-P Bus - >90 Calendar Days	30 - 04.2	M	-	MI	P	618	0.00%	0.02%	(0.33)	Yes	561	0.00%	0.01%	(0.23)	Yes	392	0.00%	0.01%	(0.17)	Yes	HIT			
Average Delay Days for Missed Due Dates Due to Lack of Facilities - POTS - Res	31 - 01	-	-	MI	P	31	3.00	6.35	(1.91)	Yes	22	3.18	6.26	(2.03)	Yes	21	3.38	6.93	(1.59)	Yes	HIT			
Average Delay Days for Missed Due Dates Due to Lack of Facilities - POTS - Bus	31 - 02	-	-	MI	P	6	27.17	10.15	n/a	Base<10	1	10.00	7.79	n/a	Base<10	3	12.00	9.74	n/a	Base<10	-			
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE-P Res	31 - 03	-	-	MI	P	53	3.49	6.35	(2.10)	Yes	51	4.43	6.26	(1.45)	Yes	45	2.67	6.93	(2.22)	Yes	HIT			
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE-P Bus	31 - 04	-	-	MI	P	12	4.75	10.15	(1.45)	Yes	13	4.00	7.79	(1.41)	Yes	10	4.50	9.74	(1.45)	Yes	HIT			
Average Delay Days for AIT Caused Missed Due Dates - POTS - Res - FW	32 - 01	M	-	MI	P	127	4.83	7.02	(1.64)	Yes	66	4.36	6.90	(2.02)	Yes	47	4.72	7.07	(1.70)	Yes	HIT			
Average Delay Days for AIT Caused Missed Due Dates - POTS - Res - No FW	32 - 02	M	-	MI	P	22	4.45	7.81	(2.73)	Yes	7	3.57	7.71	n/a	Base<10	8	4.50	7.22	n/a	Base<10	-			
Average Delay Days for AIT Caused Missed Due Dates - POTS - Bus - FW	32 - 03	M	-	MI	P	3	4.67	6.62	n/a	Base<10	3	11.67	8.56	n/a	Base<10	3	4.00	6.84	n/a	Base<10	-			
Average Delay Days for AIT Caused Missed Due Dates - POTS - Bus - No FW	32 - 04	M	-	MI	P	4	3.00	7.15	n/a	Base<10	5	2.20	15.24	n/a	Base<10	3	1.33	12.32	n/a	Base<10	-			

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
Average Delay Days for AIT Caused Missed Due Dates - UNE-P - Res FW	32 - 05	M	-	MI	P	30	3.60	7.02	(1.32)	Yes	38	3.42	6.90	(2.13)	Yes	46	3.33	7.07	(2.68)	Yes	HIT
Average Delay Days for AIT Caused Missed Due Dates - UNE-P - Res No FW	32 - 06	M	-	MI	P	17	8.24	7.81	0.33	Yes	22	1.82	7.71	(999.99)	Yes	34	2.47	7.22	(4.12)	Yes	HIT
Average Delay Days for AIT Caused Missed Due Dates - UNE-P - Bus FW	32 - 07	M	-	MI	P	20	4.15	6.62	(0.65)	Yes	17	3.18	8.56	(2.03)	Yes	17	4.12	6.84	(0.83)	Yes	HIT
Average Delay Days for AIT Caused Missed Due Dates - UNE-P - Bus No FW	32 - 08	M	-	MI	P	15	3.73	7.15	(1.51)	Yes	11	2.82	15.24	(3.08)	Yes	15	3.07	12.32	(3.08)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - POTS - Res - FW	33 - 01	M	-	MI	P	3014	0.00%	0.24%	(2.72)	Yes	2662	0.00%	0.17%	(2.15)	Yes	3053	0.03%	0.28%	(2.57)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - POTS - Res - No FW	33 - 02	M	-	MI	P	4488	0.00%	0.01%	(0.66)	Yes	3150	0.00%	0.01%	(0.42)	Yes	3870	0.00%	0.01%	(0.53)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - POTS - Bus - FW	33 - 03	M	-	MI	P	122	2.46%	0.30%	4.16	No	104	0.96%	0.23%	1.51	Yes	110	0.00%	0.26%	(0.54)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - POTS - Bus - No FW	33 - 04	M	-	MI	P	710	0.00%	0.04%	(0.54)	Yes	627	0.00%	0.09%	(0.75)	Yes	500	0.00%	0.08%	(0.64)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - UNE-P - Res FW	33 - 05	M	-	MI	P	3665	0.00%	0.24%	(3.00)	Yes	2967	0.03%	0.17%	(1.81)	Yes	3002	0.00%	0.28%	(2.90)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - UNE-P - Res No FW	33 - 06	M	-	MI	P	134688	0.00%	0.01%	(3.27)	Yes	129020	0.00%	0.01%	(2.68)	Yes	133856	0.00%	0.01%	(3.09)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - UNE-P - Bus FW	33 - 07	M	-	MI	P	618	0.00%	0.30%	(1.37)	Yes	561	0.00%	0.23%	(1.14)	Yes	392	0.00%	0.26%	(1.01)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - UNE-P - Bus No FW	33 - 08	M	-	MI	P	6426	0.00%	0.04%	(1.63)	Yes	5618	0.00%	0.09%	(2.24)	Yes	6646	0.00%	0.08%	(2.35)	Yes	HIT
% Trouble Reports Within 30 Days of Install - POTS - Res - FW	35 - 01	M	M	MI	P	3014	3.95%	13.05%	(14.45)	Yes	2662	4.40%	14.12%	(14.05)	Yes	3053	4.39%	12.00%	(12.62)	Yes	HIT
% Trouble Reports Within 30 Days of Install - POTS - Res - No FW	35 - 02	M	M	MI	P	4488	2.83%	4.95%	(6.51)	Yes	3150	13.21%	6.38%	15.44	No	3870	12.58%	4.45%	24.14	No	MISS
% Trouble Reports Within 30 Days of Install - POTS - Bus - FW	35 - 03	M	M	MI	P	122	10.66%	7.37%	1.38	Yes	104	6.73%	8.99%	(0.80)	Yes	110	12.73%	7.62%	2.00	No	HIT
% Trouble Reports Within 30 Days of Install - POTS - Bus - No FW	35 - 04	M	M	MI	P	710	1.83%	3.45%	(2.35)	Yes	627	4.63%	4.13%	0.61	Yes	500	9.40%	4.97%	4.47	No	HIT
% Trouble Reports Within 30 Days of Install - UNE-P - Res - FW	35 - 05	M	M	MI	P	3665	7.59%	13.05%	(9.34)	Yes	2967	12.54%	14.12%	(2.33)	Yes	3002	9.99%	12.00%	(3.23)	Yes	HIT
% Trouble Reports Within 30 Days of Install - UNE-P - Res - No FW	35 - 06	M	M	MI	P	134688	1.95%	4.95%	(45.88)	Yes	129020	2.14%	6.38%	(56.35)	Yes	133856	2.09%	4.45%	(38.28)	Yes	HIT
% Trouble Reports Within 30 Days of Install - UNE-P - Bus - FW	35 - 07	M	M	MI	P	618	5.83%	7.37%	(1.44)	Yes	561	8.02%	8.99%	(0.78)	Yes	392	11.99%	7.62%	3.19	No	HIT
% Trouble Reports Within 30 Days of Install - UNE-P - Bus - No FW	35 - 08	M	M	MI	P	6426	2.57%	3.45%	(3.52)	Yes	5618	3.61%	4.13%	(1.76)	Yes	6646	2.59%	4.97%	(8.27)	Yes	HIT
Trouble Report Rate - POTS - Res	37 - 01	-	-	MI	P	38283	2.32%	2.99%	(7.61)	Yes	33486	2.68%	3.42%	(7.27)	Yes	31915	2.69%	3.50%	(7.68)	Yes	HIT
Trouble Report Rate - POTS - Bus	37 - 02	-	-	MI	P	24610	0.67%	0.92%	(4.07)	Yes	24740	0.74%	0.97%	(3.62)	Yes	25291	0.72%	1.05%	(5.10)	Yes	HIT
Trouble Report Rate - UNE-P Res	37 - 03	-	-	MI	P	640078	1.83%	2.99%	(50.04)	Yes	668954	2.18%	3.42%	(50.70)	Yes	695751	1.89%	3.50%	(67.04)	Yes	HIT
Trouble Report Rate - UNE-P Bus	37 - 04	-	-	MI	P	113942	1.01%	0.92%	3.03	No	111715	1.31%	0.97%	11.13	No	125810	1.16%	1.05%	3.43	No	MISS
Trouble Report Rate Net of Install & Repeat Reports-POTS-Res	37.1 - 01	M	M	MI	P	38283	2.75%	3.20%	(4.94)	Yes	33486	2.83%	3.76%	(8.72)	Yes	31915	2.33%	3.69%	(12.55)	Yes	HIT
Trouble Report Rate Net of Install & Repeat Reports-POTS-Bus	37.1 - 02	M	M	MI	P	24610	0.57%	1.07%	(7.51)	Yes	24740	0.68%	1.16%	(6.97)	Yes	25291	0.60%	1.20%	(0.64)	Yes	HIT
Trouble Report Rate Net of Install & Repeat Reports-UNE-P-Res	37.1 - 03	M	M	MI	P	640078	1.98%	3.20%	(50.99)	Yes	668954	2.18%	3.76%	(62.53)	Yes	695751	1.79%	3.69%	(77.45)	Yes	HIT
Trouble Report Rate Net of Install & Repeat Reports-UNE-P Bus	37.1 - 04	M	M	MI	P	113942	0.98%	1.07%	(2.87)	Yes	111715	1.26%	1.16%	3.04	No	125810	1.03%	1.20%	(5.60)	Yes	HIT
% Missed Repair Commitments - POTS - Res - Dispatch	38 - 01	M	M	MI	P	805	3.23%	6.72%	(3.94)	Yes	1066	7.97%	9.90%	(2.09)	Yes	1208	7.70%	9.80%	(2.44)	Yes	HIT
% Missed Repair Commitments - POTS - Res - No Dispatch	38 - 02	M	M	MI	P	86	2.33%	0.55%	2.19	No	221	0.90%	0.76%	0.25	Yes	316	1.90%	0.66%	2.65	No	MISS
% Missed Repair Commitments - POTS - Bus - Dispatch	38 - 03	M	M	MI	P	124	6.45%	11.49%	(1.75)	Yes	162	11.73%	16.09%	(1.50)	Yes	195	10.26%	15.63%	(2.06)	Yes	HIT

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
% Missed Repair Commitments - POTS - Bus - No Dispatch	38-04	M	M	MI	P	41	2.44%	3.46%	(0.36)	Yes	45	0.00%	3.56%	(1.29)	Yes	54	3.70%	4.11%	(0.15)	Yes	HIT
% Missed Repair Commitments - UNE-P Res - Dispatch	38-05	M	M	MI	P	10282	5.06%	6.72%	(6.33)	Yes	13032	5.59%	9.90%	(15.60)	Yes	11782	5.60%	9.80%	(14.60)	Yes	HIT
% Missed Repair Commitments - UNE-P Res - No Dispatch	38-06	M	M	MI	P	1461	0.96%	0.55%	1.95	No	1861	1.07%	0.76%	1.49	Yes	1633	1.59%	0.66%	4.25	No	MISS
% Missed Repair Commitments - UNE-P Bus - Dispatch	38-07	M	M	MI	P	939	7.67%	11.49%	(3.57)	Yes	1195	7.95%	16.09%	(7.45)	Yes	1182	6.85%	15.63%	(8.13)	Yes	HIT
% Missed Repair Commitments - UNE-P Bus - No Dispatch	38-08	M	M	MI	P	212	0.47%	3.46%	(2.37)	Yes	274	0.36%	3.56%	(2.84)	Yes	275	1.82%	4.11%	(1.89)	Yes	HIT
Receipt to Clear Duration - POTS - Res - Dispatch - Affecting Service (hours)	39-01	M	M	MI	P	177	23.66	47.04	(7.76)	Yes	254	29.52	51.57	(7.68)	Yes	320	22.27	45.44	(9.72)	Yes	HIT
Receipt to Clear Duration - POTS - Res - Dispatch - Out of Service (hours)	39-02	M	M	MI	P	628	18.91	37.75	(15.53)	Yes	812	23.30	40.99	(14.10)	Yes	888	17.32	34.86	(15.07)	Yes	HIT
Receipt to Clear Duration - POTS - Res - No Dispatch - Affecting Service (hours)	39-03	M	M	MI	P	26	4.21	10.39	(1.82)	Yes	90	5.47	10.38	(1.93)	Yes	157	5.04	7.45	(1.57)	Yes	HIT
Receipt to Clear Duration - POTS - Res - No Dispatch - Out of Service (hours)	39-04	M	M	MI	P	60	4.10	8.03	(2.01)	Yes	131	6.05	8.27	(1.42)	Yes	159	4.45	6.64	(1.77)	Yes	HIT
Receipt to Clear Duration - POTS - Bus - Dispatch - Affecting Service (hours)	39-05	M	M	MI	P	24	22.54	33.40	(1.66)	Yes	31	23.53	38.23	(1.50)	Yes	52	23.01	28.49	(0.96)	Yes	HIT
Receipt to Clear Duration - POTS - Bus - Dispatch - Out of Service (hours)	39-06	M	M	MI	P	100	16.30	35.12	(5.39)	Yes	131	21.00	40.07	(5.09)	Yes	143	19.71	31.71	(3.70)	Yes	HIT
Receipt to Clear Duration - POTS - Bus - No Dispatch - Affecting Service (hours)	39-07	M	M	MI	P	17	0.78	7.48	(3.08)	Yes	21	2.36	7.12	(1.53)	Yes	28	2.57	7.35	(1.48)	Yes	HIT
Receipt to Clear Duration - POTS - Bus - No Dispatch - Out of Service (hours)	39-08	M	M	MI	P	24	4.88	6.59	(0.53)	Yes	24	3.18	7.34	(1.32)	Yes	26	1.56	5.15	(1.89)	Yes	HIT
Receipt to Clear Duration - UNE-P Res - Dispatch - Affecting Service (hours)	39-09	M	M	MI	P	2192	24.15	47.04	(25.33)	Yes	2915	19.55	51.57	(35.41)	Yes	2729	16.08	45.44	(34.09)	Yes	HIT
Receipt to Clear Duration - UNE-P Res - Dispatch - Out of Service (hours)	39-10	M	M	MI	P	8090	17.40	37.75	(55.80)	Yes	10116	19.37	40.99	(56.00)	Yes	9052	15.80	34.86	(48.55)	Yes	HIT
Receipt to Clear Duration - UNE-P Res - No Dispatch - Affecting Service (hours)	39-11	M	M	MI	P	718	2.75	10.39	(9.54)	Yes	867	5.03	10.38	(6.25)	Yes	725	2.85	7.45	(6.24)	Yes	HIT
Receipt to Clear Duration - UNE-P Res - No Dispatch - Out of Service (hours)	39-12	M	M	MI	P	743	4.96	8.03	(5.36)	Yes	994	5.04	8.27	(5.53)	Yes	908	4.40	6.64	(4.20)	Yes	HIT
Receipt to Clear Duration - UNE-P Bus - Dispatch - Affecting Service (hours)	39-13	M	M	MI	P	181	23.05	33.40	(3.57)	Yes	218	20.33	38.23	(4.71)	Yes	249	18.83	28.49	(3.60)	Yes	HIT
Receipt to Clear Duration - UNE-P Bus - Dispatch - Out of Service (hours)	39-14	M	M	MI	P	758	15.67	35.12	(14.78)	Yes	976	20.42	40.07	(13.73)	Yes	933	15.36	31.71	(12.38)	Yes	HIT
Receipt to Clear Duration - UNE-P Bus - No Dispatch - Affecting Service (hours)	39-15	M	M	MI	P	129	1.00	7.48	(4.71)	Yes	154	2.53	7.12	(2.48)	Yes	152	3.03	7.35	(2.08)	Yes	HIT
Receipt to Clear Duration - UNE-P Bus - No Dispatch - Out of Service (hours)	39-16	M	M	MI	P	83	2.96	6.59	(2.41)	Yes	120	4.73	7.34	(1.41)	Yes	123	4.55	5.15	(0.56)	Yes	HIT
Percent Out Of Service (OOS) < 24 Hours - POTS - Residence	40-01	M	-	MI	P	688	85.32%	54.65%	(16.07)	Yes	943	81.76%	55.52%	(16.11)	Yes	1045	90.91%	65.44%	(17.22)	Yes	HIT
Percent Out Of Service (OOS) < 24 Hours - POTS - Business	40-02	M	-	MI	P	124	92.74%	64.77%	(6.50)	Yes	155	86.45%	64.56%	(5.67)	Yes	169	90.53%	73.58%	(4.98)	Yes	HIT
Percent Out Of Service (OOS) < 24 Hours - UNE-P	40-03	M	-	MI	P	8831	84.98%	54.65%	(53.81)	Yes	11110	85.53%	55.52%	(59.63)	Yes	9958	92.43%	65.44%	(54.14)	Yes	HIT
Percent Out Of Service (OOS) < 24 Hours - UNE-P	40-04	M	-	MI	P	841	89.89%	64.77%	(14.86)	Yes	1095	89.50%	64.56%	(16.74)	Yes	1054	92.98%	73.58%	(13.96)	Yes	HIT
% Repeat Reports - POTS - Res	41-01	M	M	MI	P	891	8.53%	11.24%	(2.55)	Yes	1287	11.03%	12.73%	(1.81)	Yes	1524	8.86%	12.97%	(4.75)	Yes	HIT
% Repeat Reports - POTS - Bus	41-02	M	M	MI	P	165	10.30%	10.03%	0.12	Yes	207	12.56%	10.94%	0.74	Yes	249	7.63%	11.11%	(1.74)	Yes	HIT
% Repeat Reports - UNE-P Res	41-03	M	M	MI	P	11743	9.01%	11.24%	(7.22)	Yes	14893	11.01%	12.73%	(5.90)	Yes	13415	7.28%	12.97%	(18.80)	Yes	HIT
% Repeat Reports - UNE-P Bus	41-04	M	M	MI	P	1151	5.82%	10.03%	(4.64)	Yes	1469	8.24%	10.94%	(3.21)	Yes	1457	8.58%	11.11%	(2.98)	Yes	HIT
% No Access (% Trouble Reports With No Access) - POTS - Res	42-01	-	-	MI	P	805	2.98%	3.73%	(1.12)	Yes	1066	3.10%	4.16%	(1.73)	Yes	1208	4.22%	4.65%	(0.69)	Yes	HIT
% No Access (% Trouble Reports With No Access) - POTS - Bus	42-02	-	-	MI	P	124	2.42%	3.13%	(0.45)	Yes	162	6.17%	5.66%	0.28	Yes	195	5.13%	4.92%	0.13	Yes	HIT
% No Access (% Trouble Reports With No Access) - UNE-P Res	42-03	-	-	MI	P	10282	2.00%	3.73%	(8.86)	Yes	13032	1.69%	4.16%	(13.61)	Yes	11782	2.23%	4.65%	(11.96)	Yes	HIT

