

**James_Denniston**

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Sent: Tuesday, August 27, 2002 12:10 PM

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All,

As a follow up to the E&Y meeting last week, I have attached a document provided by Jim Ehr at Ameritech which maps the FCC approved PMs to the related state-approved PMs.....FYI

Ann Schneidewind
Michigan Public Service Commission Staff
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11/4/2002

Stats	EOC	Measure Name
Pre-Ordering/Ordering		
	2	Average Response Time for OSS Pre-Order Interfaces
1.1	9	Average Response Time for Loop Make-Up Information
1.2		Accuracy of Actual Loop Makeup Information Provided for DSL Orders
2		Percent Responses Received within "x" seconds-OSS Interfaces
4	19	OSS Interface Availability
5	1	Percent Firm Order Confirmations (FOCs) Returned within "X" Hours
	1.1	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours for DSL
5.2		Percentage of Unsolicited FOCs by Reason Code
6		Average Time to Return FOCs
7		Percent Mechanized Completions Returned Within 1 Hour of Completion in Ordering Systems
7.1	4d	Percent Mechanized Completions Returned Within 1 Day of Work Completion
8		Average Time to Return Mechanized Completions
9		Percent Rejects
10		Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR
10.1		Percent Mechanized Rejects Returned within One Hour of Receipt of Order
10.2		Percent Manual Rejects Received Electronically and Returned within 5 hours
10.3		Percent Manual Rejects Received Manually and Returned Within 5 Hours
10.4		Percentage of Orders Given Jeopardy Notices
11		Mean Time To Return Mechanized Rejects
11.1		Mean Time To Return Manual Rejects that are Received Electronically via an Interface
11.2		Mean Time to Return Manual Rejects that are Received through the Manual Process
12		Mechanized Provisioning Accuracy
13	3	Order Process Percent Flow Through
13.1		Total Order Process Percent Flow Through
Billing		
14		Billing Accuracy
15		Percent of Accurate and Complete Formatted Mechanized Bills
16		Percent of Usage Records Transmitted Correctly
17		Billing Completeness
18	18	Billing Timeliness (Wholesale Bill)
19		Daily Usage Feed Timeliness
20		Unbillable Usage
Miscellaneous Administrative		
21.1		Average Time Placed on Hold at LSC
22		Local Service Center (LSC) Grade of Service (GOS)
24.1		Average Time Placed on Hold at LOC
25		Local Operations Center (LOC) Grade of Service (GOS)
Provisioning -- Resale POTS		
27	6a	Mean Installation Interval
28		Percent POTS/UNE-P Installations Completed Within the Customer Requested Due Date
29	4a	Percent Ameritech Caused Missed Due Dates - POTS
30		Percent Company Missed Due Dates Due to Lack of Facilities
31		Average Delay Days For Missed Due Dates Due to Lack of Facilities
32	7a	Average Delay Days for Ameritech Caused Missed Due Dates
33		Percent Ameritech Caused Missed Due Dates > 30 Days
35	5a	Percent Trouble Reports within 30 Days (1-30) of Installation
Maintenance -- Resale POTS		
37	13a	Trouble Report Rate
37.1		Trouble Report Rate Net of Installation and Repeat Reports
38	10a	Percent Missed Repair Commitments
39	12a	Receipt to Clear Duration
40		Percent Out of Service (OOS) < 24 Hours
41	11a	Percent Repeat Reports
42		Percent No Access (Percent of Trouble Reports with No Access)
Provisioning -- Resale Specials & UNE Loop and Port Combinations		
43	6b	Average Installation Interval
44		Percent Installations Completed within Customer Requested Due Date
45	4b	Percent Ameritech Caused Missed Due Dates
46	5b	Percent Trouble Reports Within 30 Days (1-30) of Installation
47		Percent Ameritech Missed Due Dates Due to Lack of Facilities
48		Average Delay Days for Missed Due Dates Due to Lack of Facilities

