

<b>Ernst &amp; Young Reported Defects in the Ameritech Michigan March through May Performance Results</b>		<b>Restated Results</b>	<b>Prospective Restatement</b>	<b>Error</b>	<b>Interpretation</b>
<b>Pre-Ordering/Ordering</b>					
1.1	Average Response Time for Manual Loop Make-Up Information				<b>X</b>
1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders			<b>X</b>	
2.0	Percent Responses Received within "X" seconds – OSS Interfaces	<b>X</b>			<b>X</b>
4.	OSS Interface Availability				
5.0	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours	<b>X</b>	<b>X</b>	<b>X</b>	
5.2	Percentage of Unsolicited FOCs by Reason Code		<b>X</b>	<b>X</b>	

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6.	Average Time To Return FOC	X		X	X
7.	Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems		X	X	X
7.1	Percent Mechanized Completions Returned Within One Day Of Work Completion	X		X	X
8.	Average Time to Return Mechanized Completions		X	X	X
9.	Percent Rejects			X	
10.	Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR		X	X	X

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10.1	Percent Mechanized Rejects Returned within One Hour of Receipt of Order			X	X
10.2	Percent Manual Rejects Received Electronically and Returned Within Five Hours			X	X
10.3	Percent Manual Rejects Received Manually and Returned Within Five Hours			X	X
10.4	Percentage of Orders Given Jeopardy Notices		X	X	X
11.	Mean Time to Return Mechanized Rejects			X	X
11.1	Mean Time to Return Manual Rejects that are Received via an Electronic Interface				X

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11.2	Mean Time to Return Manual Rejects that are Received Through the Manual Process				X
12.	Mechanized Provisioning Accuracy				
13.	Order Process Percent Flow Through	X	X	X	X
13.1	Total Order Process Percent Flow Through	X	X	X	X
<b>Billing</b>					
14.	Billing Accuracy			X	X
15.	Percent of Accurate and Complete Formatted Mechanized Bills Via EDI or BDT		X		X

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16.	Percent of Usage Records Transmitted Correctly				
17.	Billing Completeness				<b>X</b>
18.	Billing Timeliness (Wholesale Bill)				<b>X</b>
19.	Daily Usage Feed Timeliness				
20.	Unbillable Usage				<b>X</b>
<b>Miscellaneous Administrative</b>					
21.1	Average Time Placed on Hold at LSC				
22.	Local Service Center (LSC) Grade Of Service (GOS)	<b>X</b>			

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24.1	Average Time Placed on Hold at LOC				
25.	Local Operations Center (LOC) Grade Of Service (GOS)			<b>X</b>	
<b>RESALE POTS AND UNE LOOP AND PORT COMBINATIONS</b>					
<b>Provisioning - Resale POTS</b>					
27.	Mean Installation Interval	<b>X</b>	<b>X</b>		<b>X</b>
28.	Percent POTS/UNE-P Installations Completed Within the Customer Requested Due Date	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
29.	Percent Ameritech Caused Missed Due Dates	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
30.	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	<b>X</b>		<b>X</b>	<b>X</b>

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31.	Average Delay Days For Missed Due Dates Due To Lack Of Facilities	X		X	X
32.	Average Delay Days For Ameritech Caused Missed Due Dates	X	X	X	X
33.	Percent Ameritech Caused Missed Due Dates > 30 days	X	X	X	X
35.	Percent Trouble Reports Within 30 Days (I-30) of Installation				X
<b>Maintenance - Resale POTS</b>					
37.	Trouble Report Rate	X			X
37.1	Trouble Report Rate Net of Installation and Repeat Reports	X			X

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38.	Percent Missed Repair Commitments	X			X
39.	Receipt To Clear Duration	X		X	X
40.	Percent Out Of Service (OOS) < 24 Hours	X			X
41.	Percent Repeat Reports	X			X
42.	Percent No Access (Percent of Trouble Reports with No Access)	X			X
<b>RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY AMERITECH</b>					
<b>Provisioning</b>					

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43.	Average Installation Interval	X	X	X	
44.	Percent Specials Installations Completed Within Customer Requested Due Date	X		X	X
45.	Percent Ameritech Caused Missed Due Dates	X			X
46.	Percent Trouble Reports Within 30 Days (I-30) of Installation	X			
47.	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	X			
48.	Average Delay Days for Missed Due Dates Due to Lack Of Facilities	X			