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result			
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark		% Yes - 87%	Z-Value	Result
% No Access (% Trouble Reports With No Access) - UNE-P Bus	42-04	-	-	MI	P	939	3.73%	3.13%	1.00	Yes	1195	4.69%	5.66%	(1.40)	Yes	1182	3.55%	4.92%	(2.11)	Yes	HIT			
Average Installation Interval - Design - Resold Specials - DDS (days)	43-01	M	M	MI	P	0	n/a	n/a	n/a	-	1	16.00	11.07	n/a	Base<10	0	n/a	n/a	n/a	-	-			
Average Installation Interval - Design - Resold Specials - DS1 (days)	43-02	M	M	MI	P	14	10.29	10.30	(0.01)	Yes	5	10.40	11.13	n/a	Base<10	10	11.60	11.88	0.01	Yes	HIT			
Average Installation Interval - Design - Resold Specials - DS3 (days)	43-03	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Installation Interval - Design - Resold Specials - VGPL (days)	43-04	M	M	MI	P	9	6.00	2.32	n/a	-	28	1.82	3.61	(1.63)	Yes	16	6.19	2.87	1.89	No	-			
Average Installation Interval - Design - Resold Specials - ISDN BRI (days)	43-05	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Installation Interval - Design - Resold Specials - ISDN PRI (days)	43-06	M	M	MI	P	4	13.75	13.29	n/a	Base<10	1	15.00	19.60	n/a	Base<10	0	n/a	n/a	n/a	-	-			
Average Installation Interval - Design - UNE Loop and Port - ISDN BRI (days)	43-07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Installation Interval-Design-UNE Loop and Port-ISDN PRI (days)	43-08	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Installation Interval - Design - UNE Loop and Port - Other Combinations (days)	43-09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Installation Interval - Design - Resold Specials - Other Services Avail for Resale (days)	43-10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD - Design - Resold Specials - DDS	44-01	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD - Design - Resold Specials - DS1	44-02	-	-	MI	P	11	81.82%	84.42%	(0.11)	Yes	5	100.00%	86.62%	n/a	Base<10	10	80.00%	84.76%	0.06	Yes	HIT			
% Installs Completed w/in Cust Req DD - Design - Resold Specials - DS3	44-03	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD - Design - Resold Specials - VGPL	44-04	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD - Design - Resold Specials - ISDN BRI	44-05	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD - Design - Resold Specials - ISDN PRI	44-06	-	-	MI	P	4	75.00%	62.50%	n/a	Base<10	1	100.00%	42.31%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD-UNE Loop & Port-ISDN BRI	44-07	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD-UNE Loop & Port-ISDN PRI	44-08	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD - Design - UNE Loop and Port - Other Combinations	44-09	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Completed w/in Cust Req DD - Design - Resold Specials - Other Svcs Avail for Resale	44-10	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - Design - Resold Specials - DDS	45-01	M	M	MI	P	0	n/a	n/a	n/a	-	1	100.00%	22.58%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - Design - Resold Specials - DS1	45-02	M	M	MI	P	10	20.00%	13.45%	0.23	Yes	6	0.00%	11.11%	n/a	Base<10	10	20.00%	12.17%	0.36	Yes	HIT			
% AIT Caused Missed Due Dates - Design - Resold Specials - DS3	45-03	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - Design - Resold Specials - VGPL	45-04	M	M	MI	P	33	9.09%	5.78%	0.79	Yes	43	4.65%	7.43%	(0.68)	Yes	13	61.54%	8.87%	4.41	No	HIT			
% AIT Caused Missed Due Dates - Design - Resold Specials - ISDN BRI	45-05	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - Design - Resold Specials - ISDN PRI	45-06	M	M	MI	P	2	50.00%	9.68%	n/a	Base<10	1	0.00%	16.48%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - Design - UNE Loop and Port - ISDN BRI	45-07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates-Design-UNE Loop and Port-ISDN PRI	45-08	M	M	MI	P	0	n/a	n/a	n/a	-	3	0.00%	16.48%	n/a	Base<10	1	0.00%	17.39%	n/a	Base<10	-			

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result			
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark		% Yes - 87%	Z-Value	Result
% AIT Caused Missed Due Dates - Design - UNE Loop and Port - Other Combinations	45 - 09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - Design - Resold Specials - Other Services Available for Resale	45 - 10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - DDS	46 - 01	M	M	MI	P	0	n/a	n/a	n/a	-	1	0.00%	8.06%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - DS1	46 - 02	M	M	MI	P	10	0.00%	18.78%	(999.99)	Yes	6	16.67%	14.29%	n/a	Base<10	10	10.00%	13.56%	(0.74)	Yes	HIT			
% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - DS3	46 - 03	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - VGPL	46 - 04	M	M	MI	P	33	0.00%	2.95%	(1.00)	Yes	43	2.33%	5.30%	(0.86)	Yes	13	0.00%	5.26%	(999.99)	Yes	HIT			
% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - ISDN BRI	46 - 05	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - ISDN PRI	46 - 06	M	M	MI	P	2	0.00%	2.17%	n/a	Base<10	1	0.00%	1.12%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% Trouble Reports Within 30 Days of Installation - Design - UNE Loop and Port - ISDN BRI	46 - 07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Trbl Rpts Within 30 Days of Install - Design - UNE Loop and Port - ISDN PRI	46 - 08	M	M	MI	P	0	n/a	n/a	n/a	-	3	0.00%	1.12%	n/a	Base<10	1	0.00%	5.75%	n/a	Base<10	-			
% Trbl Rpts Within 30 Days of Install - Design - UNE Loop and Port - Other Combinations	46 - 09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Trbl Rpts W/in 30 Days of Install - Design - Resold Specials - Other Svcs Avail for Resale	46 - 10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DDS	47 - 01	M	-	MI	P	0	n/a	n/a	n/a	-	1	0.00%	10.81%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DDS	47 - 01.1	M	-	MI	P	0	n/a	n/a	n/a	-	1	0.00%	2.70%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DDS	47 - 01.2	M	-	MI	P	0	n/a	n/a	n/a	-	1	0.00%	0.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DS1	47 - 02	M	-	MI	P	15	0.00%	1.46%	(999.99)	Yes	8	0.00%	3.20%	n/a	Base<10	10	0.00%	1.33%	(999.99)	Yes	HIT			
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DS1	47 - 02.1	M	-	MI	P	15	0.00%	0.00%	0.00	Yes	8	0.00%	0.71%	n/a	Base<10	10	0.00%	0.27%	(999.99)	Yes	HIT			
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DS1	47 - 02.2	M	-	MI	P	15	0.00%	0.00%	0.00	Yes	8	0.00%	0.00%	n/a	Base<10	10	0.00%	0.00%	0.00	Yes	HIT			
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DS3	47 - 03	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DS3	47 - 03.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DS3	47 - 03.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - VGPL	47 - 04	M	-	MI	P	33	0.00%	1.76%	(0.77)	Yes	57	0.00%	0.95%	(0.74)	Yes	18	0.00%	0.63%	(999.99)	Yes	HIT			
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - VGPL	47 - 04.1	M	-	MI	P	33	0.00%	0.00%	0.00	Yes	57	0.00%	0.12%	(0.26)	Yes	18	0.00%	0.13%	(999.99)	Yes	HIT			
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - VGPL	47 - 04.2	M	-	MI	P	33	0.00%	0.00%	0.00	Yes	57	0.00%	0.00%	0.00	Yes	18	0.00%	0.00%	0.00	Yes	HIT			
% Ameritech Missed Due Dates Due to Lack of Fctly - Design - Resold Specials - ISDN BRI	47 - 05	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Fctly - Design - Resold Specials - ISDN BRI	47 - 05.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Fctly - Design - Resold Specials - ISDN BRI	47 - 05.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed Due Dates Due to Lack of Fctly - Design - Resold Specials - ISDN PRI	47 - 06	M	-	MI	P	5	0.00%	0.00%	n/a	Base<10	2	0.00%	4.49%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-			
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Fctly - Design - Resold Specials - ISDN PRI	47 - 06.1	M	-	MI	P	5	0.00%	0.00%	n/a	Base<10	2	0.00%	3.37%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-			

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result			
						CLEC	CLEC	AIT/ Benchmark	% Yes - 86%	Z-Value	Result	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	Z-Value	Result	CLEC	CLEC	AIT/ Benchmark		% Yes - 87%	Z-Value	Result
						Volume	Volume	Volume	Volume	Volume	Volume	Volume	Volume	Volume	Volume	Volume	Volume	Volume	Volume	Volume		Volume	Volume	Volume
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Fclty - Design - Resold Specials - ISDN PRI	47 - 06.2	M	-	MI	P	5	0.00%	0.00%	n/a	Base<10	2	0.00%	0.00%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-			
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - UNE Loop and Port - ISDN BRI	47 - 07	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed DDs (>30 Days) Due to Lack of Facilities - Design - UNE Loop and Port - ISDN BRI	47 - 07.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed DDs (>90 Days) Due to Lack of Facilities - Design - UNE Loop and Port - ISDN BRI	47 - 07.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed DDs Due to Lack of Facilities-Design-UNE Loop and Port-ISDN PRI	47 - 08	M	-	MI	P	0	n/a	n/a	n/a	-	3	0.00%	4.49%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-			
% Ameritech Missed DDs (>30 Days) Due to Lack of Facilities-Design-UNE Loop and Port-ISDN PRI	47 - 08.1	M	-	MI	P	0	n/a	n/a	n/a	-	3	0.00%	3.37%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-			
% Ameritech Missed DDs (>90 Days) Due to Lack of Facilities-Design-UNE Loop and Port-ISDN PRI	47 - 08.2	M	-	MI	P	0	n/a	n/a	n/a	-	3	0.00%	0.00%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-			
% Ameritech Missed DDs Due to Lack of Facilities - Design - UNE Loop and Port - Other Combinations	47 - 09	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed DDs (>30 Days) - No Facilities - Design - UNE Loop and Port - Other Combinations	47 - 09.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed DDs (>30 Days) - No Facilities - Design - UNE Loop and Port - Other Combinations	47 - 09.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed DD Due to Lack of Facilities - Design - Rslid Spcls - Other Svcs Avail for Resale	47 - 10	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed DD (>30 Days) - No Facilities - Design - Rslid Spcls - Other Svcs Avail for Resale	47 - 10.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Ameritech Missed DD (>90 Days)- No Facilities - Design - Rslid Spcls - Other Svcs Avail for Resale	47 - 10.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - DDS	48 - 01	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - DS1	48 - 02	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - DS3	48 - 03	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - VGPL	48 - 04	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - ISDN BRI	48 - 05	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - ISDN PRI	48 - 06	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Avg Delay Days for Missed DDs Due to Lack of Facilities - Design - UNE Loop and Port - ISDN BRI	48 - 07	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for Missed DDs Due to Lack of Facilities-UNE Loop and Port-ISDN PRI	48 - 08	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Avg Delay Days for Missed DDs Due to Lack of Facilities - Design - UNE Loop and Port - Other Combos	48 - 09	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Avg Delay Days for Missed DDs Due to Lack of Facilities - Dsgn - Rslid Spcls - Other Svcs for Resale	48 - 10	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - DDS	49 - 01	M	-	MI	P	0	n/a	n/a	n/a	-	1	10.00	13.29	n/a	Base<10	0	n/a	n/a	n/a	-	-			
Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - DS1	49 - 02	M	-	MI	P	2	17.00	7.81	n/a	Base<10	0	n/a	n/a	n/a	-	1	1.00	16.42	n/a	Base<10	-			
Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - DS3	49 - 03	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - VGPL	49 - 04	M	-	MI	P	3	4.00	7.96	n/a	Base<10	2	1.00	9.61	n/a	Base<10	8	1.63	16.81	n/a	Base<10	-			
Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - ISDN BRI	49 - 05	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - ISDN PRI	49-06	M	-	MI	P	1	34.00	12.00	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - Design - UNE Loop and Port - ISDN BRI	49-07	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - Design - UNE Loop and Port - ISDN PRI	49-08	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - Design - UNE Loop and Port - Other Combinations	49-09	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed DDs - Resold Specials - Design - Othr Svcs Avail for Resale	49-10	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - DDS	50-01	M	-	MI	P	0	n/a	n/a	n/a	-	1	0.00%	4.05%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - DS1	50-02	M	-	MI	P	15	0.00%	0.36%	(999.99)	Yes	8	0.00%	2.14%	n/a	Base<10	10	0.00%	1.60%	(999.99)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - DS3	50-03	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - VGPL	50-04	M	-	MI	P	33	0.00%	0.20%	(0.25)	Yes	57	0.00%	0.71%	(0.64)	Yes	18	0.00%	0.63%	(999.99)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - ISDN BRI	50-05	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - ISDN PRI	50-06	M	-	MI	P	5	20.00%	1.06%	n/a	Base<10	2	0.00%	4.49%	n/a	Base<10	1	0.00%	3.45%	n/a	Base<10	-
% AIT Caused Missed Due Dates > 30 Days - Design - UNE Loop and Port - ISDN BRI	50-07	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - Design - UNE Loop and Port - ISDN PRI	50-08	M	-	MI	P	0	n/a	n/a	n/a	-	3	0.00%	4.49%	n/a	Base<10	1	0.00%	3.45%	n/a	Base<10	-
% AIT Caused Missed Due Dates > 30 Days - Design - UNE Loop and Port - Other Combinations	50-09	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - Other Services Avail for Resale	50-10	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time To Restore - Design - Resold Specials - DDS (hours)	52-01	M	M	MI	P	1	3.35	3.76	n/a	Base<10	3	3.92	5.00	n/a	Base<10	2	3.88	5.07	n/a	Base<10	-
Mean Time To Restore - Design - Resold Specials - DS1 (hours)	52-02	M	M	MI	P	5	3.94	4.56	n/a	Base<10	6	6.99	5.43	n/a	Base<10	6	0.94	4.79	n/a	Base<10	-
Mean Time To Restore - Design - Resold Specials - DS3 (hours)	52-03	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time To Restore - Design - Resold Specials - VGPL (hours)	52-04	M	M	MI	P	4	5.42	6.32	n/a	Base<10	3	29.54	7.59	n/a	Base<10	3	2.41	7.43	n/a	Base<10	-
Mean Time To Restore - Design - Resold Specials - ISDN BRI (hours)	52-05	M	M	MI	P	1	2.67	9.20	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time To Restore - Design - Resold Specials - ISDN PRI (hours)	52-06	M	M	MI	P	0	n/a	n/a	n/a	-	1	0.60	6.78	n/a	Base<10	0	n/a	n/a	n/a	-	-
Mean Time To Restore - Design - UNE Loop and Port - ISDN BRI (hours)	52-07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time To Restore - Design - UNE Loop and Port - ISDN PRI (hours)	52-08	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	0.03	2.34	n/a	Base<10	-
Mean Time To Restore - Design - UNE Loop and Port - Other Combinations (hours)	52-09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time To Restore - Design - Resold Specials - Other Services Available for Resale (hours)	52-10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - Design - Resold Specials - DDS	53-01	M	M	MI	P	1	0.00%	10.97%	n/a	Base<10	3	33.33%	19.60%	n/a	Base<10	2	50.00%	16.27%	n/a	Base<10	-
% Repeat Reports - Design - Resold Specials - DS1	53-02	M	M	MI	P	5	0.00%	11.66%	n/a	Base<10	6	50.00%	16.43%	n/a	Base<10	6	16.67%	21.32%	n/a	Base<10	-
% Repeat Reports - Design - Resold Specials - DS3	53-03	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - Design - Resold Specials - VGPL	53-04	M	M	MI	P	4	0.00%	12.69%	n/a	Base<10	3	0.00%	14.21%	n/a	Base<10	3	33.33%	15.99%	n/a	Base<10	-
% Repeat Reports - Design - Resold Specials - ISDN BRI	53-05	M	M	MI	P	1	0.00%	15.13%	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC	CLEC	AIT/ Benchmark	% Yes - 86%	Result	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	Result	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	Result	
						Volume	Volume	Z-Value	Z-Value	Z-Value	Volume	Volume	Z-Value	Z-Value	Z-Value	Volume	Volume	Z-Value	Z-Value	Z-Value	
% Repeat Reports - Design - Resold Specials - ISDN PRI	53 - 06	M	M	MI	P	0	n/a	n/a	n/a	-	1	0.00%	4.88%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% Repeat Reports - Design - UNE Loop and Port - ISDN BRI	53 - 07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - Design - UNE Loop and Port - ISDN PRI	53 - 08	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	0.00%	7.02%	n/a	Base<10	-
% Repeat Reports - Design - UNE Loop and Port - Other Combinations	53 - 09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - Design - Resold Specials - Other Services Available for Resale	53 - 10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Failure Frequency - Design - Resold Specials - DDS	54 - 01	-	-	MI	P	48	2.08%	0.99%	0.76	Yes	46	6.52%	1.12%	3.44	No	46	4.35%	1.06%	2.16	No	MISS
Failure Frequency - Design - Resold Specials - DS1	54 - 02	-	-	MI	P	59	8.47%	0.00%	1.13	Yes	61	6.56%	0.00%	0.42	Yes	66	7.58%	0.00%	0.25	Yes	HIT
Failure Frequency - Design - Resold Specials - DS3	54 - 03	-	-	MI	P	1	0.00%	0.00%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-
Failure Frequency - Design - Resold Specials - VGPL	54 - 04	-	-	MI	P	357	1.12%	0.46%	1.84	No	412	0.73%	0.51%	0.61	Yes	427	0.70%	0.52%	0.52	Yes	HIT
Failure Frequency - Design - Resold Specials - ISDN BRI	54 - 05	-	-	MI	P	13	7.69%	0.00%	0.69	Yes	13	0.00%	2.76%	(999.99)	Yes	12	0.00%	0.00%	(999.99)	Yes	HIT
Failure Frequency - Design - Resold Specials - ISDN PRI	54 - 06	-	-	MI	P	21	0.00%	0.44%	(999.99)	Yes	23	4.35%	0.59%	1.16	Yes	22	0.00%	0.82%	(999.99)	Yes	HIT
Failure Frequency - Design - UNE Loop and Port - ISDN BRI	54 - 07	-	-	MI	P	6	0.00%	1.56%	n/a	Base<10	6	0.00%	1.75%	n/a	Base<10	6	0.00%	1.80%	n/a	Base<10	-
Failure Frequency - Design - UNE Loop and Port - ISDN PRI	54 - 08	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Failure Frequency - Design - UNE Loop and Port - Other Combinations	54 - 09	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Failure Frequency - Design - Resold Specials - Other Services Available for Resale	54 - 10	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DDS	54.1 - 01	M	-	MI	P	48	2.08%	0.85%	0.93	Yes	46	4.35%	0.89%	2.48	No	46	2.17%	0.84%	0.98	Yes	HIT
Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DS1	54.1 - 02	M	-	MI	P	59	8.47%	0.00%	1.62	Yes	61	1.64%	0.00%	(0.95)	Yes	66	6.06%	0.00%	0.41	Yes	HIT
Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DS3	54.1 - 03	M	-	MI	P	1	0.00%	0.00%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-
Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-VGPL	54.1 - 04	M	-	MI	P	357	1.12%	0.39%	2.21	No	412	0.49%	0.42%	0.20	Yes	427	0.47%	0.42%	0.15	Yes	HIT
Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-ISDN BRI	54.1 - 05	M	-	MI	P	13	7.69%	0.00%	0.75	Yes	13	0.00%	2.23%	(999.99)	Yes	12	0.00%	0.00%	(999.99)	Yes	HIT
Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-ISDN PRI	54.1 - 06	M	-	MI	P	21	0.00%	0.38%	(999.99)	Yes	23	4.35%	0.55%	1.18	Yes	22	0.00%	0.69%	(999.99)	Yes	HIT
Trouble Report Rate Net of Instal & Repeat Rpts-UNE Loop & Port-ISDN BRI	54.1 - 07	M	-	MI	P	6	0.00%	1.20%	n/a	Base<10	6	0.00%	1.38%	n/a	Base<10	6	0.00%	1.40%	n/a	Base<10	-
Trouble Report Rate Net of Instal & Repeat Rpts-UNE Loop & Port-ISDN PRI	54.1 - 08	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate net of Instal & Repeat Rpts-UNE Loop & Port-Other Combinations	54.1 - 09	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate Net of instal & Repeat Rpts-Resold Specials-Other Services Available	54.1 - 10	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Installation Interval - UNE - 2 Wire Analog (1-10) (days)	55 - 01.1	-	-	MI	D	908	3.24	n/a	0.24	Yes	1292	3.55	n/a	0.55	Yes	1710	3.10	n/a	0.10	Yes	HIT
Average Installation Interval - UNE - 2 Wire Analog (11-20) (days)	55 - 01.2	-	-	MI	D	86	7.22	n/a	0.22	Yes	110	5.34	n/a	(1.66)	Yes	124	7.72	n/a	0.72	Yes	HIT
Average Installation Interval - UNE - 2 Wire Analog (20+) (days)	55 - 01.3	-	-	MI	D	0	n/a	n/a	n/a	-	1	10.00	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	-
Average Installation Interval - UNE - Digital (1-10) (days)	55 - 02.1	-	-	MI	D	11	5.36	n/a	2.36	No	21	3.05	n/a	0.05	Yes	26	3.62	n/a	0.62	Yes	HIT
Average Installation Interval - UNE - Digital (11-20) (days)	55 - 02.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Installation Interval - UNE - Digital (20+) (days)	55 - 02.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Installation Interval - UNE - DS1 loop (includes PRI) (days)	55 - 03	-	-	MI	D	64	6.44	n/a	3.44	No	71	7.59	n/a	4.59	No	93	5.92	n/a	2.92	No	MISS