49	7b	Average Delay Days for Ameritech Caused Missed Due Dates
50		Percent Ameritech Caused Missed Due Dates > 30 Days
Maintenance – Resale Specials & UNE-Loop and Port Combinations		
52	12b	Mean Time to Restore
53	11b	Percent Repeat Reports
54	13b	Failure Frequency
54.1		Trouble Report Rate Net of Installation and Repeat Reports
Provisioning – Unbundled Network Elements		
55		Average Installation Interval
55.1	8	Average Installation Interval - DSL
55.2		Average Installation Interval - LNP with a Loop
55.3		Percent xDSL-Capable Loop Orders Requiring Removal of Load Coils and/or Repeaters
56	6c (v1.6)	Percent Installations Completed within Customer Requested Due Date
	6c (c1.7)	Percent (UNEs) Installations Completed Within The Customer Requested Due Date
	6c.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop
56.1		Percent Installations Completed Within the Customer Requested Due Date for Loop With LNP
58	4c	Percent Ameritech Caused Missed Due Dates
59	5c	Percent Trouble Reports Within 30 Days of Installation
60		Percent Ameritech Missed Due Dates Due to Lack of Facilities
61		Average Delay Days for Missed Due Dates Due to Lack of Facilities
62	7c	Average Delay Days for Ameritech Caused Missed Due Dates
63		Percent Ameritech Caused Missed Due Dates > 30 Days
Maintenance – Unbundled Network Elements		
65	13c	Trouble Report Rate
65.1		Trouble Report Rate Net of Installation and Repeat Reports
66	10b	Percent Missed Appointments
67	12c	Mean Time to Restore
68		Percent Out of Service < 24 Hours
69	11c	Percent Repeat Reports
Interconnection Trunks		
70	15	Percentage of Trunk Blockage (Call Blockage)
70.1		Trunk Blockage Exclusions
70.2		Percentage of Trunk Blockage (Trunk Groups)
71	20	Common Transport Trunk Blockage
73		Percent Missed Due Dates - Interconnection Trunks
74		Average Delay Days for Missed Due Dates - Interconnection Trunks
75		Percentage Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks
76		Average Trunk Restoration Interval - Interconnection Trunks
77	14	Average Trunk Restoration Interval for Service Affecting Trunk Groups
78		Average Interconnection Trunk Installation Interval
Directory Assistance & Operator Services		
79		Directory Assistance Grade of Service
80		Directory Assistance Average Speed of Answer
81		Operator Services Grade of Service
82		Operator Services Speed of Answer
83		Percentage of Calls Abandoned
Local Number Portability		
91		Percent of LNP Due Dates Within Industry Guidelines
92		Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer
93		Percentage of Customer Accounts Restructured by the LNP Due Date
95		Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes
96		Percentage Pre-Mature Disconnects for LNP Orders
97		Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date
98		Percentage Trouble LNP (I-Reports) in 30 Days
99		Average Delay Days for Ameritech Missed Due Dates
100		Average Time of Out of Service for LNP Conversions
101		Percent Out of Service < 60 Minutes
102		Average Time to Clear Errors
MI 6		Erred Customer Record Update Files Not Returned by Next Business Day
103		Percent Accuracy for 911 Database Updates
MI 7		Errors in Customer Record Update Files

104		Average Time Required to Update 911 Database (Facility Based Providers)
MI 8		Customer Record Update Files Not Updated by the Next Business Day
104.1		The Average Time It Takes To Unlock the 911 Record
Poles, Conduct & Right of Way		
105		Percentage of Requests Processed Within 35 Days
106		Average Days Required to Process a Request
MI 5		Structure Requests Completed Outside of Interval
Collocation		
107	17	Percent Missed Collocation Due Dates
108		Average Delay Days for Ameritech Missed Due Dates
109		Percent of Requests Processed Within the Established Timelines
Directory Assistance Database		
110		Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs
111		Average Update Interval for DA Database for Facility Based CLECs
112		Percentage DA Database Accuracy for Manual Updates
113		Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention
Coordinated Conversions		
114		Percentage of Premature Disconnects (Coordinated Cutovers)
114.1	16	CHC/FDT LNP With Loop Provisioning Interval
115		Percentage of Ameritech Caused Delayed Coordinated Cutovers
115.1		Percent Provisioning Trouble Reports
115.2		Mean Time to Restore -- Provisioning Trouble Report (PTR)
MI 3		Coordination Conversions Outside of Interval
NXX		
117		Percent NXXs Loaded and Tested Prior to the LERG Effective Date
118		Average Delay Days for NXX Loading and Testing
119		Mean Time to Repair
Bona Fide Request Process (BFRs)		
120		Percentage of Requests Processed Within 30 Business Days
121		Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days
Additional Measures		
MI 2		Percentage of Orders Given Jeopardy Notices Within 24 Hours of the Due Date
MI 4		Average Time to Provide a Collocation Arrangement
MI 9		Percentage Missing FOCs
MI 10		Percent Time-Out Transactions
MI 11		Average Interface Outage Notification
MI 12		Average Time to Clear Service Order Errors
MI 13		Percent Loss Notification w/in 1 Hour of Service Order Completion
MI 14		Percent Completion Notifications Returned w/in "X" Hours of Completion Maintenance Trouble Ticket
MI 15		Change Management
MI 16		Percent Rejected Query Notices
WI 1		Percent No-Access for UNE Loops - Provisioning
WI 2		Percent No-Access for UNE Loops - Maintenance
WI 9		Percent Facility Modification Orders
CLEC WI 1		Average Delay in Original FOCs Due Date
CLEC WI 4		Accuracy of Processing CLEC Corrections Based on Review of Directory Information (Issue L)
CLEC WI 5		Percentage of Protectors Not Moved After Technician Visit (Issue D)
CLEC WI 6		FMOD Process: Percent Form A Received Within the Interval Ordered by the Commission
CLEC WI 7		FMOD Process: Percent Form B, C, D and E Received Within 72 Hours of Form A
CLEC WI 8		FMOD Process: Percent of Form B returned FOC within 24 hours
CLEC WI 9		FMOD Process: Percent of Form C return quote w/in the interval
CLEC WI 11		FMOD Process: Percent Due Date Met
IN 1		Percent Loop Acceptance Test Completed on Due Date