

Illinois Performance Measures - Hit or Miss Report - SBC Midwest

Description	PM	Tier 1	Tier 2	Area	P/B	Sep-02				Oct-02				Nov-02				Overall Result
						CLEC	AIT/ Benchmark	% Yes - 85%		CLEC	AIT/ Benchmark	% Yes - 86%		CLEC	AIT/ Benchmark	% Yes - 86%		
								Z-Value	Result			Z-Value	Result			Z-Value	Result	
Average Installation Interval - UNE - Dedicated Transport - DS1 (20+)	55 - 09.3	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Installation Interval - UNE - Dedicated Transport - DS3 (1-10)	55 - 10.1	-	-	IL	P	2.75	19.05	n/a	Base<10	10.00	23.13	n/a	Base<10	n/a	n/a	n/a	-	-
Average Installation Interval - UNE - Dedicated Transport - DS3 (11-20)	55 - 10.2	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Installation Interval - UNE - Dedicated Transport - DS3 (20+)	55 - 10.3	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Installation Interval - DSL - With Line Sharing - With Conditioning	55.1 - 01	H	H	IL	P	9.98	n/a	n/a	-	n/a	n/a	n/a	-	10.00	n/a	n/a	Base<10	-
Average Installation Interval - DSL - With Line Sharing - Without Conditioning	55.1 - 02	H	H	IL	P	2.87	3.98	(44.34)	Yes	2.90	3.93	(45.10)	Yes	2.87	3.66	(35.98)	Yes	HIT
Average Installation Interval - DSL - With Out Line Sharing - With Conditioning	55.1 - 03	H	H	IL	B	9.31	10.00	(0.69)	Yes	9.46	10.00	(0.54)	Yes	7.65	10.00	(2.35)	Yes	HIT
Average Installation Interval - DSL - With Out Line Sharing - Without Conditioning	55.1 - 04	H	H	IL	B	4.90	5.00	(0.10)	Yes	5.03	5.00	0.03	No	4.87	5.00	(0.13)	Yes	HIT
Average Installation Interval - DSL - Broadband DSL - Line Sharing (Days)	55.1 - 05	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Installation Interval - DSL - Broadband DSL - No Line Sharing (Days)	55.1 - 06	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - CHC - Loop with LNP (1-10)	55.2 - 01.1	-	-	IL	D	5.07	n/a	n/a	-	5.07	n/a	n/a	-	4.98	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - CHC - Loop with LNP (11-20)	55.2 - 01.2	-	-	IL	D	5.63	n/a	n/a	-	6.40	n/a	n/a	-	6.45	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - CHC - Loop with LNP (21+)	55.2 - 01.3	-	-	IL	D	10.33	n/a	n/a	-	10.00	n/a	n/a	-	14.00	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - Non CHC - Loop with LNP (1-10)	55.2 - 02.1	-	-	IL	D	3.45	n/a	n/a	-	3.65	n/a	n/a	-	3.46	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - Non CHC - Loop with LNP (11-20)	55.2 - 02.2	-	-	IL	D	7.69	n/a	n/a	-	8.19	n/a	n/a	-	6.76	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - Non CHC - Loop with LNP (21+)	55.2 - 02.3	-	-	IL	D	9.45	n/a	n/a	-	10.36	n/a	n/a	-	10.39	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - FDT - Loop with LNP (1-10)	55.2 - 03.1	-	-	IL	D	5.43	n/a	n/a	-	5.68	n/a	n/a	-	5.20	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - FDT - Loop with LNP (11-20)	55.2 - 03.2	-	-	IL	D	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Installation Interval for Loop with LNP - FDT - Loop with LNP (> 20)	55.2 - 03.3	-	-	IL	D	n/a	n/a	n/a	-	n/a	n/a	n/a	-	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	-	-	IL	D	3.57%	n/a	n/a	-	6.84%	n/a	n/a	-	5.21%	n/a	n/a	-	-
% xDSL Cpbl Loop Orders Req Removal of Load Coils &/or Repeaters-Loops over 17.5K ft	55.3 - 01.2	-	-	IL	D	5.28%	n/a	n/a	-	26.32%	n/a	n/a	-	0.00%	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-2 Wire Analog (1-10)-3 Days	56 - 01.1	H	H	IL	P	98.51%	91.78%	(14.28)	Yes	98.89%	92.72%	(13.87)	Yes	98.49%	93.78%	(8.73)	Yes	HIT
% Installs Cmpltd w/in Cust Req DD-UNE-2 Wire Analog (11-20)-7 Days	56 - 01.2	H	H	IL	P	61.73%	88.89%	2.96	No	100.00%	80.39%	(6.85)	Yes	86.49%	87.23%	0.13	Yes	HIT