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	Jun-02										Jul-02					Aug-02					Overall Result	
	PM	Tier 1	Tier 2	Area	P	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%			89%
									Z-Value	Result				Z-Value	Result				Z-Value	Result		
Average Installation Interval - UNE - Switch Ports - Analog Port (days)	55 - 04	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Switch Ports - BRI Port (1-50) (days)	55 - 05.1	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Switch Ports - BRI Port (50+) (days)	55 - 05.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Switch Ports - PRI Port (1-20) (days)	55 - 06.1	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Switch Ports - PRI Port (20+) (days)	55 - 06.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - DS1 Trunk Port (1-10) (days)	55 - 07.1	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - DS1 Trunk Port (11-20) (days)	55 - 07.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - DS1 Trunk Port (20+) (days)	55 - 07.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS0 (1-10) (days)	55 - 08.1	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS0 (11-20) (days)	55 - 08.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS0 (20+) (days)	55 - 08.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS1 (1-10) (days)	55 - 09.1	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS1 (11-20) (days)	55 - 09.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS1 (20+) (days)	55 - 09.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS3 (1-10) (days)	55 - 10.1	-	-	MI	D	0	n/a	n/a	n/a	-	1	0.00	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS3 (11-20) (days)	55 - 10.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - UNE - Dedicated Transport - DS3 (20+) (days)	55 - 10.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - DSL - With Line Sharing With Conditioning	55.1 - 01	M	M	MI	P	17	10.00	n/a	n/a	-	20	10.00	n/a	n/a	-	19	10.00	n/a	n/a	-	-	
Average Installation Interval - DSL - With Line Sharing Without Conditioning	55.1 - 02	M	M	MI	P	126	2.99	3.91	(16.58)	Yes	107	2.99	3.91	(18.77)	Yes	124	2.87	3.89	(21.74)	Yes	HIT	
Average Installation Interval - DSL - With Out Line Sharing - With Conditioning	55.1 - 03	M	M	MI	B	6	24.17	10.00	n/a	Base<10	3	44.00	10.00	n/a	Base<10	1	74.00	10.00	n/a	Base<10	-	
Average Installation Interval - DSL - With Out Line Sharing - Without Conditioning	55.1 - 04	M	M	MI	B	190	7.09	5.00	2.09	No	207	6.99	5.00	1.99	No	266	6.12	5.00	1.12	No	MISS	
Average Installation Interval - DSL - Broadband DSL - Line Sharing (days)	55.1 - 05	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval - DSL - Broadband DSL - No Line Sharing (days)	55.1 - 06	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval for Loop with LNP - CHC - Loop with LNP (1-10)	55.2 - 01.1	-	-	MI	D	1532	5.11	n/a	n/a	-	1517	5.50	n/a	n/a	-	2233	5.48	n/a	n/a	-	-	
Average Installation Interval for Loop with LNP - CHC - Loop with LNP (11-20)	55.2 - 01.2	-	-	MI	D	179	6.71	n/a	n/a	-	245	9.42	n/a	n/a	-	81	6.68	n/a	n/a	-	-	
Average Installation Interval for Loop with LNP - CHC - Loop with LNP (21+)	55.2 - 01.3	-	-	MI	D	24	23.00	n/a	n/a	-	24	1.00	n/a	n/a	-	0	n/a	n/a	n/a	-	-	
Average Installation Interval for Loop with LNP - Non CHC - Loop with LNP (1-10)	55.2 - 02.1	-	-	MI	D	217	4.33	n/a	n/a	-	271	4.69	n/a	n/a	-	252	4.04	n/a	n/a	-	-	
Average Installation Interval for Loop with LNP - Non CHC - Loop with LNP (11-20)	55.2 - 02.2	-	-	MI	D	91	8.65	n/a	n/a	-	119	8.66	n/a	n/a	-	27	6.59	n/a	n/a	-	-	
Average Installation Interval for Loop with LNP - Non CHC - Loop with LNP (21+)	55.2 - 02.3	-	-	MI	D	0	n/a	n/a	n/a	-	25	10.00	n/a	n/a	-	42	6.00	n/a	n/a	-	-	