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49.	Average Delay Days For Ameritech Caused Missed Due Dates	X			
50.	Percent Ameritech Caused Missed Due Dates > 30 days	X			
<b>Maintenance – Resale Specials &amp; UNE Loop and Port Combinations</b>					
52.	Mean Time To Restore	X		X	
53.	Percent Repeat Reports	X			
54.	Failure Frequency	X			
54.1	Trouble Report Rate net of Installation and repeat Reports	X			

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<b>UNBUNDLED NETWORK ELEMENTS (UNES)</b>					
<b>Provisioning</b>					
55.	Average Installation Interval	X		X	X
55.1	Average Installation Interval - DSL	X	X	X	X
55.2	Average Installation Interval for Loop With LNP	X		X	X
55.3	Percent xDSL-Capable Loop Orders Requiring the Removal of Load Coils and or Repeaters.	X		X	X
56.	Percent Installations Completed Within Customer Requested Due Date	X		X	X

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56.1	Percent Installations Completed Within the Customer Requested Due Date for Loop With LNP	X	X	X	X
58.	Percent Ameritech Caused Missed Due Dates	X	X	X	X
59.	Percent Trouble Reports Within 30 Days (I-30) of Installation	X		X	X
60.	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	X		X	X
61.	Average Delay Days for Missed Due Dates Due To Lack Of Facilities	X		X	X
62.	Average Delay Days For Ameritech Caused Missed Due Dates	X		X	X

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63.	Percent Ameritech Caused Missed Due Dates > 30 days	X		X	X
<b>Maintenance – Unbundled Network Elements</b>					
65.	Trouble Report Rate	X		X	X
65.1	Trouble Report Rate Net of Installation and Repeat Reports	X		X	X
66.	Percent Missed Repair Commitments	X		X	X
67.	Mean Time To Restore	X		X	X
68.	Percent Out Of Service (OOS) < "24" Hours	X		X	X

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69.	Percent Repeat Reports	X		X	X
<b>Interconnection Trunks</b>					
70.	Percentage of Trunk Blockage (Call Blockage)				
70.1	Trunk Blockage Exclusions				
70.2	Percentage of Trunk Blockage (Trunk Groups)				
71.	Common Transport Trunk Group Blockage	X			
73.	Percentage Missed Due Dates – Interconnection Trunks	X	X		
74.	Average Delay Days For Missed Due Dates – Interconnection Trunks			X	

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75.	Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks			<b>X</b>	
76.	Average Trunk Restoration Interval – Interconnection Trunks				
77.	Average Trunk Restoration Interval for Service- Affecting Trunk Groups				
78.	Average Interconnection Trunk Installation Interval	<b>X</b>		<b>X</b>	<b>X</b>
<b>Directory Assistance (DA) and Operator Services (OS)</b>					
79.	Directory Assistance Grade Of Service				
80.	Directory Assistance Average Speed Of Answer				<b>X</b>
81.	Operator Services Grade Of Service				





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82.	Operator Services Speed Of Answer				
83.	Percentage of Calls Abandoned				
<b>Local Number Portability (LNP)</b>					
91.	Percentage of LNP Only Due Dates within Industry Guidelines		X	X	X
92.	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer			X	
93.	Percentage of Customer Accounts Restructured by the LNP Due Date		X	X	
95.	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes			X	

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96.	Percentage Pre-Mature Disconnects for LNP Orders			X	
97.	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	X		X	X
98.	Percentage Trouble LNP (I-Reports) in 30 Days of Installation				X
99.	Average Delay Days for Ameritech Missed Due Dates (For Stand-Alone LNP Orders)	X		X	
100.	Average Time of Out of Service for LNP Conversions				
101.	Percent Out of Service < 60 minutes				
	<b>911</b>				
102.	Average Time To Clear Errors (Subsumed by MI 6 in MI)				