% Installs Cmpltd w/in Cust Req DD-UNE-2 Wire Analog (20+)-10 Days	56 - 01.3	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Digital (1-10)-3 Days	56 - 02.1	H	H	IL	P	91.29%	86.82%	(2.05)	Yes	97.04%	91.00%	(4.04)	Yes	97.49%	93.31%	(2.78)	Yes	HIT
% Installs Cmpltd w/in Cust Req DD-UNE-Digital (11-20)-7 Days	56 - 02.2	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Digital (20+)-10 Days	56 - 02.3	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Loop (includes PRI)-3 Days	56 - 03	H	H	IL	P	94.05%	94.92%	0.51	Yes	96.21%	93.97%	(1.55)	Yes	97.92%	95.08%	(1.98)	Yes	HIT
% Installs Cmpltd w/in Cust Req DD-UNE-Switch Ports-Analog Port-2 Days	56 - 04	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	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	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Switch Ports-BRI Port (50+)-5 Days	56 - 05.2	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	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	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Switch Ports-PRI Port (20+)-10 Days	56 - 06.2	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Trunk Ports (1-10)-3 Days	56 - 07.1	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Trunk Ports (11-20)-5 Days	56 - 07.2	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Trunk Ports (20+)-10 Days	56 - 07.3	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS0 (1-10)-3 Days	56 - 08.1	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-

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Description	PM	Tier 1	Tier 2	Area	P/B	CLEC	Sep-02				Oct-02				Nov-02				Overall Result 88%
							AIT/ Benchmark	% Yes - 85%		CLEC	AIT/ Benchmark	% Yes - 86%		CLEC	AIT/ Benchmark	% Yes - 86%			
								Z-Value	Result			Z-Value	Result			Z-Value	Result		
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS0 (11-20)- 5 Days	56 - 08.2	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS0 (20+)- "ICB"	56 - 08.3	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS1 (1-10)- 3 Days	56 - 09.1	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS1 (11-20)- 5 Days	56 - 09.2	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS1 (20+)- "ICB"	56 - 09.3	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS3 (1-10)- 3 Days	56 - 10.1	H	H	IL	P	100.00%	100.00%	n/a	Base<10	100.00%	100.00%	n/a	Base<10	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS3 (11-20)- 5 Days	56 - 10.2	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS3 (20+)- "ICB"	56 - 10.3	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-UNE Loop Projects	56 - 11	H	H	IL	P	n/a	n/a	n/a	-	100.00%	n/a	n/a	Base<10	n/a	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-DSL w/No Line Share-Conditioned -10 days	56 - 12.1	H	H	IL	B	100.00%	n/a	n/a	-	96.77%	n/a	n/a	-	100.00%	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-DSL w/No Line Share-Non Conditioned 5 Days	56 - 12.2	H	H	IL	B	98.98%	n/a	n/a	-	98.98%	n/a	n/a	-	98.27%	n/a	n/a	-	-	
% Installs Cmpltd w/in Cust Req DD-DSL w/Line Sharing-Parity w/ASI	56 - 13	H	H	IL	P	99.38%	96.07%	(5.28)	Yes	99.55%	96.73%	(5.29)	Yes	99.92%	99.53%	(1.93)	Yes	HIT	
% (UNE) Installs Cmpltd w/in Cust Req DD-Aggregate Loop w/LNP (1-10)	56.1 - 01.1	H	H	IL	B	99.47%	95.00%	(4.47)	Yes	99.59%	95.00%	(4.59)	Yes	99.11%	95.00%	(4.11)	Yes	HIT	
% (UNE) Installs Cmpltd w/in Cust Req DD-Aggregate Loop w/LNP (11- 20)	56.1 - 01.2	H	H	IL	B	100.00%	95.00%	(5.00)	Yes	100.00%	95.00%	(5.00)	Yes	100.00%	95.00%	(5.00)	Yes	HIT	
% (UNE) Installs Cmpltd w/in Cust Req DD-Aggregate Loop w/LNP (>20)	56.1 - 01.3	H	H	IL	B	100.00%	95.00%	(5.00)	Yes	100.00%	95.00%	(5.00)	Yes	n/a	n/a	n/a	-	HIT	