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	86%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	
						Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	89%	
Average Installation Interval for Loop with LNP - FDT - Loop with LNP (1-10)	55.2 - 03.1	-	-	MI	D	551	5.44	n/a	n/a	-	609	5.46	n/a	n/a	-	528	5.34	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - FDT - Loop with LNP(11-20)	55.2 - 03.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - FDT - Loop with LNP (> 20)	55.2 - 03.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% xDSL Cpbl Loop Orders Req Removal of Load Coils &/or Repeaters-Loops between 12K ft & 17.5K ft	55.3 - 01.1	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% xDSL Cpbl Loop Orders Req Removal of Load Coils &/or Repeaters-Loops over 17.5K ft	55.3 - 01.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	0.00%	n/a	n/a	Base<10	-
% Installs Cmpltd w/in Cust Req DD-UNE-2 Wire Analog (1-10)-3 Days	56 - 01.1	M	M	MI	B	2918	99.07%	95.00%	(4.07)	Yes	3391	98.55%	95.00%	(3.56)	Yes	3575	98.88%	95.00%	(3.88)	Yes	HIT
% Installs Cmpltd w/in Cust Req DD-UNE -2 Wire Analog (11-20)-7 Days	56 - 01.2	M	M	MI	B	66	87.88%	95.00%	7.12	No	59	89.83%	95.00%	5.17	No	13	100.00%	95.00%	(5.00)	Yes	MISS
% Installs Cmpltd w/in Cust Req DD- UNE - 2 Wire Analog (20+)-10 Days	56 - 01.3	M	M	MI	B	0	n/a	n/a	n/a	-	23	100.00%	95.00%	(5.00)	Yes	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Digital (1-10) 3 Days	56 - 02.1	M	M	MI	B	95	94.74%	95.00%	0.26	No	127	94.49%	95.00%	0.51	No	143	94.41%	95.00%	0.59	No	MISS
% Installs Cmpltd w/in Cust Req DD-UNE-Digital (11-20)-7 Days	56 - 02.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Digital (20+)-10 Days	56 - 02.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Loop (includes PRI)-3 Days	56 - 03	M	M	MI	B	165	90.91%	95.00%	4.09	No	214	95.33%	95.00%	(0.33)	Yes	217	94.01%	95.00%	0.99	No	MISS
% Installs Cmpltd w/in Cust Req DD-UNE-Switch Ports Analog Port-2 Days	56 - 04	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Switch Ports BRI Port (1-50)-3 Days	56 - 05.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Switch Ports BRI Port (50+)-5 Days	56 - 05.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Switch Ports PRI Port (1-20)-5 Days	56 - 06.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Switch Ports PRI Port (20+)-10 Days	56 - 06.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Trunk Ports (1-10)-3 Days	56 - 07.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Trunk Ports (11-20)-5 Days	56 - 07.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Trunk Ports (20+)-"ICB"	56 - 07.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS0 (1-10)-3 Days	56 - 08.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS0 (11-20)-5 Days	56 - 08.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS0 (20+)-"ICB"	56 - 08.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS1 (1-10)-3 Days	56 - 09.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS1 (11-20)-5 Days	56 - 09.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS1 (20+)-"ICB"	56 - 09.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS3 (1-10)-3 Days	56 - 10.1	M	M	MI	B	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS3 (11-20)-5 Days	56 - 10.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS3 (20+)-"ICB"	56 - 10.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result			
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark		% Yes - 87%	Z-Value	Result
% Installs Cmpltd w/in Cust Req DD-UNE Loop Projects	56 - 11	M	M	MI	B	1	100.00%	95.00%	n/a	Base<10	58	100.00%	95.00%	(5.00)	Yes	38	86.84%	95.00%	8.16	No	-			
% Installs Cmpltd w/in Cust Req DD-DSL w/No Line Share-Conditioned -10 days	56 - 12.1	M	M	MI	B	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% Installs Cmpltd w/in Cust Req DD-DSL w/No Line Share-Non Conditioned-5 Days	56 - 12.2	M	M	MI	B	303	99.34%	95.00%	(4.34)	Yes	381	97.90%	95.00%	(2.90)	Yes	449	99.78%	95.00%	(4.78)	Yes	HIT			
% Installs Cmpltd w/in Cust Req DD-DSL w/Line Sharing-Parity w/ASI	56 - 13	M	M	MI	P	158	99.37%	99.40%	0.06	Yes	156	100.00%	99.14%	(1.16)	Yes	179	99.44%	99.65%	0.46	Yes	HIT			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-Aggregate Loop w/LNP (1-10)	56.1 - 01.1	-	-	MI	B	3520	99.83%	95.00%	(4.83)	Yes	3984	99.95%	95.00%	(4.95)	Yes	4294	99.91%	95.00%	(4.91)	Yes	HIT			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-Aggregate Loop w/LNP (11-20)	56.1 - 01.2	-	-	MI	B	154	100.00%	95.00%	(5.00)	Yes	155	100.00%	95.00%	(5.00)	Yes	201	100.00%	95.00%	(5.00)	Yes	HIT			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-Aggregate Loop w/LNP (>20)	56.1 - 01.3	-	-	MI	B	0	n/a	n/a	n/a	-	56	100.00%	95.00%	(5.00)	Yes	21	100.00%	95.00%	(5.00)	Yes	HIT			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-CHC Loop w/LNP (1-10)	56.1 - 02.1	-	-	MI	D	1694	100.00%	n/a	n/a	-	1394	100.00%	n/a	n/a	-	2523	100.00%	n/a	n/a	-	-			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-CHC Loop w/LNP (11-20)	56.1 - 02.2	-	-	MI	D	95	100.00%	n/a	n/a	-	103	100.00%	n/a	n/a	-	82	100.00%	n/a	n/a	-	-			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-CHC Loop w/LNP (>20)	56.1 - 02.3	-	-	MI	D	0	n/a	n/a	n/a	-	24	100.00%	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-FDT Loop w/LNP (1-10)	56.1 - 03.1	-	-	MI	D	684	99.56%	n/a	n/a	-	889	100.00%	n/a	n/a	-	723	100.00%	n/a	n/a	-	-			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-FDT Loop w/LNP (11-20)	56.1 - 03.2	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-FDT Loop w/LNP (>20)	56.1 - 03.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% (UNE) Installs Cmpltd w/in Cust Rqstd DD-Projects Loop w/LNP (>100)	56.1 - 04	-	-	MI	B	0	n/a	n/a	n/a	-	70	100.00%	95.00%	(5.00)	Yes	436	94.04%	95.00%	0.96	No	-			
% AIT Caused Missed Due Dates - UNE - Broadband DSL -Line Sharing	58 - 01	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - Broadband DSL -No Line Sharing	58 - 02	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - DSL Loops -Line Sharing	58 - 03	M	M	MI	P	169	1.18%	0.87%	0.43	Yes	157	0.00%	1.12%	(1.33)	Yes	191	0.52%	0.82%	(0.46)	Yes	HIT			
% AIT Caused Missed Due Dates - UNE - DSL Loops -No Line Sharing	58 - 04	M	M	MI	B	328	0.61%	5.00%	(4.39)	Yes	447	1.34%	5.00%	(3.66)	Yes	516	0.19%	5.00%	(4.81)	Yes	HIT			
% AIT Caused Missed Due Dates - UNE - 8.0 dB Loop Without Test Access	58 - 05	M	M	MI	P	7038	0.24%	6.58%	(21.25)	Yes	8588	0.61%	6.85%	(22.48)	Yes	9046	0.34%	6.42%	(23.30)	Yes	HIT			
% AIT Caused Missed Due Dates - UNE - BRI Loop With Test Access	58 - 06	M	M	MI	P	44	4.55%	15.67%	(1.99)	Yes	66	3.03%	8.88%	(1.62)	Yes	61	1.64%	15.16%	(2.90)	Yes	HIT			
% AIT Caused Missed Due Dates - UNE - ISDN BRI Port	58 - 07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - DS1 Loop With Test Access	58 - 08	M	M	MI	P	57	0.00%	12.39%	(2.81)	Yes	104	5.77%	12.62%	(1.95)	Yes	97	3.09%	13.27%	(2.85)	Yes	HIT			
% AIT Caused Missed Dates Due - UNE - DS1 Dedicated Transport	58 - 09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - Subtending Channel (23B)	58 - 10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - Subtending Channel (1D)	58 - 11	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - Analog Trunk Port	58 - 12	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - Subtending Digital Direct Combination Trunks	58 - 13	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - DS3 Dedicated Transport	58 - 14	M	M	MI	P	0	n/a	n/a	n/a	-	2	0.00%	1.64%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
% AIT Caused Missed Due Dates - UNE - Dark Fiber	58 - 15	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	Jun-02										Jul-02					Aug-02					Overall Result
	PM	Tier 1	Tier 2	Area	P	CLEC		AIT/ Benchmark	% Yes - 86%		CLEC		AIT/ Benchmark	% Yes - 87%		CLEC		AIT/ Benchmark	% Yes - 87%		
						Volume	CLEC	Z-Value	Result	Volume	CLEC	Z-Value	Result	Volume	CLEC	Z-Value	Result	Volume	CLEC	Z-Value	
% Installation Trble Rpts w/in 30 Days (I-30) Inst - UNE - Broadband DSL - Line Sharing	59-01	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installation Trble Rpts w/in 30 Days (I-30) - UNE - Broadband DSL - No Line Sharing	59-02	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installation Trouble Reports w/in 30 Days (I-30) of Installation - UNE - DSL Loops - Line Sharing	59-03	M	M	MI	P	168	0.00%	1.64%	(1.67)	Yes	157	1.27%	1.12%	0.18	Yes	191	1.05%	1.60%	(0.60)	Yes	HIT
% Installation Trouble Reports Within 30 Days (I-30) of Install - UNE - DSL Loops - No Line Share	59-04	M	M	MI	B	372	14.52%	6.00%	8.52	No	457	6.35%	6.00%	0.35	No	528	6.25%	6.00%	0.25	No	MISS
% Installation Trb Reports W/in 30 Days (I-30) of Installation - UNE - 8.0 dB Loop W/out Test Access	59-05	M	M	MI	P	7418	3.98%	13.08%	(22.15)	Yes	8947	4.66%	14.39%	(24.58)	Yes	9513	4.39%	12.55%	(22.66)	Yes	HIT
% Installation Trouble Reports W/in 30 Days (I-30) of Installation - UNE - BRI Loop With Test Access	59-06	M	M	MI	P	100	15.00%	9.03%	1.78	No	136	8.82%	12.53%	(1.16)	Yes	179	6.70%	9.17%	(1.01)	Yes	HIT
% Trouble Reports Within 30 Days (I-30) of Installation - UNE - ISDN BRI Port	59-07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installation Trble Reports Within 30 Days (I-30) of Installation - UNE - DS1 Loop With Test Access	59-08	M	M	MI	P	195	5.64%	14.02%	(2.97)	Yes	271	6.27%	10.63%	(1.88)	Yes	266	9.77%	11.88%	(0.85)	Yes	HIT
% Installation Trb Rpts W/in 30 Days (I-30) of Installation - UNE - DS1 Dedicated Transport	59-09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Trouble Reports Within 30 Days (I-30) of Installation - UNE - Subtending Channel (23B)	59-10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Trouble Reports Within 30 Days (I-30) of Installation - UNE - Subtending Channel (1D)	59-11	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Trouble Reports Within 30 Days (I-30) of Installation - UNE - Analog Trunk Port	59-12	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Trb Rpts W/in 30 Days (I-30) of Installation - UNE - Subtending Digital Direct Combination Trunks	59-13	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Installation Trouble Reports Within 30 Days (I-30) of Installation - UNE - DS3 Dedicated Transport	59-14	M	M	MI	P	0	n/a	n/a	n/a	-	2	0.00%	4.92%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% Installation Trouble Reports Within 30 Days (I-30) of Installation - UNE - Dark Fiber	59-15	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DSL Loops - Line Sharing	60-01.1	M	-	MI	P	168	0.60%	0.15%	1.46	Yes	157	0.00%	0.05%	(0.29)	Yes	191	0.00%	0.03%	(0.25)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DSL Loops - Line Sharing	60-01.2	M	-	MI	P	168	0.00%	0.00%	0.00	Yes	157	0.00%	0.00%	0.00	Yes	191	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - DSL Loops - Line Sharing	60-01.3	M	-	MI	P	168	0.00%	0.00%	0.00	Yes	157	0.00%	0.00%	0.00	Yes	191	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DSL Loops - No Line Sharing	60-02.1	M	-	MI	B	372	1.08%	5.00%	(3.92)	Yes	457	1.75%	5.00%	(3.25)	Yes	528	0.00%	5.00%	(5.00)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DSL Loops - No Line Sharing	60-02.2	M	-	MI	B	372	0.27%	5.00%	(4.73)	Yes	457	0.00%	5.00%	(5.00)	Yes	528	0.00%	5.00%	(5.00)	Yes	HIT
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - DSL Loops - No Line Sharing	60-02.3	M	-	MI	B	372	0.00%	5.00%	(5.00)	Yes	457	0.00%	5.00%	(5.00)	Yes	528	0.00%	5.00%	(5.00)	Yes	HIT
% AIT Missed Due Dates Due to Lack of Facilities - UNE - 8.0 dB Loop Without Test Access	60-03.1	M	-	MI	P	7418	0.39%	3.41%	(14.11)	Yes	8947	0.58%	3.42%	(14.38)	Yes	9513	0.55%	3.18%	(14.29)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - 8.0 dB Loop Without Test Access	60-03.2	M	-	MI	P	7418	0.00%	0.18%	(3.62)	Yes	8947	0.00%	0.11%	(3.15)	Yes	9513	0.00%	0.17%	(4.02)	Yes	HIT
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - 8.0 dB Loop Without Test Access	60-03.3	M	-	MI	P	7418	0.00%	0.01%	(0.66)	Yes	8947	0.00%	0.01%	(0.75)	Yes	9513	0.00%	0.02%	(1.20)	Yes	HIT
% AIT Missed Due Dates Due to Lack of Facilities - UNE - BRI Loop With Test Access	60-04.1	M	-	MI	P	100	5.00%	6.11%	(0.44)	Yes	136	3.68%	2.83%	0.54	Yes	179	4.47%	5.03%	(0.31)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - BRI Loop With Test Access	60-04.2	M	-	MI	P	100	0.00%	0.76%	(0.88)	Yes	136	0.00%	0.13%	(0.42)	Yes	179	0.00%	0.40%	(0.84)	Yes	HIT
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - BRI Loop With Test Access	60-04.3	M	-	MI	P	100	0.00%	0.00%	0.00	Yes	136	0.00%	0.00%	0.00	Yes	179	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed Due Dates Due to Lack of Facilities - UNE - ISDN BRI Port	60-05.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - ISDN BRI Port	60-05.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Result	
						Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	Z-Value	
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - ISDN BRI Port	60 - 05.3	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DS1 Loop With Test Access	60 - 06.1	M	-	MI	P	195	1.54%	1.09%	0.46	Yes	271	1.11%	3.51%	(1.93)	Yes	266	1.88%	1.08%	0.89	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DS1 Loop With Test Access	60 - 06.2	M	-	MI	P	195	0.00%	0.00%	0.00	Yes	271	0.00%	1.35%	(1.92)	Yes	266	0.00%	0.22%	(0.76)	Yes	HIT
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - DS1 Loop With Test Access	60 - 06.3	M	-	MI	P	195	0.00%	0.00%	0.00	Yes	271	0.00%	0.00%	0.00	Yes	266	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DS1 Dedicated Transport	60 - 07.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DS1 Dedicated Transport	60 - 07.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - DS1 Dedicated Transport	60 - 07.3	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Subtending Channel (23B)	60 - 08.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Subtending Channel (23B)	60 - 08.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Subtending Channel (23B)	60 - 08.3	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Subtending Channel (1D)	60 - 09.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Subtending Channel (1D)	60 - 09.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Subtending Channel (1D)	60 - 09.3	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Analog Trunk Port	60 - 10.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Analog Trunk Port	60 - 10.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Analog Trunk Port	60 - 10.3	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Subtending Digital Direct Combo Trnks	60 - 11.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Subtending Digital Direct Combo	60 - 11.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Subtending Digital Direct Combo	60 - 11.3	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DS3 Dedicated Transport	60 - 12.1	M	-	MI	P	0	n/a	n/a	n/a	-	2	0.00%	0.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DS3 Dedicated Transport	60 - 12.2	M	-	MI	P	0	n/a	n/a	n/a	-	2	0.00%	0.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - DS3 Dedicated Transport	60 - 12.3	M	-	MI	P	0	n/a	n/a	n/a	-	2	0.00%	0.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Dark Fiber	60 - 13.1	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Dark Fiber	60 - 13.2	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Dark Fiber	60 - 13.3	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Avg Delay Days for Missed Due Dates Due to Lack of Facilities-Broadband DSL-Line Sharing	61 - 01	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Avg Delay Days for Missed Due Dates Due to Lack of Facilities-Broadband DSL-No Line Sharing	61 - 02	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DSL Loops - Line Sharing	61 - 03	-	-	MI	P	1	28.00	9.64	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Avg Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DSL Loops - No Line Sharing	61 - 04	-	-	MI	P	4	13.75	n/a	n/a	Base<10	8	8.63	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	86%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	
						Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result						
Average Delay Days for Missed DDs Due to Lack of Facilities - UNE - 8.0 dB Loop without Test Access	61 - 05	-	-	MI	P	29	3.66	7.49	(2.14)	Yes	52	8.04	6.65	0.98	Yes	52	5.04	7.71	(1.49)	Yes	HIT
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - BRI Loop With Test Access	61 - 06	-	-	MI	P	5	4.40	10.88	n/a	Base<10	5	6.40	9.77	n/a	Base<10	8	5.88	13.89	n/a	Base<10	-
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DS1 Loop With Test Access	61 - 08	-	-	MI	P	3	8.00	3.00	n/a	Base<10	3	11.67	29.23	n/a	Base<10	5	7.40	23.40	n/a	Base<10	-
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DS1 Dedicated Transport	61 - 09	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - Subtending Channel (23B)	61 - 10	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - Subtending Channel (1D)	61 - 11	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - Analog Trunk Port	61 - 12	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Avg Delay Days for Missed DDs Due to Lack of Facilities - UNE - Subtending Digital Direct Combo	61 - 13	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DS3 Dedicated Transport	61 - 14	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - Dark Fiber	61 - 15	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - DSL Loops - Line Sharing	62 - 01	M	-	MI	P	1	28.00	4.21	n/a	Base<10	0	n/a	n/a	n/a	-	1	3.00	2.97	n/a	Base<10	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	62 - 02	M	-	MI	B	5	13.40	6.50	n/a	Base<10	10	7.10	6.50	0.60	No	1	2.00	6.50	n/a	Base<10	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - 8.0 dB Loop without Test Access	62 - 03	M	-	MI	P	39	3.46	7.23	(1.79)	Yes	74	8.04	6.90	0.93	Yes	64	4.78	7.38	(1.78)	Yes	HIT
Average Delay Days for AIT Caused Missed Due Dates - UNE - BRI Loop With Test Access	62 - 04	M	-	MI	P	7	3.71	11.11	n/a	Base<10	7	5.71	77.65	n/a	Base<10	10	6.20	11.78	(1.69)	Yes	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - Analog Trunk Port	62 - 10	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - DS1 Loop With Test Access	62 - 06	M	-	MI	P	13	5.15	8.73	(1.25)	Yes	11	13.55	21.86	(0.88)	Yes	14	5.07	16.75	(999.99)	Yes	HIT
Average Delay Days for AIT Caused Missed Due Dates - UNE - DS1 Dedicated Transport	62 - 07	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - Subtending Channel (23B)	62 - 08	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - Subtending Channel (1D)	62 - 09	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - DS3 Dedicated Transport	62 - 12	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - Subtending Digital Direct Combo Trunks	62 - 11	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - ISDN BRI Port	62 - 05	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Caused Missed Due Dates - UNE - Dark Fiber	62 - 13	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - UNE - DSL Loops - Line Sharing	63 - 01	M	-	MI	P	168	0.00%	0.00%	0.00	Yes	157	0.00%	0.00%	0.00	Yes	191	0.00%	0.00%	0.00	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - UNE - DSL Loops - No Line Sharing	63 - 02	M	-	MI	P	372	0.27%	n/a	n/a	-	457	0.00%	n/a	n/a	-	528	0.00%	0.00%	0.00	Yes	-
% AIT Caused Missed Due Dates > 30 Days - UNE - 8.0 dB Loop Without Test Access	63 - 03	M	-	MI	P	7418	0.00%	0.26%	(4.43)	Yes	8947	0.01%	0.19%	(3.89)	Yes	9513	0.00%	0.27%	(5.11)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - UNE - BRI Loop With Test Access	63 - 04	M	-	MI	P	100	0.00%	1.37%	(1.18)	Yes	136	0.00%	0.26%	(0.59)	Yes	179	0.00%	0.53%	(0.98)	Yes	HIT
% AIT Caused Missed Due Dates > 30 Days - UNE - Analog Trunk Port	63 - 10	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - UNE - DS1 Loop With Test Access	63 - 06	M	-	MI	P	195	0.00%	0.54%	(1.03)	Yes	271	0.00%	2.70%	(2.73)	Yes	266	0.00%	1.95%	(2.29)	Yes	HIT