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MI 6:	Erred Customer Record Update Files Not Returned by Next Business Day (Only Reported in MI)				
103.	Percent Accuracy for 911 Database Updates (Facility-Based Providers) (Subsumed by MI 7 in MI)				
MI 7.	Errors in Customer Record Update Files (Only Reported in MI)				
104.	Average Time Required to Update 911 Database (Facility Based Providers) (Subsumed by MI 8 in MI)				
MI 8.	Customer Record Update Files Not Updated by the Next Business Day (Only Reported in MI)				
104.1	The Average Time It Takes To Unlock the 911 Record				

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<b>Poles, Conduit and Rights of Way</b>					
105.	Percentage of Requests Processed Within 35 Days			<b>X</b>	<b>X</b>
106.	Average Days Required to Process a Request			<b>X</b>	
<b>Collocation</b>					
107.	Percentage Missed Collocation Due Dates				
108.	Average Delay Days for Ameritech Missed Due Dates				
109.	Percent of Requests Processed Within the Established Timelines				<b>X</b>
<b>Directory Assistance Database</b>					

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110.	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs			X	X
111.	Average Update Interval for DA Database for Facility Based CLECs			X	X
112.	Percentage DA Database Accuracy For Manual Updates			X	
113.	Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention			X	X
<b>Coordinated Conversions</b>					
114.	Percentage of Premature Disconnects (Coordinated Cutovers)		X		X
114.1.	CHC/FDT LNP with Loop Provisioning Interval				

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115.	Percentage of Ameritech Caused Delayed Coordinated Cutovers		X		X
115.1	Percent Provisioning Trouble Reports (PTR)				X
115.2	Mean Time To Restore – Provisioning Trouble Report (PTR) NXX				X
117.	Percent NXXs Loaded and Tested Prior to the LERG Effective Date			X	X
118.	Average Delay Days for NXX Loading and Testing			X	X
119.	Mean Time to Repair				
<b>Bona Fide Request Process (BFRs)</b>					

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120.	Percentage of Requests Processed Within 30 Business Days				
121.	Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days				<b>X</b>
<b>Additional Measures</b>					
MI 2.	Percentage of Orders Given Jeopardy Notices Within 24 Hours of the Due Date Resale Specials	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
MI 3.	Coordination Conversions Outside of Interval				<b>X</b>
MI 4.	Average Time to Provide a Collocation Arrangement	<b>X</b>			
MI 5.	Structure Requests Completed Outside of Interval			<b>X</b>	

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MI 9.	Percentage Missing FOCs		X	X	X
MI 10.	Percent Time-out Transactions	X		X	X
MI 11.	Average Interface Outage Notification	X			
MI 12.	Average Time to Clear Service Order Errors			X	X
MI 13.	Percent Loss Notification Within One Hour of Service Order Completion	X	X	X	
MI 14.	Percent Completion Notifications Returned Within "X" Hours of Completion of Maintenance Trouble Ticket		X		

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MI 15.	Change Management			X	X
MI 16.	Percentage Rejected Query Notices	X		X	
WI 1.	Percent No Access – UNE Loops Provisioning	X	X	X	
WI 2.	Percent No Access (Percent of Trouble Reports with No Access) – UNE Loops	X	X		
WI 9.	Percent Facility Modification Orders	X			X
CLEC WI 1.	Average Delay in Original FOCs Due Dates Due to Delay Notices (Issue F)		X		X

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CLEC WI 4.	Accuracy of Processing CLEC Corrections Based on Review of Directory Information (Issue L)				X
CLEC WI 5.	Percentage of protectors not moved after technician visit	X		X	X
CLEC WI 6.	FMOD Process: Percent Form A Received Within the Interval Ordered by the Commission.			X	X
CLEC WI 7.	FMOD Process: Percent Forms B, C, D, and E Received Within 72 Hours of Form A			X	X
CLEC WI 8.	FMOD Process: Form B Percent Return FOC with New Due Date Within 24 Hours			X	X
CLEC WI 9.	FMOD Process: Form C Percent Return Quote Within the Interval Ordered by the Commission				X

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CLEC WI 11.	FMOD Forms B, C, D, Percentage of Due Dates Met	<b>X</b>			<b>X</b>
IN 1.	Percent Loop Acceptance Testing (LAT) Completed on or Prior to the Completion Date	<b>X</b>			<b>X</b>

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