% (UNE) Installs Cmpltd w/in Cust Req DD-CHC Loop w/LNP (1-10)	56.1 - 02.1	-	-	IL	D	99.78%	n/a	n/a	-	99.58%	n/a	n/a	-	100.00%	n/a	n/a	-	-	
% (UNE) Installs Cmpltd w/in Cust Req DD-CHC Loop w/LNP (11-20)	56.1 - 02.2	-	-	IL	D	100.00%	n/a	n/a	-	100.00%	n/a	n/a	-	100.00%	n/a	n/a	-	-	
% (UNE) Installs Cmpltd w/in Cust Req DD-CHC Loop w/LNP (>20)	56.1 - 02.3	-	-	IL	D	100.00%	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% (UNE) Installs Cmpltd w/in Cust Req DD-FDT Loop w/LNP (1-10)	56.1 - 03.1	-	-	IL	D	100.00%	n/a	n/a	-	100.00%	n/a	n/a	-	100.00%	n/a	n/a	-	-	
% (UNE) Installs Cmpltd w/in Cust Req DD-FDT Loop w/LNP (11-20)	56.1 - 03.2	-	-	IL	D	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% (UNE) Installs Cmpltd w/in Cust Req DD-FDT Loop w/LNP (>20)	56.1 - 03.3	-	-	IL	D	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% (UNE) Installs Cmpltd w/in Cust Req DD-Projects Loop w/LNP (>100)	56.1 - 04	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - Broadband DSL - Line Sharing	58 - 01	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - Broadband DSL - No Line Sharing	58 - 02	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - DSL Loops - Line Sharing	58 - 03	H	H	IL	P	0.86%	3.89%	(5.04)	Yes	0.75%	3.25%	(4.87)	Yes	0.16%	0.60%	(2.03)	Yes	HIT	
% AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	58 - 04	H	H	IL	B	0.81%	5.00%	(4.19)	Yes	1.00%	5.00%	(4.00)	Yes	1.93%	5.00%	(3.07)	Yes	HIT	
% AIT Caused Missed Due Dates - UNE - 8.0 dB Loop Without Test Access	58 - 05	H	H	IL	P	1.03%	7.02%	(21.04)	Yes	0.64%	8.00%	(24.09)	Yes	0.76%	5.35%	(17.17)	Yes	HIT	
% AIT Caused Missed Due Dates - UNE - BRI Loop With Test Access	58 - 06	H	H	IL	P	8.52%	13.02%	(3.16)	Yes	2.82%	8.24%	(3.78)	Yes	2.88%	7.14%	(2.69)	Yes	HIT	
% AIT Caused Missed Due Dates - UNE - ISDN BRI Port	58 - 07	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - DS1 Loop With Test Access	58 - 08	H	H	IL	P	5.57%	3.31%	1.71	No	2.23%	4.58%	(2.15)	Yes	1.57%	3.21%	(1.48)	Yes	HIT	
% AIT Caused Missed Due Dates - UNE - DS1 Dedicated Transport	58 - 09	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - Subtending Channel (23B)	58 - 10	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - Subtending Channel (1D)	58 - 11	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - Analog Trunk Port	58 - 12	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - Subtending Digital Direct Combination Trunks	58 - 13	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - DS3 Dedicated Transport	58 - 14	H	H	IL	P	0.00%	0.00%	n/a	Base<10	0.00%	0.00%	n/a	Base<10	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates - UNE - Dark Fiber	58 - 15	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installation Trouble Rpts w/in 30 Days (1-30) Inst - UNE - Broadband DSL - Line Sharing	59 - 01	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installation Trouble Rpts w/in 30 Days (1-30) of Installation - UNE - Line Sharing	59 - 02	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Installation Trouble Reports w/in 30 Days (1-30) of Installation - UNE - DSL Loops - Line Sharing	59 - 03	H	H	IL	P	2.97%	1.55%	3.59	No	5.41%	1.49%	10.39	No	3.51%	1.29%	6.46	No	MISS	
% Installation Trouble Reports Within 30 Days (1-30) of Install - UNE - DSL Loops - No Line Share	59 - 04	H	H	IL	B	5.51%	6.00%	(0.49)	Yes	5.87%	6.00%	(0.33)	Yes	3.95%	6.00%	(2.05)	Yes	HIT	
% Installation Trb Reports W/in 30 Days (1-30) of Installation - UNE - 8.0 dB Loop W/out Test Access	59 - 05	H	H	IL	P	5.43%	9.65%	(12.32)	Yes	4.29%	12.01%	(24.42)	Yes	4.26%	12.80%	(20.97)	Yes	HIT	