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	Jun-02										Jul-02					Aug-02					Overall Result
	PM	Tier 1	Tier 2	Area	P	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
% AIT Caused Missed Due Dates > 30 Days - UNE - DS1 Dedicated Transport	63 - 07	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - UNE - Subtending Channel (23B)	63 - 08	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - UNE - Subtending Channel (1D)	63 - 09	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - UNE - DS3 Dedicated Transport	63 - 12	M	-	MI	P	0	n/a	n/a	n/a	-	2	0.00%	1.22%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - UNE - Subtending Digital Direct Combo Trunks	63 - 11	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - UNE - ISDN BRI Port	63 - 05	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% AIT Caused Missed Due Dates > 30 Days - UNE - Dark Fiber	63 - 13	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate - UNE - Broadband DSL - Line Sharing	65 - 01	-	-	MI	P	2	0.00%	0.00%	n/a	Base<10	2	0.00%	0.00%	n/a	Base<10	2	0.00%	0.00%	n/a	Base<10	-
Trouble Report Rate - UNE - Broadband DSL - No Line Sharing	65 - 02	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate - UNE - DSL Loops - Line Sharing	65 - 03	-	-	MI	P	6490	0.02%	0.20%	(3.30)	Yes	6648	0.03%	0.13%	(2.27)	Yes	6841	0.03%	0.27%	(3.83)	Yes	HIT
Trouble Report Rate - UNE - DSL Loops - No Line Sharing	65 - 04	-	-	MI	B	9537	1.53%	3.00%	(1.47)	Yes	9602	1.32%	3.00%	(1.68)	Yes	9731	1.25%	3.00%	(1.75)	Yes	HIT
Trouble Report Rate - UNE - 8.0 dB Loop Without Test Access	65 - 05	-	-	MI	P	165839	0.83%	0.92%	(3.63)	Yes	170226	0.99%	0.97%	0.75	Yes	174599	0.92%	1.05%	(5.41)	Yes	HIT
Trouble Report Rate - UNE - BRI Loop With Test Access	65 - 06	-	-	MI	P	4243	1.74%	1.69%	0.27	Yes	4224	1.52%	1.88%	(1.66)	Yes	4293	1.79%	1.94%	(0.64)	Yes	HIT
Trouble Report Rate - UNE - ISDN BRI Port	65 - 07	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate - UNE - DS1 Loop With Test Access	65 - 08	-	-	MI	P	2433	2.34%	3.41%	(2.73)	Yes	2617	2.87%	3.57%	(1.81)	Yes	2795	4.08%	4.58%	(1.15)	Yes	HIT
Trouble Report Rate - UNE - DS1 Dedicated Transport	65 - 09	-	-	MI	P	63	0.00%	5.12%	(1.80)	Yes	63	0.00%	5.31%	(1.83)	Yes	63	0.00%	6.78%	(2.07)	Yes	HIT
Trouble Report Rate - UNE - Subtending Channel	65 - 10	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate - UNE - Subtending Channel (1D)	65 - 11	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate - UNE - Analog Trunk Port	65 - 12	-	-	MI	P	5	0.00%	0.46%	n/a	Base<10	5	0.00%	0.51%	n/a	Base<10	5	0.00%	0.52%	n/a	Base<10	-
Trouble Report Rate - UNE - Subtending Digital Direct Combination Trunks	65 - 13	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate - UNE - DS3 Dedicated Transport	65 - 14	-	-	MI	P	170	0.00%	2.18%	(1.92)	Yes	171	0.00%	1.70%	(1.71)	Yes	170	0.00%	0.96%	(1.28)	Yes	HIT
Trouble Report Rate - UNE - Dark Fiber	65 - 15	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trouble Report Rate - UNE - Interconnection Trunks	65 - 16	-	-	MI	P	245583	0.01%	0.02%	(1.10)	Yes	312468	0.01%	0.01%	3.11	No	312834	0.01%	0.01%	0.06	Yes	HIT
Trb Report Rate Net of Installation & Repeat Reports- Broadband DSL-Line Sharing	65.1 - 01	M	M	MI	P	2	0.00%	0.00%	n/a	Base<10	2	0.00%	0.00%	n/a	Base<10	2	0.00%	0.00%	n/a	Base<10	-
Trb Report Rate Net of Installation & Repeat Reports- Broadband DSL-No Line Sharing	65.1 - 02	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trb Report Rate Net of Installation & Repeat Reports - DSL Loops - Line Sharing	65.1 - 03	M	M	MI	P	6490	0.02%	0.07%	(1.58)	Yes	6648	0.00%	0.05%	(1.90)	Yes	6841	0.00%	0.14%	(3.11)	Yes	HIT
Trb Report Rate Net of Installation & Repeat Reports- DSL Loops - No line Sharing	65.1 - 04	M	M	MI	B	9537	0.86%	3.00%	(2.14)	Yes	9602	0.82%	3.00%	(2.18)	Yes	9731	0.82%	3.00%	(2.18)	Yes	HIT
Trb Report Rate Net of Installation & Repeat Reports - 8.0 dB Loop W/out Test Access	65.1 - 05	M	M	MI	P	165839	0.59%	0.73%	(6.48)	Yes	170226	0.68%	0.76%	(3.60)	Yes	174599	0.61%	0.81%	(8.94)	Yes	HIT
Trb Report Rate Net of Installation & Repeat Reports - BRI Loop with Test Access	65.1 - 06	M	M	MI	P	4243	1.18%	1.32%	(0.78)	Yes	4224	0.95%	1.49%	(2.81)	Yes	4293	1.07%	1.50%	(2.18)	Yes	HIT
Trb Report Rate Net of Installation & Repeat Reports - ISDN BRI Port	65.1 - 07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trb Report Rate Net of Installation & Repeat Reports - DS1 Loop with Test Access	65.1 - 08	M	M	MI	P	2433	1.60%	2.77%	(3.34)	Yes	2617	2.03%	2.81%	(2.27)	Yes	2795	2.50%	3.37%	(2.36)	Yes	HIT
Trb Report Rate Net of Installation & Repeat Reports - DS1 Dedicated Transport	65.1 - 09	M	M	MI	P	63	0.00%	4.15%	(1.62)	Yes	63	0.00%	4.12%	(1.61)	Yes	63	0.00%	4.93%	(1.76)	Yes	HIT
Trb Report Rate Net of Installation & Repeat Reports - Subtending Channel (23B)	65.1 - 10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC	CLEC	AIT/ Benchmark	% Yes - 86%	Result	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	Result	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	Result	
						Volume	Volume	Z-Value	Z-Value	Z-Value	Volume	Volume	Z-Value	Z-Value	Z-Value	Volume	Volume	Z-Value	Z-Value	Z-Value	
Trb Report Rate Net of Installation & Repeat Reports - Subtending Channel (1D)	65.1 - 11	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trb Report Rate Net of Installation & Repeat Reports - Analog Trunk Port	65.1 - 12	M	M	MI	P	5	0.00%	0.39%	n/a	Base<10	5	0.00%	0.42%	n/a	Base<10	5	0.00%	0.42%	n/a	Base<10	-
Trb Report Rate Net of Installation & Repeat Reports - Subtending Digital Direct Combination Trunks	65.1 - 13	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trb Report Rate Net of Installation & Repeat Reports - DS3 Dedicated Transport	65.1 - 14	M	M	MI	P	170	0.00%	1.34%	(1.51)	Yes	171	0.00%	1.32%	(1.50)	Yes	170	0.00%	0.64%	(1.05)	Yes	HIT
Trb Report Rate Net of Installation & Repeat Reports - Dark Fiber	65.1 - 15	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Trb Report Rate Net of Installation & Repeat Reports - Interconnection Trunks	65.1 - 16	M	M	MI	P	245583	0.01%	0.02%	(1.38)	Yes	312468	0.01%	0.00%	2.48	No	312834	0.01%	0.01%	(1.44)	Yes	HIT
% Missed Repair Commitments - UNE - Broadband DSL - Line Sharing	66 - 01	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Missed Repair Commitments - UNE - Broadband DSL - No Line Sharing	66 - 02	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Missed Repair Commitments - UNE - DSL - Line Sharing	66 - 03	M	M	MI	P	1	100.00%	37.74%	n/a	Base<10	2	50.00%	37.09%	n/a	Base<10	2	0.00%	33.73%	n/a	Base<10	-
% Missed Repair Commitments - UNE - 2 Wire Analog 8db Loop	66 - 04	M	M	MI	P	1368	3.44%	8.86%	(6.89)	Yes	1679	4.35%	11.79%	(9.21)	Yes	1590	3.77%	11.85%	(9.75)	Yes	HIT
Mean Time to Restore - UNE - Broadband DSL - Line Sharing - Dispatch (hours)	67 - 01	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Broadband DSL - No Line Sharing - Dispatch (hours)	67 - 02	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - DSL Loops (hours) - Line Sharing - Dispatch	67 - 03	M	M	MI	P	1	15.35	19.06	n/a	Base<10	2	16.88	23.99	n/a	Base<10	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - DSL Loops (hours) - No Line Sharing - Dispatch	67 - 04	M	M	MI	B	126	7.92	9.00	(1.08)	Yes	114	9.03	9.00	0.03	No	104	6.36	9.00	(2.64)	Yes	HIT
Mean Time to Restore - UNE - 8.0 dB Loop without Test Access (hours)-Dispatch	67 - 05	M	M	MI	P	1255	6.73	36.99	(38.47)	Yes	1517	7.17	40.19	(37.85)	Yes	1424	7.15	34.26	(30.64)	Yes	HIT
Mean Time to Restore - UNE - BRI Loop with Test Access (hours)-Dispatch	67 - 06	M	M	MI	P	66	10.25	27.03	(4.05)	Yes	56	13.72	31.31	(3.76)	Yes	66	8.97	27.34	(3.75)	Yes	HIT
Mean Time to Restore - UNE - ISDN BRI Port (hours)-Dispatch	67 - 07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - DS1 Loop with Test Access (hours)-Dispatch	67 - 08	M	M	MI	P	53	5.42	7.07	(2.11)	Yes	78	5.57	7.80	(2.53)	Yes	104	4.71	7.90	(3.13)	Yes	HIT
Mean Time to Restore - UNE - DS1 Dedicated Transport (hours)-Dispatch	67 - 09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Subtending Channel (23B) (hours)-Dispatch	67 - 10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Subtending Channel (1D) (hours)-Dispatch	67 - 11	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Analog Trunk Port (hours)-Dispatch	67 - 12	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Subtending Digital Direct Combination Trunks (hours)-Dispatch	67 - 13	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - DS3 Dedicated Transport (hours)-Dispatch	67 - 14	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Dark Fiber (hours)-Dispatch	67 - 15	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Broadband DSL - Line Sharing - No Dispatch (hours)	67 - 16	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Broadband DSL - No Line Sharing - No Dispatch (hours)	67 - 17	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - DSL Loops (hours) - Line Sharing - No Dispatch	67 - 18	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	2	5.35	8.22	n/a	Base<10	-
Mean Time to Restore - UNE - DSL Loops (hours) - No Line Sharing - No Dispatch	67 - 19	M	M	MI	B	20	2.44	9.00	(6.56)	Yes	13	1.83	9.00	(7.17)	Yes	18	1.70	9.00	(7.30)	Yes	HIT

