

Harrison Reply Affidavit – Attachment C

**MPSC Case No. U-11229
Ameritech Michigan's Trouble Report Analysis**

Month	#Trouble Rpts Submitted by PSAPs	TELCO Delayed	PSAP/ County Delayed	AIT Delayed	Fines Paid by AIT for Delayed
Oct-97	653	19	81	20	\$35,000
Nov-97	575	30	56	10	\$28,000
Dec-97	736	17	83	4	\$56,000
Jan-98	848	16	63	4	\$28,000
Feb-98	570	5	43	1	\$1,000
Mar-98	753	17	52	7	\$10,000
Apr-98	1186	20	56	3	\$11,000
May-98	706	26	32	2	\$14,000
Jun-98	842	21	46	9	\$48,000
Jul-98	739	17	41	0	0
Aug-98	665	21	27	8	\$28,000
Sep-98	581	19	28	0	0
Oct-98	503	24	33	1	\$3,000
Nov-98	550	19	32	3	\$4,000
Dec-98	418	7	21	0	0
Jan-99	392	11	26	1	\$3,000
Feb-99	458	7	41	1	\$2,000
Mar-99	502	6	30	2	\$5,000
Apr-99	432	12	34	2	\$1,000
May-99	357	9	24	2	\$2,000
Jun-99	411	22	19	1	\$2,000
Jul-99	528	20	42	0	0
Aug-99	333	5	12	5	\$28,000
Sep-99	429	14	22	2	\$6,000
Oct-99	380	8	19	1	\$5,000
Nov-99	432	17	13	1	\$2,000
Dec-99	348	27	12	0	0
Jan-00	430	31	16	1	\$4,000
Feb-00	499	21	39	2	\$6,000
Mar-00	524	49	40	0	0
Apr-00	364	24	20	2	\$6,000
May-00	428	35	25	3	\$19,000
Jun-00	419	32	28	3	\$7,000
Jul-00	339	25	19	5	\$18,000
Aug-00	499	55	27	0	0
Sep-00	843	64	33	1	\$7,000
Oct-00	630	90	38	1	\$1,000
Totals	20,302	862	1,273	108	\$390,000