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						CLEC	AIT/Benchmark	% Yes - 85%		CLEC	AIT/Benchmark	% Yes - 86%		CLEC	AIT/Benchmark	% Yes - 86%		
								Z-Value	Result			Z-Value	Result			Z-Value	Result	
% Installation Trouble Reports W/in 30 Days (I-30) of Installation - UNE - BRI Loop With Test Access	59-06	H	H	IL	P	6.97%	9.09%	(1.17)	Yes	8.59%	7.89%	0.42	Yes	7.90%	8.61%	(0.37)	Yes	HIT
% Trouble Reports Within 30 Days (I-30) of Installation - UNE - ISDN BRI Port	59-07	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installation Trouble Reports Within 30 Days (I-30) of Installation - UNE - DS1 Loop With Test Access	59-08	H	H	IL	P	7.08%	8.12%	(0.59)	Yes	6.83%	9.51%	(1.67)	Yes	6.47%	7.45%	(0.56)	Yes	HIT
% Installation Trb Rpts W/in 30 Days (I-30) of Installation - UNE - DS1 Dedicated Transport	59-09	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Trouble Reports Within 30 Days (I-30) of Installation - UNE - Subtending Channel (23B)	59-10	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Trouble Reports Within 30 Days (I-30) of Installation - UNE - Subtending Channel (1D)	59-11	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Trouble Reports Within 30 Days (I-30) of Installation - UNE - Analog Trunk Port	59-12	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Trb Rpts W/in 30 Days (I-30) of Installation - UNE - Subtending Digital Direct Combination Trunks	59-13	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installation Trouble Reports Within 30 Days (I-30) of Installation - UNE - DS3 Dedicated Transport	59-14	H	H	IL	P	0.00%	3.42%	n/a	Base<10	0.00%	3.49%	n/a	Base<10	n/a	n/a	n/a	-	-
% Installation Trouble Reports Within 30 Days (I-30) of Installation - UNE - Dark Fiber	59-15	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DSL Loops - Line Sharing	60-01.1	L	-	IL	P	0.29%	0.22%	0.42	Yes	0.17%	0.12%	0.47	Yes	0.08%	0.11%	(0.37)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DSL Loops Line Sharing	60-01.2	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	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	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	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	L	-	IL	B	0.80%	5.00%	(4.20)	Yes	0.89%	5.00%	(4.11)	Yes	0.76%	5.00%	(4.24)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DSL Loops No Line Sharing	60-02.2	L	-	IL	B	0.00%	5.00%	(5.00)	Yes	0.00%	5.00%	(5.00)	Yes	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	L	-	IL	B	0.00%	5.00%	(5.00)	Yes	0.00%	5.00%	(5.00)	Yes	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	L	-	IL	P	1.62%	3.22%	(7.92)	Yes	0.51%	2.94%	(15.34)	Yes	0.96%	3.01%	(10.01)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - 8.0 dB Loop Without Test Access	60-03.2	L	-	IL	P	0.06%	0.10%	(1.22)	Yes	0.00%	0.08%	(3.02)	Yes	0.00%	0.06%	(2.15)	Yes	HIT
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - 8.0 dB Loop Without Test Access	60-03.3	L	-	IL	P	0.00%	0.01%	(0.79)	Yes	0.00%	0.00%	(0.50)	Yes	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed Due Dates Due to Lack of Facilities - UNE - BRI Loop With Test Access	60-04.1	L	-	IL	P	5.17%	4.23%	0.76	Yes	2.10%	2.42%	(0.39)	Yes	2.18%	2.71%	(0.54)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - BRI Loop With Test Access	60-04.2	L	-	IL	P	0.45%	0.51%	(0.15)	Yes	0.19%	0.22%	(0.12)	Yes	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - BRI Loop With Test Access	60-04.3	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed Due Dates Due to Lack of Facilities - UNE - ISDN BRI Port	60-05.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - ISDN BRI Port	60-05.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - ISDN BRI Port	60-05.3	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DS1 Loop With Test Access	60-06.1	L	-	IL	P	3.24%	0.62%	3.44	No	0.95%	0.88%	0.12	Yes	0.88%	1.51%	(0.83)	Yes	HIT