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC	CLEC	AIT/ Benchmark	% Yes - 86%	86%	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	87%	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	87%	
						Volume	Volume	Z-Value	Result	Volume	Volume	Z-Value	Result	Volume	Volume	Z-Value	Result	Volume	Volume	Z-Value	
Mean Time to Restore - UNE - 8.0 dB Loop without Test Access (hours)-No Dispatch	67 - 20	M	M	MI	P	128	2.16	8.29	(4.22)	Yes	174	1.64	8.94	(4.81)	Yes	182	2.21	7.89	(4.01)	Yes	HIT
Mean Time to Restore - UNE - BRI Loop with Test Access (hours)-No Dispatch	67 - 21	M	M	MI	P	8	1.84	10.54	n/a	Base<10	8	1.66	6.25	n/a	Base<10	11	3.14	5.38	(0.65)	Yes	-
Mean Time to Restore - UNE - ISDN BRI Port (hours)-No Dispatch	67 - 22	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - DS1 Loop with Test Access (hours)-No Dispatch	67 - 23	M	M	MI	P	12	1.61	2.34	(0.22)	Yes	19	1.66	2.59	(0.54)	Yes	24	1.17	1.99	(1.18)	Yes	HIT
Mean Time to Restore - UNE - DS1 Dedicated Transport (hours)-No Dispatch	67 - 24	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Subtending Channel (23B) (hours)-No Dispatch	67 - 25	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Subtending Channel (1D) (hours)-No Dispatch	67 - 26	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Analog Trunk Port (hours)-No Dispatch	67 - 27	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Subtending Digital Direct Combination Trunks (hours)-No Dispatch	67 - 28	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - DS3 Dedicated Transport (hours)-No Dispatch	67 - 29	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Restore - UNE - Dark Fiber (hours)-No Dispatch	67 - 30	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Out Of Service (OOS) < 24 Hours - 2 Wire Analog 8dB Loop	68 - 01	M	-	MI	P	1350	96.52%	48.10%	(35.17)	Yes	1648	95.57%	48.80%	(37.50)	Yes	1564	96.23%	59.49%	(29.34)	Yes	HIT
% Repeat Reports - UNE - Broadband DSL - Line Sharing	69 - 01	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - Broadband DSL - No Line Sharing	69 - 02	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - DSL Loops - Line Sharing	69 - 03	M	M	MI	P	1	0.00%	8.02%	n/a	Base<10	2	0.00%	1.99%	n/a	Base<10	2	0.00%	5.97%	n/a	Base<10	-
% Repeat Reports - UNE - DSL Loops - No Line Sharing	69 - 04	M	M	MI	B	146	6.85%	12.00%	(5.15)	Yes	127	14.96%	12.00%	2.96	No	122	7.38%	12.00%	(4.62)	Yes	HIT
% Repeat Reports - UNE - 8.0 dB Loop Without Test Access	69 - 05	M	M	MI	P	1383	7.59%	10.84%	(3.86)	Yes	1691	6.51%	12.42%	(7.33)	Yes	1606	6.79%	12.66%	(7.04)	Yes	HIT
% Repeat Reports - UNE - BRI Loop With Test Access	69 - 06	M	M	MI	P	74	12.16%	15.26%	(0.71)	Yes	64	18.75%	13.59%	1.14	Yes	77	24.68%	16.87%	1.71	No	HIT
% Repeat Reports - UNE - ISDN BRI Port	69 - 07	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - DS1 Loop With Test	69 - 08	M	M	MI	P	65	15.38%	11.42%	0.94	Yes	97	11.34%	15.72%	(1.12)	Yes	128	17.97%	20.37%	(0.63)	Yes	HIT
% Repeat Reports - UNE - DS1 Dedicated Transport	69 - 09	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - Subtending Channel (23B)	69 - 10	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - Subtending Channel (1D)	69 - 11	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - Analog Trunk Port	69 - 12	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - Subtending Digital Direct Combination Trunks	69 - 13	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - DS3 Dedicated Transport	69 - 14	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - Dark Fiber	69 - 15	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Repeat Reports - UNE - Interconnection Trunks	69 - 16	M	M	MI	P	35	11.43%	8.94%	0.44	Yes	35	25.71%	25.00%	0.07	Yes	31	22.58%	9.38%	1.76	No	HIT
% Trunk Blockage - AIT End Office to CLEC End	70 - 01	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Trunk Blockage - AIT Tandem to CLEC End Office	70 - 02	M	M	MI	B	57778061	0.01%	1.00%	(0.99)	Yes	55192748	0.01%	1.00%	(0.99)	Yes	56032014	0.01%	1.00%	(0.99)	Yes	HIT
Trunk Blockage Exclusions	70.1 - 01	-	-	MI	D	1	683,640	n/a	n/a	Base<10	1	422,448	n/a	n/a	Base<10	1	649,017	n/a	n/a	Base<10	-
% of Trunk Blockage (Trunk Groups) - AIT Tandem to CLEC End Office	70.2 - 01	-	-	MI	D	268	0.37%	n/a	(0.63)	Yes	275	0.73%	n/a	(0.27)	Yes	291	0.69%	n/a	(0.31)	Yes	HIT
% of Trunk Blockage (Trunk Groups) - AIT End Office to CLEC End Office	70.2 - 02	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Common Transport Trunk Group Blockage - Where CLECs Share ILEC Trunks	71 - 01	-	M	MI	P	322	0.00%	n/a	(2.00)	Yes	317	0.00%	n/a	(2.00)	Yes	334	0.60%	n/a	(1.40)	Yes	HIT
Percentage Missed Due Dates - Interconnection Trunks - 911	73 - 01	M	-	MI	B	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	1	100.00%	95.00%	n/a	Base<10	-
Percentage Missed Due Dates - Interconnection Trunks - OS/DA	73 - 02	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	86%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	87%	
						Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result	89%	
Percentage Missed Due Dates - Interconnection Trunks - SS7	73 - 03	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percentage Missed Due Dates - Interconnection Trunks - Interconnection Trunks (Non-projects)	73 - 04	M	-	MI	B	1032	83.72%	95.00%	11.28	No	1080	66.67%	95.00%	28.33	No	72	100.00%	95.00%	(5.00)	Yes	MISS
Percentage Missed Due Dates - Interconnection Trunks - Projects	73 - 05	M	-	MI	B	6048	80.95%	95.00%	14.05	No	3840	86.88%	95.00%	8.13	No	8160	71.47%	95.00%	23.53	No	MISS
Average Delay Days for Missed Due Dates - Interconnection Trunks - 911	74 - 01	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates - Interconnection Trunks - OS/DA	74 - 02	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates - Interconnection Trunks - SS7	74 - 03	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates - Interconnection Trunks - Internconnection Trunks	74 - 04	M	-	MI	P	624	111.96	76.40	37.76	No	864	180.61	147.36	5.24	No	0	n/a	n/a	n/a	-	MISS
Percentage of Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - 911	75 - 01	M	-	MI	B	2	0.00%	2.00%	n/a	Base<10	1	0.00%	2.00%	n/a	Base<10	1	0.00%	2.00%	n/a	Base<10	-
Percentage of Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - OS/DA	75 - 02	M	-	MI	B	3	0.00%	2.00%	n/a	Base<10	10	0.00%	2.00%	(2.00)	Yes	3	0.00%	2.00%	n/a	Base<10	-
Percentage of Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - SS7	75 - 03	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% of Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - Interconnection Trunks	75 - 04	M	-	MI	B	6528	8.46%	2.00%	6.46	No	5616	7.69%	2.00%	5.69	No	1895	0.00%	2.00%	(2.00)	Yes	MISS
Average Trunk Restoration Interval - Interconnection Trunks (hours) - 911	76 - 01	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval - Interconnection Trunks (hours) - OS/DA	76 - 02	M	-	MI	P	1	1.00	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	1	0.00	n/a	n/a	Base<10	-
Average Trunk Restoration Interval - Interconnection Trunks (hours) - SS7	76 - 03	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval - Interconnection Trunks (hour) - Interconnection Trunks	76 - 04	M	-	MI	P	34	1.00	1.08	(0.21)	Yes	35	1.09	2.85	(1.18)	Yes	30	1.87	1.50	0.29	Yes	HIT
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Tandem - 911 (hours)	77 - 01	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Tandem - OS/DA (hours)	77 - 02	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Tandem - SS7 (hours)	77 - 03	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Rstrtn Intrvl for Srvc Affecting Trunk Groups - Tandem - Interconnection Trunks (hrs)	77 - 04	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Non Tandem - 911 (hours)	77 - 05	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Non Tandem - OS/DA (hours)	77 - 06	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Non Tandem - SS7 (hours)	77 - 07	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Trunk Rstrtn Intrvl for Srvc Affecting Trunk Grps - Non Tandem - Interconnection Trunks (hrs)	77 - 08	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Interconnection Trunk Installation Interval - 911 Trunks (days)	78 - 01	M	M	MI	B	2	0.00	20.00	n/a	Base<10	1	18.00	20.00	n/a	Base<10	0	n/a	n/a	n/a	-	-
Average Interconnection Trunk Installation Interval - OS/DA (days)	78 - 02	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	11.00	20.00	n/a	Base<10	-
Average Interconnection Trunk Installation Interval - SS7 Links (days)	78 - 03	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Interconnection Trunk Installation Interval - Interconnection Trunks (days)	78 - 04	M	M	MI	B	49	24.45	20.00	4.45	No	18	21.61	20.00	1.61	No	14	12.57	20.00	(7.43)	Yes	MISS
Directory Assistance Grade of Service - < 1.5 Secs	79 - 01	-	-	MI	D	8475020	39.54%	n/a	n/a	-	9050534	41.56%	n/a	n/a	-	8848752	41.35%	n/a	n/a	-	-
Directory Assistance Grade of Service - < 2.5 Secs	79 - 02	-	-	MI	D	8475020	45.18%	n/a	n/a	-	9050534	47.45%	n/a	n/a	-	8848752	47.23%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 7.5 Secs	79 - 03	-	-	MI	D	8475020	37.07%	n/a	n/a	-	9050534	34.08%	n/a	n/a	-	8848752	33.96%	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	Jun-02										Jul-02					Aug-02					Overall Result
	PM	Tier 1	Tier 2	Area	P	CLEC		AIT/ Benchmark	% Yes - 86%		CLEC		AIT/ Benchmark	% Yes - 87%		CLEC		AIT/ Benchmark	% Yes - 87%		
						Volume	CLEC		Z-Value	Result	Volume	CLEC		Z-Value	Result	Volume	CLEC		Z-Value	Result	
Directory Assistance Grade of Service - > 10 Secs	79 - 04	-	-	MI	D	8475020	31.17%	n/a	n/a	-	9050534	28.33%	n/a	n/a	-	8848752	27.83%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 15 Secs	79 - 05	-	-	MI	D	8475020	21.99%	n/a	n/a	-	9050534	19.62%	n/a	n/a	-	8848752	18.41%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 20 Secs	79 - 06	-	-	MI	D	8475020	14.86%	n/a	n/a	-	9050534	12.80%	n/a	n/a	-	8848752	11.48%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 25 Secs	79 - 07	-	-	MI	D	8475020	8.33%	n/a	n/a	-	9050534	6.88%	n/a	n/a	-	8848752	5.63%	n/a	n/a	-	-
Directory Assistance Average Speed of Answer (seconds)	80 - 01	-	M	MI	B	8409231	8.02	10.00	(1.98)	Yes	8884096	7.29	10.00	(2.71)	Yes	8783808	7.00	10.00	(3.00)	Yes	HIT
Operator Services Grade of Service - < 1.5 Seconds	81 - 01	-	-	MI	D	1262312	45.08%	n/a	n/a	-	1386720	44.59%	n/a	n/a	-	1409363	45.65%	n/a	n/a	-	-
Operator Services Grade of Service - < 2.5 Seconds	81 - 02	-	-	MI	D	1262312	49.35%	n/a	n/a	-	1386720	48.76%	n/a	n/a	-	1409363	49.94%	n/a	n/a	-	-
Operator Services Grade of Service - > 7.5 Seconds	81 - 03	-	-	MI	D	1262312	35.43%	n/a	n/a	-	1386720	36.39%	n/a	n/a	-	1409363	35.11%	n/a	n/a	-	-
Operator Services Grade of Service - > 10 Seconds	81 - 04	-	-	MI	D	1262312	29.72%	n/a	n/a	-	1386720	30.70%	n/a	n/a	-	1409363	29.54%	n/a	n/a	-	-
Operator Services Grade of Service - > 15 Seconds	81 - 05	-	-	MI	D	1262312	20.04%	n/a	n/a	-	1386720	21.08%	n/a	n/a	-	1409363	20.15%	n/a	n/a	-	-
Operator Services Grade of Service - > 20 Seconds	81 - 06	-	-	MI	D	1262312	12.16%	n/a	n/a	-	1386720	13.10%	n/a	n/a	-	1409363	12.45%	n/a	n/a	-	-
Operator Services Grade of Service - > 25 Seconds	81 - 07	-	-	MI	D	1262312	6.54%	n/a	n/a	-	1386720	7.02%	n/a	n/a	-	1409363	6.65%	n/a	n/a	-	-
Operator Services Speed of Answer (seconds)	82 - 01	-	M	MI	B	1280246	8.01	10.00	(1.99)	Yes	1381593	8.31	10.00	(1.69)	Yes	1403706	7.95	10.00	(2.05)	Yes	HIT
Percent Calls Abandoned - OS	83 - 01	-	-	MI	D	29638	353.30%	n/a	n/a	-	30925	381.33%	n/a	n/a	-	31479	356.97%	n/a	n/a	-	-
Percent Calls Abandoned - DA	83 - 02	-	-	MI	D	179465	77.34%	n/a	n/a	-	191129	70.00%	n/a	n/a	-	187358	65.42%	n/a	n/a	-	-
% of LNP Only Due Dates Within Industry Guidelines - Complete	91 - 01	-	-	MI	B	417	99.52%	96.50%	(3.02)	Yes	264	97.73%	96.50%	(1.23)	Yes	432	98.61%	96.50%	(2.11)	Yes	HIT
% of LNP Only Due Dates Within Industry Guidelines - Partial - NXX (1-100 TNs)	91 - 02	-	-	MI	B	27	92.59%	96.50%	3.91	No	22	81.82%	96.50%	14.68	No	35	82.86%	96.50%	13.64	No	MISS
% of Time the Old Service Provider Releases the Sub Prior to the Exp of the 2nd 9 Hour (T2) Timer	92 - 01	-	-	MI	B	10002	96.00%	96.50%	0.50	No	13356	98.69%	96.50%	(2.19)	Yes	8720	97.47%	96.50%	(0.97)	Yes	HIT
% of Customer Accounts Restructured by the LNP Due Date	93 - 01	M	-	MI	B	72	100.00%	96.50%	(3.50)	Yes	68	100.00%	96.50%	(3.50)	Yes	67	100.00%	96.50%	(3.50)	Yes	HIT
Avg Response Time For Non-Mech Rejects Returned With Complete and Accurate Codes - LNP Only	95 - 01	M	-	MI	B	56	2.95	5.00	(2.05)	Yes	21	1.53	5.00	(3.47)	Yes	33	2.47	5.00	(2.53)	Yes	HIT
Avg Response Tm For Non-Mech Rejects Returned With Complete and Accurate Codes - LNP With Loop (hrs)	95 - 02	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Pre-Mature Disconnects for LNP Orders - LNP Only	96 - 01	M	-	MI	B	4984	0.06%	2.00%	(1.94)	Yes	2351	1.36%	2.00%	(0.64)	Yes	2953	9.08%	2.00%	7.08	No	HIT
% Pre-Mature Disconnects for LNP Orders - LNP w/ Loop	96 - 02	M	-	MI	B	1066	0.09%	2.00%	(1.91)	Yes	1381	0.00%	2.00%	(2.00)	Yes	1156	2.42%	2.00%	0.42	No	HIT
% of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP Only	97 - 01	M	M	MI	B	4947	98.65%	96.50%	(2.15)	Yes	2321	97.85%	96.50%	(1.35)	Yes	2646	98.68%	96.50%	(2.18)	Yes	HIT
% of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP w/ Loop	97 - 02	M	M	MI	B	4039	99.41%	96.50%	(2.91)	Yes	4678	99.42%	96.50%	(2.92)	Yes	4834	99.44%	96.50%	(2.94)	Yes	HIT
% of LNP Trouble Reports w/i 30 Days of Installation	98 - 01	M	M	MI	P	8443	0.01%	4.25%	(19.29)	Yes	10746	0.00%	4.96%	(23.66)	Yes	13952	0.00%	5.72%	(29.04)	Yes	HIT
Average Delay Days for AIT Missed Due Dates - LNP only	99 - 01	M	M	MI	P	809	1.21	7.76	(20.10)	Yes	68	3.75	8.34	(3.69)	Yes	243	8.12	7.56	1.08	Yes	HIT
Average Time of Out of Service for LNP Conversions (minutes)	100 - 01	M	M	MI	B	9643	23.28	60.00	(36.72)	Yes	12027	10.71	60.00	(49.29)	Yes	8910	3.74	60.00	(56.26)	Yes	HIT
% Out of Service < 60 Minutes	101 - 01	M	M	MI	B	9643	91.40%	96.50%	5.10	No	12027	97.51%	96.50%	(1.01)	Yes	8910	97.33%	96.50%	(0.83)	Yes	HIT
The Average Time it Takes to Unlock the 911 Record	104.1 - 01	-	-	MI	D	3873	1.82	n/a	n/a	-	4709	3.22	n/a	n/a	-	5463	1.08	n/a	n/a	-	-
Percentage of Requests Processed Within 35 Days	105 - 01	M	-	MI	B	2	100.00%	90.00%	n/a	Base<10	7	100.00%	90.00%	n/a	Base<10	7	100.00%	90.00%	n/a	Base<10	-
Average Days Required to Process a Request	106 - 01	-	-	MI	B	2	16.00	35.00	n/a	Base<10	7	21.57	35.00	n/a	Base<10	7	21.71	35.00	n/a	Base<10	-
% Missed Collocation Due Dates - Caged	107 - 01	M	M	MI	B	1	0.00%	5.00%	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Missed Collocation Due Dates - Shared Caged	107 - 02	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Missed Collocation Due Dates - Caged Common	107 - 03	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Missed Collocation Due Dates - Cageless	107 - 04	M	M	MI	B	0	n/a	n/a	n/a	-	8	0.00%	5.00%	n/a	Base<10	4	0.00%	5.00%	n/a	Base<10	-
% Missed Collocation Due Dates - Adjacent On-Site	107 - 05	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Missed Collocation Due Dates - Adjacent Off-Site	107 - 06	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Missed Collocation Due Dates - Virtual	107 - 07	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Missed Collocation Due Dates - Augments to Physical Collocation	107 - 08	M	M	MI	B	9	0.00%	5.00%	n/a	-	22	0.00%	5.00%	(5.00)	Yes	4	0.00%	5.00%	n/a	Base<10	-
% Missed Collocation Due Dates - Augments to Virtual	107 - 09	M	M	MI	B	3	0.00%	5.00%	n/a	Base<10	0	n/a	n/a	n/a	-	1	0.00%	5.00%	n/a	Base<10	-
Average Delay Days for AIT Missed Due Dates - Physical	108 - 01	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Missed Due Dates -	108 - 02	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
Average Delay Days for AIT Missed Due Dates - Additions	108 - 03	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Average Delay Days for AIT Missed Due Dates - Cageless	108 - 04	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% of Requests Processed Within the Established Timelines - Physical	109 - 01	M	-	MI	B	0	n/a	n/a	n/a	-	4	100.00%	90.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
% of Requests Processed Within the Established Timelines - Virtual	109 - 02	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% of Requests Processed Within the Established Timelines - Additions	109 - 03	M	-	MI	B	17	100.00%	90.00%	(10.00)	Yes	27	100.00%	90.00%	(10.00)	Yes	45	100.00%	90.00%	(10.00)	Yes	HIT
% of Requests Processed Within the Established Timelines - Cageless	109 - 04	M	-	MI	B	1	100.00%	90.00%	n/a	Base<10	0	n/a	n/a	n/a	-	1	100.00%	90.00%	n/a	Base<10	-
% of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	110 - 01	M	-	MI	B	8078	99.46%	95.00%	(4.46)	Yes	7698	99.90%	95.00%	(4.90)	Yes	9009	99.82%	95.00%	(4.82)	Yes	HIT
Average Update Interval for DA Database for Facility Based CLECs (hours)	111 - 01	M	-	MI	B	8078	19.91	48.00	(28.09)	Yes	7698	20.79	48.00	(27.21)	Yes	9009	17.57	48.00	(30.43)	Yes	HIT
% Directory Assistance Database Accuracy for Manual Updates	112 - 01	M	-	MI	B	1651	99.39%	97.00%	(2.39)	Yes	1947	99.90%	97.00%	(2.90)	Yes	665	99.85%	97.00%	(2.85)	Yes	HIT
% of Electronic Updates that Flow Through the Update Process w/out Manual Intervention	113 - 01	M	-	MI	B	6423	99.03%	97.00%	(2.03)	Yes	5752	98.92%	97.00%	(1.92)	Yes	8336	99.21%	97.00%	(2.21)	Yes	HIT
Percentage Premature Disconnects (Coordinated Cutovers)-FDT-LNP W/Loop	114 - 01	M	M	MI	B	706	8.78%	2.00%	6.78	No	1089	6.89%	2.00%	4.89	No	1319	3.49%	2.00%	1.49	No	MISS
Percentage Premature Disconnects (Coordinated Cutovers)-CHC - LNP W/Loop	114 - 02	M	M	MI	B	1034	0.00%	2.00%	(2.00)	Yes	818	0.00%	2.00%	(2.00)	Yes	1717	0.00%	2.00%	(2.00)	Yes	HIT
CHC/FDT LNP w/ Loop Provisioning Interval - FDT - LNP with Loop (< 10 Lines)	114.1 - 01	M	M	MI	B	788	98.22%	90.00%	(8.22)	Yes	1174	97.53%	90.00%	(7.53)	Yes	1397	99.21%	90.00%	(9.21)	Yes	HIT
CHC/FDT LNP w/Loop Provisioning Interval - FDT - LNP with Loop (10-24 Lines)	114.1 - 02	M	M	MI	B	10	100.00%	90.00%	(10.00)	Yes	11	100.00%	90.00%	(10.00)	Yes	0	n/a	n/a	n/a	-	HIT
CHC/FDT LNP w/ Loop Provisioning Interval - CHC - LNP with Loop (<10 lines)	114.1 - 03	M	M	MI	B	2062	98.35%	90.00%	(8.35)	Yes	1997	99.00%	90.00%	(9.00)	Yes	2804	98.64%	90.00%	(8.64)	Yes	HIT
CHC/FDT LNP w/ Loop Provisioning Interval - CHC - LNP with Loop (10-24 Lines)	114.1 - 04	M	M	MI	B	344	100.00%	90.00%	(10.00)	Yes	540	97.41%	90.00%	(7.41)	Yes	277	100.00%	90.00%	(10.00)	Yes	HIT
Percentage of AIT Caused Delayed Coordinated Cutovers-FDT-LNP W/Loop	115 - 01	-	-	MI	B	706	0.00%	1.00%	(1.00)	-	1089	0.64%	1.00%	(0.36)	-	1319	0.00%	1.00%	(1.00)	-	-
Percentage of AIT Caused Delayed Coordinated Cutovers-FDT-LNP W/Loop (>30 Minutes)	115 - 01.1	M	-	MI	B	706	0.00%	8.00%	(8.00)	Yes	1089	4.87%	8.00%	(3.13)	Yes	1319	0.00%	8.00%	(8.00)	Yes	HIT
Percentage of AIT Caused Delayed Coordinated Cutovers-FDT-LNP W/Loop (>60 Minutes)	115 - 01.2	M	-	MI	B	706	0.00%	2.00%	(2.00)	Yes	1089	0.83%	2.00%	(1.17)	Yes	1319	0.00%	2.00%	(2.00)	Yes	HIT
Percentage of AIT Caused Delayed Coordinated Cutovers-FDT- LNP W/Loop (>120 Minutes)	115 - 01.3	M	-	MI	B	706	0.00%	1.00%	(1.00)	Yes	1089	0.64%	1.00%	(0.36)	Yes	1319	0.00%	1.00%	(1.00)	Yes	HIT
Percentage of AIT Caused Delayed Coordinated Cutovers-CHC- LNP W/Loop	115 - 02	-	-	MI	B	1034	0.00%	1.00%	(1.00)	-	818	0.00%	1.00%	(1.00)	-	1717	0.00%	1.00%	(1.00)	-	-
Percentage of AIT Caused Delayed Coordinated Cutovers-CHC-LNP W/Loop (>30 Minutes)	115 - 02.1	M	-	MI	B	1034	0.00%	8.00%	(8.00)	Yes	818	0.00%	8.00%	(8.00)	Yes	1717	0.00%	8.00%	(8.00)	Yes	HIT
Percentage of AIT Caused Delayed Coordinated Cutovers-CHC-LNP W/Loop (>60 Minutes)	115 - 02.2	M	-	MI	B	1034	0.00%	2.00%	(2.00)	Yes	818	0.00%	2.00%	(2.00)	Yes	1717	0.00%	2.00%	(2.00)	Yes	HIT
Percentage of AIT Caused Delayed Coordinated Cutovers-CHC-LNP W/Loop (>120 Minutes)	115 - 02.3	M	-	MI	B	1034	0.00%	1.00%	(1.00)	Yes	818	0.00%	1.00%	(1.00)	Yes	1717	0.00%	1.00%	(1.00)	Yes	HIT
Percent Provisioning Trouble Reports -- FDT	115.1 - 01	-	-	MI	D	798	0.50%	n/a	n/a	-	1185	0.17%	n/a	n/a	-	1397	0.57%	n/a	n/a	-	-
Percent Provisioning Trouble Reports - CHC	115.1 - 02	-	-	MI	D	2423	0.50%	n/a	n/a	-	2490	1.04%	n/a	n/a	-	3103	0.29%	n/a	n/a	-	-
Mean Time to Restore - Provisioning Trouble Report (PTR) - FDT (Hours)	115.2 - 01	-	-	MI	D	4	3.25	n/a	n/a	Base<10	2	6.00	n/a	n/a	Base<10	8	5.25	n/a	n/a	Base<10	-
Mean Time to Restore - Provisioning Trouble Report (PTR) - CHC (Hours)	115.2 - 02	-	-	MI	D	12	7.00	n/a	n/a	-	26	5.58	n/a	n/a	-	9	4.89	n/a	n/a	-	-
% NXXs Loaded and Tested Prior to the Effective Date	117 - 01	M	M	MI	P	19	100.00%	n/a	n/a	-	5	100.00%	n/a	n/a	Base<10	44	100.00%	n/a	n/a	-	-
Average Delay Days for NXX Loading & Testing	118 - 01	M	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Mean Time to Repair (days)	119 - 01	M	M	MI	P	2	0.08	0.06	n/a	Base<10	4	0.05	0.04	n/a	Base<10	2	0.03	0.08	n/a	Base<10	-
% of Requests Processed Within 30 Business Days	120 - 01	-	-	MI	B	0	n/a	n/a	n/a	-	1	100.00%	90.00%	n/a	Base<10	1	100.00%	90.00%	n/a	Base<10	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
% of Quotes Provided for Authorized BFRs Within 45 Business Days	121 - 01	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Loop Acceptance Testing (LAT) Completed on the Due Date - DSL Loops w/out Line Sharing	IN 1 - 01	-	-	MI	B	13	92.31%	90.00%	(2.31)	Yes	23	95.65%	90.00%	(5.65)	Yes	21	100.00%	90.00%	(10.00)	Yes	HIT
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Res - FW	MI 2 - 01	-	-	MI	P	42	61.90%	7.59%	n/a	-	49	30.61%	3.08%	n/a	-	73	34.25%	4.12%	n/a	-	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Res - No FW	MI 2 - 02	-	-	MI	P	321	65.42%	83.19%	n/a	-	287	43.21%	80.72%	n/a	-	213	72.30%	82.61%	n/a	-	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Business - FW	MI 2 - 03	-	-	MI	P	7	71.43%	11.53%	n/a	Base<10	7	0.00%	5.97%	n/a	Base<10	11	63.64%	6.13%	n/a	-	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Business - No FW	MI 2 - 04	-	-	MI	P	34	14.71%	42.11%	n/a	-	38	15.79%	35.29%	n/a	-	19	68.42%	23.53%	n/a	-	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Resale Specials - FW	MI 2 - 05	-	-	MI	P	8	87.50%	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Resale Specials - No FW	MI 2 - 06	-	-	MI	P	12	50.00%	100.00%	n/a	-	7	57.14%	0.00%	n/a	Base<10	1	0.00%	0.00%	n/a	Base<10	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Unbundled Loops with LNP	MI 2 - 07	-	-	MI	P	32	6.25%	8.84%	n/a	-	51	0.00%	3.86%	n/a	-	40	2.50%	4.73%	n/a	-	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Unbundled Loops without LNP	MI 2 - 08	-	-	MI	P	59	11.86%	8.84%	n/a	-	170	20.59%	3.86%	n/a	-	212	27.83%	4.73%	n/a	-	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Unbundled Local Switching	MI 2 - 09	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - UNE-Ps	MI 2 - 10	-	-	MI	P	1029	58.70%	15.65%	n/a	-	933	58.74%	9.01%	n/a	-	647	70.79%	10.24%	n/a	-	-
Coordination Conversions Outside of Interval - Unbundled Loops	MI 3 - 01	-	-	MI	D	1034	100.00%	n/a	n/a	-	818	100.00%	n/a	n/a	-	1717	100.00%	n/a	n/a	-	-
Average Time to Provide a Collocation Arrangement - Physical Collocation (Days)	MI 4 - 01	-	-	MI	D	10	62.90	n/a	n/a	-	30	63.60	n/a	n/a	-	8	85.25	n/a	n/a	Base<10	-
Structure Requests Completed Outside of Interval - Information Access	MI 5 - 01	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Structure Requests Completed Outside of Interval - Field Survey	MI 5 - 02	-	-	MI	D	2	0.00%	n/a	n/a	Base<10	7	0.00%	n/a	n/a	Base<10	7	0.00%	n/a	n/a	Base<10	-
Structure Requests Completed Outside of Interval - Make Ready	MI 5 - 03	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Erred Customer Record Update Files Not Returned by Next Business Day - Manually Received	MI 6 - 01	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Erred Customer Record Update Files Not Returned by Next Business Day - Electronically Received	MI 6 - 02	-	-	MI	P	352	0.00%	1.08%	(1.95)	Yes	352	0.00%	0.00%	0.00	Yes	485	0.00%	0.00%	0.00	Yes	HIT
Errors in Customer Record Update Files - Manually Received	MI 7 - 01	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Errors in Customer Record Update Files - Electronically Received	MI 7 - 02	-	-	MI	P	5247	4.38%	5.08%	(2.29)	Yes	5200	4.08%	4.76%	(2.30)	Yes	5535	5.02%	5.15%	(0.42)	Yes	HIT
Customer Record Update Files Not Updated by the Next Business Day - Manually Received	MI 8 - 01	-	-	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Customer Record Update Files Not Updated by the Next Business Day - Electronically Received	MI 8 - 02	-	-	MI	P	732	0.00%	1.08%	(2.81)	Yes	789	0.00%	0.00%	0.00	Yes	709	0.00%	0.00%	0.00	Yes	HIT
Percentage Missing FOCs - Resale	MI 9 - 01	-	-	MI	D	8014	2.21%	n/a	n/a	-	7456	1.90%	n/a	n/a	-	8282	0.69%	n/a	n/a	-	-
Percentage Missing FOCs - UNE (Loops, LNP, and LSNP)	MI 9 - 02	-	-	MI	D	5584	0.95%	n/a	n/a	-	5374	0.54%	n/a	n/a	-	6070	0.16%	n/a	n/a	-	-
Percentage Missing FOCs - UNE-P	MI 9 - 03	-	-	MI	D	148848	0.31%	n/a	n/a	-	153268	0.41%	n/a	n/a	-	163647	0.18%	n/a	n/a	-	-
% Time Out Transactions-Address Verification-EDI LSOG 1	MI 10 - 01.1	-	-	MI	D	7609	0.00%	n/a	n/a	-	10009	0.00%	n/a	n/a	-	9678	0.00%	n/a	n/a	-	-
% Time Out Transactions-Address Verification-Web Verigate	MI 10 - 01.2	-	-	MI	D	35275	0.02%	n/a	n/a	-	42479	0.04%	n/a	n/a	-	51204	0.00%	n/a	n/a	-	-
% Time Out Transactions-Address Verification-EDI LSOG 4	MI 10 - 01.3	-	-	MI	D	96198	0.49%	n/a	n/a	-	94070	0.05%	n/a	n/a	-	75071	0.03%	n/a	n/a	-	-
% Time Out Transactions-Request for Telephone Number-EDI LSOG 1	MI 10 - 02.1	-	-	MI	D	965	0.00%	n/a	n/a	-	1327	0.00%	n/a	n/a	-	1102	0.00%	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC	CLEC	AIT/ Benchmark	% Yes - 86%	86%	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	87%	CLEC	CLEC	AIT/ Benchmark	% Yes - 87%	87%	
						Volume			Z-Value	Result	Volume			Z-Value	Result	Volume			Z-Value	Result	
% Time Out Transactions-Request for Telephone Number-Web Verigate	MI 10 - 02.2	-	-	MI	D	9591	0.23%	n/a	n/a	-	10475	0.92%	n/a	n/a	-	11308	0.05%	n/a	n/a	-	-
% Time Out Transactions-Request for Telephone Number-EDI LSOG 4	MI 10 - 02.3	-	-	MI	D	18748	0.00%	n/a	n/a	-	18514	0.00%	n/a	n/a	-	18475	0.00%	n/a	n/a	-	-
% Time Out Transactions-Request for Customer Service Record-EDI LSOG 1	MI 10 - 03.1	-	-	MI	D	97278	0.00%	n/a	n/a	-	94011	0.00%	n/a	n/a	-	82512	0.00%	n/a	n/a	-	-
% Time Out Transactions-Request for Customer Service Record-Web Verigate	MI 10 - 03.2	-	-	MI	D	22813	0.39%	n/a	n/a	-	25023	0.74%	n/a	n/a	-	26317	0.14%	n/a	n/a	-	-
% Time Out Transactions-Request for Customer Service Record-EDI LSOG 4	MI 10 - 03.3	-	-	MI	D	7400	0.99%	n/a	n/a	-	4631	0.00%	n/a	n/a	-	3175	0.00%	n/a	n/a	-	-
% Time Out Transactions-Service Feature Availability-EDI LSOG 1	MI 10 - 04.1	-	-	MI	D	389	0.00%	n/a	n/a	-	268	0.00%	n/a	n/a	-	227	0.00%	n/a	n/a	-	-
% Time Out Transactions-Service Feature Availability-Web Verigate	MI 10 - 04.2	-	-	MI	D	2881	0.00%	n/a	n/a	-	1975	0.00%	n/a	n/a	-	2018	0.00%	n/a	n/a	-	-
% Time Out Transactions-Service Feature Availability-EDI LSOG 4	MI 10 - 04.3	-	-	MI	D	3383	0.00%	n/a	n/a	-	1999	0.00%	n/a	n/a	-	1422	0.00%	n/a	n/a	-	-
% Time Out Transactions-Dispatch Required/Service Appointment Scheduling (Due Date)-EDI LSOG 1	MI 10 - 05.1	-	-	MI	D	402	0.00%	n/a	n/a	-	583	0.00%	n/a	n/a	-	458	0.00%	n/a	n/a	-	-
% Time Out Transactions-Dispatch Required/Service Appointment Scheduling (Due Date)-Web Verigate	MI 10 - 05.2	-	-	MI	D	320	0.00%	n/a	n/a	-	465	0.22%	n/a	n/a	-	443	0.45%	n/a	n/a	-	-
% Time Out Transactions-Dispatch Required/Service Appointment Scheduling (Due Date)-EDI LSOG 4	MI 10 - 05.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Time Out Transactions-PIC-EDI LSOG 1	MI 10 - 06.1	-	-	MI	D	30	0.00%	n/a	n/a	-	42	0.00%	n/a	n/a	-	46	0.00%	n/a	n/a	-	-
% Time Out Transactions-PIC-Web Verigate	MI 10 - 06.2	-	-	MI	D	292	0.34%	n/a	n/a	-	586	1.02%	n/a	n/a	-	628	0.16%	n/a	n/a	-	-
% Time Out Transactions-PIC-EDI LSOG 4	MI 10 - 06.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Time Out Transactions-DSL Loop Qualification-EDI LSOG 1	MI 10 - 08.1	-	-	MI	D	171	0.00%	n/a	n/a	-	150	0.00%	n/a	n/a	-	215	0.00%	n/a	n/a	-	-
% Time Out Transactions-DSL Loop Qualification-Web Verigate	MI 10 - 08.2	-	-	MI	D	1814	0.06%	n/a	n/a	-	2318	0.04%	n/a	n/a	-	1977	0.05%	n/a	n/a	-	-
% Time Out Transactions-DSL Loop Qualification-EDI LSOG 4	MI 10 - 08.3	-	-	MI	D	648	3.24%	n/a	n/a	-	887	3.49%	n/a	n/a	-	552	1.27%	n/a	n/a	-	-
% Time Out Transactions-NC/NCI-EDI LSOG 1	MI 10 - 09.1	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Time Out Transactions-NC/NCI-Web Verigate	MI 10 - 09.2	-	-	MI	D	35	0.00%	n/a	n/a	-	35	0.00%	n/a	n/a	-	23	0.00%	n/a	n/a	-	-
% Time Out Transactions-NC/NCI-EDI LSOG 4	MI 10 - 09.3	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Time Out Transactions-CFA Availability-EDI LSOG 1	MI 10 - 10.1	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
% Time Out Transactions-CFA Availability-Web Verigate	MI 10 - 10.2	-	-	MI	D	39	0.00%	n/a	n/a	-	63	0.00%	n/a	n/a	-	598	1.00%	n/a	n/a	-	-
% Time Out Transactions-CFA Availability-EDI LSOG 4	MI 10 - 10.3	-	-	MI	D	0	n/a	n/a	n/a	-	39	0.00%	n/a	n/a	-	12	0.00%	n/a	n/a	-	-
Average Interface Outage Notification (hours)	MI 11 - 01	-	-	CO	D	24	5.42	n/a	n/a	-	20	5.25	n/a	n/a	-	31	3.87	n/a	n/a	-	-
Average Time to Clear Service Order Errors - Resale	MI 12 - 01	-	-	MI	P	11010	2.98	2.30	16.72	No	10232	2.73	2.77	(0.78)	Yes	11977	2.43	2.26	4.87	No	MISS
Average Time to Clear Service Order Errors - UNE P	MI 12 - 02	-	-	MI	P	151996	3.01	2.30	59.51	No	145258	3.17	2.77	28.43	No	150146	2.39	2.26	11.98	No	MISS
Percent Loss Notifications within 1 Hour of Service Order Completion - Resale	MI 13 - 01	-	-	MI	B	273	78.75%	95.00%	16.25	No	188	89.89%	95.00%	5.11	No	180	89.44%	95.00%	5.56	No	MISS
Percent Loss Notifications within 1 Hour of Service Order Completion - UNE Loops	MI 13 - 02	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Loss Notifications within 1 Hour of Service Order Completion - LNP	MI 13 - 03	-	-	MI	B	456	84.65%	95.00%	10.35	No	571	99.30%	95.00%	(4.30)	Yes	795	99.37%	95.00%	(4.37)	Yes	HIT
Percent Loss Notifications within 1 Hour of Service Order Completion - UNE P	MI 13 - 04	-	-	MI	B	14887	91.76%	95.00%	3.24	No	13161	97.03%	95.00%	(2.03)	Yes	14613	97.56%	95.00%	(2.56)	Yes	HIT
% Cmplion Notfctns Rtrnd w/in "X" Hrs of Cmplion of Mntnce Trble Tckt - Resale Manual	MI 14 - 01	-	-	MI	B	1034	89.36%	95.00%	5.64	No	1868	53.00%	95.00%	42.00	No	1742	62.63%	95.00%	32.37	No	MISS
% Cmplion Notfctns Rtrnd w/in "X" Hrs of Cmplion of Mntnce Trble Tckt - Resale Electronic	MI 14 - 02	-	-	MI	B	691	94.79%	95.00%	0.21	No	160	67.50%	95.00%	27.50	No	242	25.62%	95.00%	69.38	No	MISS
% Cmplion Notfctns Rtrnd w/in "X" Hrs of Cmplion of Mntnce Trble Tckt - UNE Loops Manual	MI 14 - 03	-	-	MI	B	1541	97.27%	95.00%	(2.27)	Yes	2327	96.82%	95.00%	(1.82)	Yes	2097	97.14%	95.00%	(2.14)	Yes	HIT
% Cmplion Notfctns Rtrnd w/in "X" Hrs of Cmplion of Mntnce Trble Tckt - UNE Loops Electronic	MI 14 - 04	-	-	MI	B	422	94.55%	95.00%	0.45	No	147	97.96%	95.00%	(2.96)	Yes	203	95.57%	95.00%	(0.57)	Yes	HIT