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DS1 Loop With Test Access	60-06.2	L	-	IL	P	0.29%	0.12%	0.63	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - DS1 Loop With Test Access	60-06.3	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DS1 Dedicated Transport	60-07.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DS1 Dedicated Transport	60-07.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - DS1 Dedicated Transport	60-07.3	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-

Illinois Performance Measures - Hit or Miss Report - SBC Midwest

Description	PM	Tier 1	Tier 2	Area	P/B	CLEC	Sep-02				Oct-02				Nov-02				Overall Result
							AIT/Benchmark	% Yes - 85%		CLEC	AIT/Benchmark	% Yes - 86%		CLEC	AIT/Benchmark	% Yes - 86%			
								Z-Value	Result			Z-Value	Result			Z-Value	Result		
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Subtending Channel (23B)	60-08.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Subtending Channel (23B)	60-08.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Subtending Channel (23B)	60-08.3	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Subtending Channel (1D)	60-09.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Subtending Channel (1D)	60-09.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Subtending Channel (1D)	60-09.3	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Analog Trunk Port	60-10.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Analog Trunk Port	60-10.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Analog Trunk Port	60-10.3	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Subtending Digital Direct Combo Trnks	60-11.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Subtending Digital Direct Combo Trnks	60-11.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Subtending Digital Direct Combo Trnks	60-11.3	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed Due Dates Due to Lack of Facilities - UNE - DS3 Dedicated Transport	60-12.1	L	-	IL	P	0.00%	0.00%	n/a	Base<10	0.00%	0.00%	n/a	Base<10	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - DS3 Dedicated Transport	60-12.2	L	-	IL	P	0.00%	0.00%	n/a	Base<10	0.00%	0.00%	n/a	Base<10	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - DS3 Dedicated Transport	60-12.3	L	-	IL	P	0.00%	0.00%	n/a	Base<10	0.00%	0.00%	n/a	Base<10	n/a	n/a	n/a	-	-	
% AIT Missed Due Dates Due to Lack of Facilities - UNE - Dark Fiber	60-13.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>30 Days) Due to Lack of Facilities - UNE - Dark Fiber	60-13.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Missed DDs (>90 Days) Due to Lack of Facilities - UNE - Dark Fiber	60-13.3	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Avg Delay Days for Missed Due Dates Due to Lack of Facilities - Broadband DSL-Line Sharing	61-01	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	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	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	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	-	-	IL	P	2.33	2.69	n/a	Base<10	1.00	2.90	n/a	Base<10	1.00	1.57	n/a	Base<10	-	
Avg Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DSL Loops - No Line Sharing	61-04	-	-	IL	P	4.57	n/a	n/a	Base<10	2.88	n/a	n/a	Base<10	2.20	n/a	n/a	Base<10	-	
Average Delay Days for Missed DDs Due to Lack of Facilities - UNE - 8.0 dB Loop without Test Access	61-05	-	-	IL	P	12.17	6.37	6.21	No	3.44	5.36	(1.68)	Yes	4.10	4.59	(0.49)	Yes	HIT	
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - BRI Loop With Test Access	61-06	-	-	IL	P	11.22	14.97	(0.99)	Yes	9.00	13.23	(0.51)	Yes	3.25	6.70	n/a	Base<10	HIT	
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - ISDN BRI Port	61-07	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DS1 Loop With Test Access	61-08	-	-	IL	P	13.82	24.20	n/a	-	12.00	10.96	n/a	Base<10	10.33	5.80	n/a	Base<10	-	
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DS1 Dedicated Transport	61-09	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - Subtending Channel (23B)	61-10	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - Subtending Channel (1D)	61-11	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - Analog Trunk Port	61-12	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Avg Delay Days for Missed DDs Due to Lack of Facilities - UNE - Subtending Digital Direct Combo Trnk	61-13	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - DS3 Dedicated Transport	61-14	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	

Illinois Performance Measures - Hit or Miss Report - SBC Midwest

Description	Sep-02										Oct-02				Nov-02				Overall Result 88%
	PM	Tier 1	Tier 2	Area	P/B	CLEC	AIT/ Benchmark	% Yes - 85%		CLEC	AIT/ Benchmark	% Yes - 86%		CLEC	AIT/ Benchmark	% Yes - 86%			
								Z-Value	Result			Z-Value	Result			Z-Value	Result		
Average Delay Days for Missed Due Dates Due to Lack of Facilities - UNE - Dark Fiber	61-15	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - DSL Loops - Line Sharing	62-01	M	-	IL	P	2.50	2.92	n/a	Base<10	4.17	3.02	n/a	Base<10	1.00	2.41	n/a	Base<10	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	62-02	M	-	IL	B	4.57	6.50	n/a	Base<10	2.50	6.50	(4.00)	Yes	3.00	6.50	(3.50)	Yes	HIT	
Average Delay Days for AIT Caused Missed Due Dates - UNE - 8.0 dB Loop without Test Access	62-03	M	-	IL	P	11.94	6.01	7.83	No	3.50	5.98	(2.25)	Yes	3.74	5.74	(1.87)	Yes	HIT	
Average Delay Days for AIT Caused Missed Due Dates - UNE - BRI Loop With Test Access	62-04	M	-	IL	P	9.10	11.33	(0.79)	Yes	7.82	17.05	(1.47)	Yes	3.18	8.47	(2.15)	Yes	HIT	
Average Delay Days for AIT Caused Missed Due Dates - UNE - ISDN BRI Port	62-05	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - DS1 Loop With Test Access	62-06	M	-	IL	P	11.47	9.28	0.75	Yes	6.44	6.91	(0.26)	Yes	53.29	5.04	n/a	Base<10	HIT	
Average Delay Days for AIT Caused Missed Due Dates - UNE - DS1 Dedicated Transport	62-07	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - Subtending Channel (23B)	62-08	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - Subtending Channel (1D)	62-09	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - Analog Trunk Port	62-10	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - Subtending Digital Direct Combo Trunks	62-11	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - DS3 Dedicated Transport	62-12	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - UNE - Dark Fiber % AIT Caused Missed Due Dates > 30 Days - UNE - DSL Loops - Line Sharing	63-01	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
% AIT Caused Missed Due Dates > 30 Days - UNE - DSL Loops - No Line Sharing	63-02	L	-	IL	P	0.00%	0.00%	n/a	-	0.00%	0.00%	n/a	-	0.00%	0.00%	n/a	-	-	
% AIT Caused Missed Due Dates > 30 Days - UNE - 8.0 dB Loop Without Test Access	63-03	L	-	IL	P	0.06%	0.18%	(2.50)	Yes	0.00%	0.19%	(4.80)	Yes	0.00%	0.15%	(3.34)	Yes	HIT	
% AIT Caused Missed Due Dates > 30 Days - UNE - BRI Loop With Test Access	63-04	L	-	IL	P	0.45%	0.77%	(0.67)	Yes	0.19%	0.77%	(1.42)	Yes	0.00%	0.12%	(0.66)	Yes	HIT	