Attachment A Performance Measures - Hit or Miss Report - Ameritech

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						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	Z-Value	Result	CLEC Volume	CLEC	AIT/ Benchmark		% Yes - 87%	Z-Value	Result
% Cmplion Notfcns Rtrnd w/in "X" Hrs of Cmplion of Mntnce Trble Tckt - UNE P Manual	MI 14 - 05	-	-	MI	B	10664	89.36%	95.00%	5.64	No	21919	56.54%	95.00%	38.46	No	22978	62.67%	95.00%	32.33	No	MISS			
% Cmplion Notfcns Rtrnd w/in "X" Hrs of Cmplion of Mntnce Trble Tckt - UNE P Electronic	MI 14 - 06	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Change Management - Changes to Existing Interfaces (days) - Gateway	MI 15 - 01	-	-	MI	B	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-			
Change Management - Changes to Existing Interfaces (days) - GUI	MI 15 - 02	-	-	MI	B	1	100.00%	95.00%	n/a	Base<10	2	100.00%	95.00%	n/a	Base<10	1	100.00%	95.00%	n/a	Base<10	-			
Change Management - Introductions of New Interfaces (days) - Gateway	MI 15 - 03	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Change Management - Introductions of New Interfaces (days) - GUI	MI 15 - 04	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Change Management - Retirements of Existing Interfaces (days) - Wholesale Interfaces - Gateway	MI 15 - 05	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Change Management - Retirements of Existing Interfaces (days) - Wholesale Interfaces - GUI	MI 15 - 06	-	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Percentage Rejected Query Notices - Address Verification	MI 16 - 01	-	-	MI	D	139082	0.26%	n/a	n/a	-	146558	0.18%	n/a	n/a	-	135953	0.20%	n/a	n/a	-	-			
Percentage Rejected Query Notices - Request for Telephone Number	MI 16 - 02	-	-	MI	D	29304	0.75%	n/a	n/a	-	30316	0.70%	n/a	n/a	-	30885	0.18%	n/a	n/a	-	-			
Percentage Rejected Query Notices - Request for Customer Service Record	MI 16 - 03	-	-	MI	D	127491	0.09%	n/a	n/a	-	123665	0.18%	n/a	n/a	-	112004	0.45%	n/a	n/a	-	-			
Percentage Rejected Query Notices - Service/Feature Availability	MI 16 - 04	-	-	MI	D	6653	0.90%	n/a	n/a	-	4242	1.79%	n/a	n/a	-	3667	0.57%	n/a	n/a	-	-			
Percentage Rejected Query Notices - Dispatch Required (and Service Aptomt Scheduling (Due Date))	MI 16 - 05	-	-	MI	D	722	0.00%	n/a	n/a	-	1048	0.10%	n/a	n/a	-	901	0.00%	n/a	n/a	-	-			
Percentage Rejected Query Notices - PIC	MI 16 - 06	-	-	MI	D	322	0.62%	n/a	n/a	-	628	1.75%	n/a	n/a	-	674	1.04%	n/a	n/a	-	-			
Percentage Rejected Query Notices - DSL Loop Qualification	MI 16 - 07	-	-	MI	D	2633	3.53%	n/a	n/a	-	3355	2.65%	n/a	n/a	-	2744	1.31%	n/a	n/a	-	-			
Percentage Rejected Query Notices - NC / NCI	MI 16 - 08	-	-	MI	D	35	0.00%	n/a	n/a	-	35	0.00%	n/a	n/a	-	23	0.00%	n/a	n/a	-	-			
Percentage Rejected Query Notices - CFA Availability	MI 16 - 09	-	-	MI	D	39	2.56%	n/a	n/a	-	102	0.98%	n/a	n/a	-	610	0.33%	n/a	n/a	-	-			
Percent No Access - UNE Loops Provisioning	WI 1 - 01	-	-	MI	P	3604	0.64%	1.48%	(4.08)	Yes	4258	0.63%	1.65%	(5.08)	Yes	4588	0.54%	0.00%	(4.67)	Yes	HIT			
Percent No Access (Percent of Trouble Reports with No Access) - UNE Loops Maintenance	WI 2 - 01	-	-	MI	P	1500	0.13%	0.00%	0.25	Yes	1765	0.06%	0.00%	0.18	Yes	1698	0.00%	0.00%	0.00	Yes	HIT			
Percent Facility Modification Orders - UNE - DSL Loops w/ Line Sharing	WI 9 - 01	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Percent Facility Modification Orders - UNE - DSL Loops w/out Line Sharing	WI 9 - 02	-	-	MI	D	378	4.50%	n/a	n/a	-	468	3.42%	n/a	n/a	-	537	3.35%	n/a	n/a	-	-			
Percent Facility Modification Orders - UNE - 8.0 dB Loop With Test Access	WI 9 - 03	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Percent Facility Modification Orders - UNE - 8.0 dB Loop Without Test Access	WI 9 - 04	-	-	MI	D	5040	0.16%	n/a	n/a	-	5747	0.17%	n/a	n/a	-	6575	0.29%	n/a	n/a	-	-			
Percent Facility Modification Orders - UNE - BRI Loop With Test Access	WI 9 - 05	-	-	MI	D	103	7.77%	n/a	n/a	-	139	1.44%	n/a	n/a	-	149	7.38%	n/a	n/a	-	-			
Percent Facility Modification Orders - UNE - DS1 Loop With Test Access	WI 9 - 06	-	-	MI	D	180	12.78%	n/a	n/a	-	245	15.92%	n/a	n/a	-	237	15.19%	n/a	n/a	-	-			
Percent Facility Modification Orders - UNE - DS1 Dedicated Transport	WI 9 - 07	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Percent Facility Modification Orders - UNE - DS3 Dedicated Transport	WI 9 - 08	-	-	MI	D	0	n/a	n/a	n/a	-	2	0.00%	n/a	n/a	Base<10	0	n/a	n/a	n/a	-	-			
Percent Facility Modification Orders - UNE - Dark Fiber	WI 9 - 09	-	-	MI	D	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Average Delay in Original FOCs Due Dates Due to Delay Notices	C WI 1 - 01	-	-	MI	D	67	29.36	n/a	n/a	-	430	7.70	n/a	n/a	-	511	4.37	n/a	n/a	-	-			
Accuracy of Processing CLEC Corrections Based on Review of Directory Information - First Pre-BOC	C WI 4 - 01	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			
Accuracy of Processing CLEC Corrections Based on Review of Directory Information - Second Pre-BOC	C WI 4 - 02	M	-	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-			