% AIT Caused Missed Due Dates > 30 Days - UNE - ISDN BRI Port	63-05	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates > 30 Days - UNE - DS1 Loop With Test Access	63-06	L	-	IL	P	0.59%	0.12%	1.40	Yes	0.00%	0.00%	0.00	Yes	0.29%	0.00%	1.40	Yes	HIT	
% AIT Caused Missed Due Dates > 30 Days - UNE - DS1 Dedicated Transport	63-07	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates > 30 Days - UNE - Subtending Channel (23B)	63-08	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates > 30 Days - UNE - Subtending Channel (1D)	63-09	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates > 30 Days - UNE - Analog Trunk Port	63-10	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates > 30 Days - UNE - Subtending Digital Direct Combo Trunks	63-11	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates > 30 Days - UNE - DS3 Dedicated Transport	63-12	L	-	IL	P	0.00%	0.00%	n/a	Base<10	0.00%	0.00%	n/a	Base<10	n/a	n/a	n/a	-	-	
% AIT Caused Missed Due Dates > 30 Days - UNE - Dark Fiber	63-13	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Trouble Report Rate - UNE - Broadband DSL - Line Sharing	65-01	-	-	IL	P	0.00	0.37	n/a	Base<10	0.00	1.28	n/a	Base<10	0.00	0.62	n/a	Base<10	-	
Trouble Report Rate - UNE - Broadband DSL - No Line Sharing	65-02	-	-	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Trouble Report Rate - UNE - DSL Loops - Line Sharing	65-03	-	-	IL	P	0.44	0.39	0.98	Yes	0.72	0.35	7.60	No	0.44	0.23	5.43	No	MISS	
Trouble Report Rate - UNE - DSL Loops - No Line Sharing	65-04	-	-	IL	B	0.75	3.00	(2.25)	Yes	0.73	3.00	(2.27)	Yes	0.48	3.00	(2.52)	Yes	HIT	
Trouble Report Rate - UNE - 8.0 dB Loop Without Test Access	65-05	-	-	IL	P	0.76	0.71	3.34	No	0.75	0.75	0.39	Yes	0.55	0.54	0.56	Yes	HIT	
Trouble Report Rate - UNE - BRI Loop With Test Access	65-06	-	-	IL	P	0.98	0.00	3.45	No	1.17	0.00	5.10	No	1.10	0.00	7.32	No	MISS	
Trouble Report Rate - UNE - ISDN BRI Port	65-07	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Trouble Report Rate - UNE - DS1 Loop With Test Access	65-08	-	-	IL	P	4.50	3.76	1.89	No	5.24	4.39	2.09	No	3.63	3.43	0.56	Yes	MISS	
Trouble Report Rate - UNE - DS1 Dedicated Transport	65-09	-	-	IL	P	0.00	5.81	(5.36)	Yes	0.00	6.29	(5.57)	Yes	0.00	5.08	(5.00)	Yes	HIT	
Trouble Report Rate - UNE - Subtending Channel (23B)	65-10	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Trouble Report Rate - UNE - Subtending Channel (1D)	65-11	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	

Illinois Performance Measures - Hit or Miss Report - SBC Midwest

Description	Sep-02										Oct-02				Nov-02				Overall Result
	PM	Tier 1	Tier 2	Area	P/B	CLEC	AIT/ Benchmark	% Yes - 85%		CLEC	AIT/ Benchmark	% Yes - 86%		CLEC	AIT/ Benchmark	% Yes - 86%		88%	
								Z-Value	Result			Z-Value	Result			Z-Value	Result		
Trouble Report Rate - UNE - Analog Trunk Port	65-12	-	-	IL	P	0.00	0.84	n/a	Base<10	0.00	0.85	n/a	Base<10	0.00	0.67	n/a	Base<10	-	
Trouble Report Rate - UNE - Subtending Digital Direct Combination Trunks	65-13	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Trouble Report Rate - UNE - DS3 Dedicated Transport	65-14	-	-	IL	P	0.00	1.18	(1.93)	Yes	0.32	1.33	(1.55)	Yes	0.32	1.54	(1.73)	Yes	HIT	
Trouble Report Rate - UNE - Dark Fiber	65-15	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Trouble Report Rate - UNE - Interconnection Trunks	65-16	-	-	IL	P	0.01	0.01	0.17	Yes	0.00	0.01	(4.43)	Yes	0.00	0.01	(4.39)	Yes	HIT	
Trb Report Rate Net of Installation & Repeat Reports-Broadband DSL-Line Sharing	65.1-01	H	H	IL	P	0.00	0.33	n/a	Base<10	0.00	1.12	n/a	Base<10	0.00	0.31	n/a	Base<10	-	