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
Percentage of Protectors Not Moved After Technician Visit	C WI 5 - 01	M	M	MI	B	3244	0.00%	3.00%	(3.00)	Yes	3136	0.00%	3.00%	(3.00)	Yes	2766	0.00%	3.00%	(3.00)	Yes	HIT
Percent Form A Received w/in Interval Ordered by Commission - UNE - DSL Loops w/ Line Sharing	C WI 6 - 01	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form A Received w/in Interval Ordered by Commission - UNE - DSL Loops w/out Line Sharing	C WI 6 - 02	M	M	MI	B	13	92.31%	95.00%	2.69	No	3	100.00%	95.00%	n/a	Base<10	30	90.00%	95.00%	5.00	No	MISS
Percent Form A Received w/in Interval Ordered by Commission - UNE - 8.0 dB Loop With Test Access	C WI 6 - 03	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form A Received w/in Interval Ordered by Commission - UNE - 8.0 dB Loop Without Test Access	C WI 6 - 04	M	M	MI	B	222	97.75%	95.00%	(2.75)	Yes	232	98.28%	95.00%	(3.28)	Yes	338	97.34%	95.00%	(2.34)	Yes	HIT
Percent Form A Received w/in Interval Ordered by Commission - UNE - BRI Loop With Test Access	C WI 6 - 05	M	M	MI	B	82	98.78%	95.00%	(3.78)	Yes	89	98.88%	95.00%	(3.88)	Yes	119	100.00%	95.00%	(5.00)	Yes	HIT
Percent Form A Received w/in Interval Ordered by Commission - UNE - DS1 Loop With Test Access	C WI 6 - 06	M	M	MI	B	137	99.27%	95.00%	(4.27)	Yes	135	97.78%	95.00%	(2.78)	Yes	156	98.72%	95.00%	(3.72)	Yes	HIT
Percent Form A Received w/in Interval Ordered by Commission - UNE - DS1 Dedicated Transport	C WI 6 - 07	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form A Received w/in Interval Ordered by Commission - UNE - DS3 Dedicated Transport	C WI 6 - 08	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form A Received w/in Interval Ordered by Commission - UNE - Dark Fiber	C WI 6 - 09	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B - UNE - DSL Loops w/ Line Sharing																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.2	M	M	MI	B	6	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	2	100.00%	95.00%	n/a	Base<10	-
Form B - UNE - DSL Loops w/out Line Sharing																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B - UNE - 8.0 dB Loop With Test Access																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.4	M	M	MI	B	6	100.00%	95.00%	n/a	Base<10	11	81.82%	95.00%	13.18	No	23	86.96%	95.00%	8.04	No	MISS
Form B - UNE - 8.0 dB Loop Without Test Access																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.5	M	M	MI	B	3	100.00%	95.00%	n/a	Base<10	11	90.91%	95.00%	4.09	No	2	100.00%	95.00%	n/a	Base<10	-
Form B - UNE - BRI Loop With Test Access																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.6	M	M	MI	B	17	100.00%	95.00%	(5.00)	Yes	23	95.65%	95.00%	(0.65)	Yes	15	100.00%	95.00%	(5.00)	Yes	HIT
Form B - UNE - DS1 Loop With Test Access																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.7	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B - UNE - DS1 Dedicated Transport																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.8	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B - UNE - DS3 Dedicated Transport																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 01.9	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B - UNE - Dark Fiber																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C - UNE - DSL Loops w/ Line Sharing																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.2	M	M	MI	B	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C - UNE - DSL Loops w/out Line Sharing																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C - UNE - 8.0 dB Loop With Test Access																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.4	M	M	MI	B	2	50.00%	95.00%	n/a	Base<10	4	100.00%	95.00%	n/a	Base<10	3	100.00%	95.00%	n/a	Base<10	-
Form C - UNE - 8.0 dB Loop Without Test Access																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.5	M	M	MI	B	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
Form C - UNE - BRI Loop With Test Access																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.6	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C - UNE - DS1 Loop With Test Access																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.7	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C - UNE - DS1 Dedicated Transport																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.8	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C - UNE - DS3 Dedicated Transport																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 02.9	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C - UNE - Dark Fiber																					
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A	C WI 7 - 03.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form D - UNE - DSL Loops w/ Line Sharing																					

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form D - UNE- DSL Loops w/out Line Sharing	C WI 7 - 03.2	M	M	MI	B	7	100.00%	95.00%	n/a	Base<10	3	100.00%	95.00%	n/a	Base<10	21	100.00%	95.00%	(5.00)	Yes	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form D - UNE- 8.0 dB Loop With Test Access	C WI 7 - 03.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form D - UNE- 8.0 dB Loop Without Test Access	C WI 7 - 03.4	M	M	MI	B	209	98.09%	95.00%	(3.09)	Yes	206	99.03%	95.00%	(4.03)	Yes	308	99.03%	95.00%	(4.03)	Yes	HIT
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form D - UNE- BRI Loop With Test Access	C WI 7 - 03.5	M	M	MI	B	74	98.65%	95.00%	(3.65)	Yes	71	98.59%	95.00%	(3.59)	Yes	118	99.15%	95.00%	(4.15)	Yes	HIT
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form D - UNE- DS1 Loop With Test Access	C WI 7 - 03.6	M	M	MI	B	111	100.00%	95.00%	(5.00)	Yes	109	100.00%	95.00%	(5.00)	Yes	137	99.27%	95.00%	(4.27)	Yes	HIT
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form D - UNE- DS1 Dedicated Transport	C WI 7 - 03.7	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form D - UNE- DS3 Dedicated Transport	C WI 7 - 03.8	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form D - UNE- Dark Fiber	C WI 7 - 03.9	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- DSL Loops w/ Line Sharing	C WI 7 - 04.1	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- DSL Loops w/out Line Sharing	C WI 7 - 04.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- 8.0 dB Loop With Test Access	C WI 7 - 04.3	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- 8.0 dB Loop Without Test Access	C WI 7 - 04.4	M	M	MI	B	2	100.00%	95.00%	n/a	Base<10	3	66.67%	95.00%	n/a	Base<10	5	80.00%	95.00%	n/a	Base<10	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- BRI Loop With Test Access	C WI 7 - 04.5	M	M	MI	B	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- DS1 Loop With Test Access	C WI 7 - 04.6	M	M	MI	B	0	n/a	n/a	n/a	-	2	100.00%	95.00%	n/a	Base<10	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- DS1 Dedicated Transport	C WI 7 - 04.7	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- DS3 Dedicated Transport	C WI 7 - 04.8	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A Form E - UNE- Dark Fiber	C WI 7 - 04.9	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B Percent Return FOC with New Due Date w/in 24 Hours - DSL Loops w/ Line Sharing	C WI 8 - 01	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B Percent Return FOC with New Due Date w/in 24 Hours - DSL Loops w/out Line Sharing	C WI 8 - 02	M	M	MI	B	18	100.00%	95.00%	(5.00)	Yes	11	100.00%	95.00%	(5.00)	Yes	14	100.00%	95.00%	(5.00)	Yes	HIT
Form B Percent Return FOC with New Due Date w/in 24 Hours - 8.0 dB Loop With Test Access	C WI 8 - 03	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B Percent Return FOC with New Due Date w/in 24 Hours - 8.0 dB Loop Without Test Access	C WI 8 - 04	M	M	MI	B	6	100.00%	95.00%	n/a	Base<10	13	100.00%	95.00%	(5.00)	Yes	26	100.00%	95.00%	(5.00)	Yes	HIT
Form B Percent Return FOC with New Due Date w/in 24 Hours - BRI Loop With Test Access	C WI 8 - 05	M	M	MI	B	5	100.00%	95.00%	n/a	Base<10	14	100.00%	95.00%	(5.00)	Yes	6	100.00%	95.00%	n/a	Base<10	-
Form B Percent Return FOC with New Due Date w/in 24 Hours - DS1 Loop With Test Access	C WI 8 - 06	M	M	MI	B	31	100.00%	95.00%	(5.00)	Yes	33	100.00%	95.00%	(5.00)	Yes	33	100.00%	95.00%	(5.00)	Yes	HIT
Form B Percent Return FOC with New Due Date w/in 24 Hours - DS1 Dedicated Transport	C WI 8 - 07	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B Percent Return FOC with New Due Date w/in 24 Hours - DS3 Dedicated Transport	C WI 8 - 08	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form B Percent Return FOC with New Due Date w/in 24 Hours - Dark Fiber	C WI 8 - 09	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C % Return Quote w/in the Interval Ordered by the Commission - DSL Loops w/ Line Sharing	C WI 9 - 01	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C % Return Quote w/in the Interval Ordered by the Commission - DSL Loops w/out Line Sharing	C WI 9 - 02	M	M	MI	B	0	n/a	n/a	n/a	-	1	100.00%	95.00%	n/a	Base<10	1	100.00%	95.00%	n/a	Base<10	-
Form C % Return Quote w/in the Interval Ordered by the Commission - 8.0 dB Loop With Test Access	C WI 9 - 03	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

Attachment A Performance Measures - Hit or Miss Report - Ameritech

Description	PM	Tier 1	Tier 2	Area	P	Jun-02				Jul-02				Aug-02				Overall Result			
						CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 86%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%	CLEC Volume	CLEC	AIT/ Benchmark	% Yes - 87%				
						Z-Value	Result	Z-Value	Result	Z-Value	Result	Z-Value	Result								
Form C % Return Quote w/in the Interval Ordered by the Commission - 8.0 dB Loop Without Test Access	C WI 9 - 04	M	M	MI	B	3	100.00%	95.00%	n/a	Base<10	3	100.00%	95.00%	n/a	Base<10	1	100.00%	95.00%	n/a	Base<10	-
Form C % Return Quote w/in the Interval Ordered by the Commission - BRI Loop With Test Access	C WI 9 - 05	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C % Return Quote w/in the Interval Ordered by the Commission - DS1 Loop With Test Access	C WI 9 - 06	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C % Return Quote w/in the Interval Ordered by the Commission - DS1 Dedicated Transport	C WI 9 - 07	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C % Return Quote w/in the Interval Ordered by the Commission - DS3 Dedicated Transport	C WI 9 - 08	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
Form C % Return Quote w/in the Interval Ordered by the Commission - Dark Fiber	C WI 9 - 09	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - DSL Loops w/ Line Sharing	C WI 11 - 01.1	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - DSL Loops w/out Line Sharing	C WI 11 - 01.2	M	M	MI	B	8	25.00%	5.00%	n/a	Base<10	9	22.22%	5.00%	n/a	-	2	0.00%	5.00%	n/a	Base<10	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - 8.0 dB Loop With Test Access	C WI 11 - 01.3	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - 8.0 dB Loop Without Test Access	C WI 11 - 01.4	M	M	MI	P	7	14.29%	6.34%	n/a	Base<10	7	28.57%	6.85%	n/a	Base<10	17	5.88%	6.36%	(0.45)	Yes	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - BRI Loop With Test Access	C WI 11 - 01.5	M	M	MI	P	6	33.33%	15.19%	n/a	Base<10	2	50.00%	8.88%	n/a	Base<10	8	37.50%	14.72%	n/a	Base<10	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - DS1 Loop With Test Access	C WI 11 - 01.6	M	M	MI	P	15	20.00%	12.39%	0.54	Yes	30	10.00%	12.62%	(0.42)	Yes	29	20.69%	13.27%	0.86	Yes	HIT
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - DS1 Dedicated Transport	C WI 11 - 01.7	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - DS3 Dedicated Transport	C WI 11 - 01.8	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form B - Dark Fiber	C WI 11 - 01.9	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - DSL Loops w/ Line Sharing	C WI 11 - 02.1	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - DSL Loops w/out Line Sharing	C WI 11 - 02.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - 8.0 dB Loop With Test Access	C WI 11 - 02.3	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - 8.0 dB Loop Without Test Access	C WI 11 - 02.4	M	M	MI	P	0	n/a	n/a	n/a	-	1	0.00%	6.85%	n/a	Base<10	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - BRI Loop With Test Access	C WI 11 - 02.5	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - DS1 Loop With Test Access	C WI 11 - 02.6	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	1	0.00%	13.27%	n/a	Base<10	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - DS1 Dedicated Transport	C WI 11 - 02.7	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - DS3 Dedicated Transport	C WI 11 - 02.8	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form C - Dark Fiber	C WI 11 - 02.9	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - DSL Loops w/ Line Sharing	C WI 11 - 03.1	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - DSL Loops w/out Line Sharing	C WI 11 - 03.2	M	M	MI	B	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - 8.0 dB Loop With Test Access	C WI 11 - 03.3	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - 8.0 dB Loop Without Test Access	C WI 11 - 03.4	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - BRI Loop With Test Access	C WI 11 - 03.5	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

**Attachment A Performance Measures - Hit or Miss Report - Ameritech**

Description	PM	Tier 1	Tier 2	Area	P	Jun-02					Jul-02					Aug-02					Overall Result
						CLEC Volume	CLEC	AIT/Benchmark	% Yes - 86%		CLEC Volume	CLEC	AIT/Benchmark	% Yes - 87%		CLEC Volume	CLEC	AIT/Benchmark	% Yes - 87%		
									Z-Value	Result				Z-Value	Result				Z-Value	Result	
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - DS1 Loop With Test Access	C WI 11 - 03.6	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - DS1 Dedicated Transport	C WI 11 - 03.7	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - DS3 Dedicated Transport	C WI 11 - 03.8	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-
FMOD Forms B, C, D Percentage of Due Dates Met - Form D - Dark Fiber	C WI 11 - 03.9	M	M	MI	P	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	0	n/a	n/a	n/a	-	-

**Attachment A Performance Measures - Hit or Miss Report - Ameritech**

Description	PM	Tier 1	Tier 2	Area	P/B	Jun-02				Jul-02				Aug-02				Overall Result			
						CLEC Volume	CLEC	AIT/Benchmark	% Yes - 86%	CLEC Volume	CLEC	AIT/Benchmark	% Yes - 87%	CLEC Volume	CLEC	AIT/Benchmark	% Yes - 87%				
Total # All Submeasures									1085				1085				1085				410
# Counted (with z-score and sample size of 10 or more)									404				408				419				
# Not Counted (Base < 10 or n/a)									681				677				666				
Critical Z Value									1.68				1.68				1.68				
Number of Submeasures Met									349				355				364				363
Number of Submeasures Missed									55				53				55				47
<b>Success Ratio - All Measures</b>									<b>86.4%</b>				<b>87.0%</b>				<b>86.9%</b>				<b>88.5%</b>
Total # Tier 2 Submeasures									509				509				509				233
# Counted (with z-score and sample size of 10 or more)									229				233				240				
# Not Counted (Base < 10 or n/a)									280				276				269				
Number of Submeasures Met									200				202				207				205
Number of Submeasures Missed									29				31				33				28
<b>Success Ratio - Tier 2 Measures Only</b>									<b>87.3%</b>				<b>86.7%</b>				<b>86.3%</b>				<b>88.0%</b>
Total # Tier 1 and/or Tier 2 Submeasures									716				716				716				322
# Counted (with z-score and sample size of 10 or more)									319				320				330				
# Not Counted (Base < 10 or n/a)									397				396				386				
Number of Submeasures Met									283				281				293				289
Number of Submeasures Missed									36				39				37				33
<b>Success Ratio - Tier 1 and/or Tier 2 Measures</b>									<b>88.7%</b>				<b>87.8%</b>				<b>88.8%</b>				<b>89.8%</b>

Notes:

- (1) Overall HIT or MISS is determined by the Yes or No results for two out of the last three months. Two or more results of Yes = HIT; two or more results of No = MISS. A dash means the result is neither a hit nor a miss and is not counted.
- (2) A Critical Z Value of 1.68 is used for counting hits and misses on all HOMR reports, regardless of the number of measures reported. This is the lowest possible critical Z value on the table. Remedy payment calculations may use a slightly higher critical Z. Benchmark measures are pass/fail and do not use the critical Z.
- (3) Measures that have a Z-Value but no Result (Yes/No) are either diagnostic, have fewer than 10 observations, or are lower-level disaggregations that are used to determine a higher level disaggregation.
- (4) Values in the P/B column denote the following: P = Parity, B = Benchmark, D = Disagnotic (no comparison)
- (5) Measures with no activity are displayed with a value of "n/a" in the CLEC result columns.
- (6) Codes in the Area column are: CO=Company level, MI=State level