Trb Report Rate Net of Installation & Repeat Reports-Broadband DSL-No Line Sharing	65.1-02	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Trb Report Rate Net of Installation & Repeat Reports - DSL Loops - Line Sharing	65.1-03	H	H	IL	P	0.23	0.14	3.07	No	0.30	0.13	5.52	No	0.19	0.10	3.37	No	MISS	
Trb Report Rate Net of Installation & Repeat Reports- DSL Loops - No Line Sharing	65.1-04	H	H	IL	B	0.55	3.00	(2.45)	Yes	0.50	3.00	(2.50)	Yes	0.36	3.00	(2.64)	Yes	HIT	
Trb Report Rate Net of Installation & Repeat Reports - 8.0 dB Loop W/out Test Access	65.1-05	H	H	IL	P	0.56	0.57	(0.39)	Yes	0.53	0.57	(2.70)	Yes	0.41	0.41	(0.12)	Yes	HIT	
Trb Report Rate Net of Installation & Repeat Reports - BRI Loop with Test Access	65.1-06	H	H	IL	P	0.59	0.00	1.04	Yes	0.61	0.00	0.85	Yes	0.67	0.00	4.02	No	HIT	
Trb Report Rate Net of Installation & Repeat Reports - ISDN BRI Port	65.1-07	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Trb Report Rate Net of Installation & Repeat Reports - DS1 Loop with Test Access	65.1-08	H	H	IL	P	2.80	2.83	(0.09)	Yes	3.06	3.50	(1.23)	Yes	2.40	2.69	(0.94)	Yes	HIT	
Trb Report Rate Net of Installation & Repeat Reports - DS1 Dedicated Transport	65.1-09	H	H	IL	P	0.00	4.34	(4.63)	Yes	0.00	5.01	(4.97)	Yes	0.00	3.96	(4.41)	Yes	HIT	
Trb Report Rate Net of Installation & Repeat Reports - Subtending Channel (23B)	65.1-10	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Trb Report Rate Net of Installation & Repeat Reports - Subtending Channel (1D)	65.1-11	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Trb Report Rate Net of Installation & Repeat Reports - Analog Trunk Port	65.1-12	H	H	IL	P	0.00	0.67	n/a	Base<10	0.00	0.69	n/a	Base<10	0.00	0.53	n/a	Base<10	-	
Trb Report Rate Net of Installation & Repeat Reports - Subtending Digital Direct Combination Trunks	65.1-13	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Trb Report Rate Net of Installation & Repeat Reports - DS3 Dedicated Transport	65.1-14	H	H	IL	P	0.00	1.04	(1.81)	Yes	0.32	1.15	(1.36)	Yes	0.32	1.25	(1.46)	Yes	HIT	
Trb Report Rate Net of Installation & Repeat Reports - Dark Fiber	65.1-15	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Trb Report Rate Net of Installation & Repeat Reports - Interconnection Trunks	65.1-16	H	H	IL	P	0.01	0.01	(0.16)	Yes	0.00	0.01	(4.72)	Yes	0.00	0.01	(4.42)	Yes	HIT	
% Missed Repair Commitments - UNE - Broadband DSL - Line Sharing	66-01	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
% Missed Repair Commitments - UNE - Broadband DSL - No Line Sharing	66-02	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
% Missed Repair Commitments - UNE - DSL - Line Sharing	66-03	H	H	IL	P	12.00%	4.62%	2.70	No	7.87%	2.19%	3.41	No	8.54%	6.09%	0.83	Yes	MISS	
% Missed Repair Commitments - UNE - 2 Wire Analog 8db Loop	66-04	H	H	IL	P	2.68%	8.41%	(9.46)	Yes	2.41%	6.83%	(7.98)	Yes	2.03%	6.66%	(7.20)	Yes	HIT	
Mean Time to Restore - UNE - Broadband DSL - Line Sharing - Dispatch (hours)	67-01	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Mean Time to Restore - UNE - Broadband DSL - No Line Sharing - Dispatch (hours)	67-02	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Mean Time to Restore - UNE - DSL Loops (hours) - Line Sharing - Dispatch	67-03	H	H	IL	P	12.48	7.69	2.76	No	8.38	6.62	1.73	No	10.67	9.07	0.95	Yes	MISS	
Mean Time to Restore - UNE - DSL Loops (hours) - No Line Sharing - Dispatch	67-04	H	H	IL	B	7.24	9.00	(1.76)	Yes	5.69	9.00	(3.31)	Yes	6.72	9.00	(3.28)	Yes	HIT	
Mean Time to Restore - UNE - 8.0 dB Loop without Test Access (hours)-Dispatch	67-05	H	H	IL	P	5.33	19.76	(20.85)	Yes	5.29	15.72	(19.51)	Yes	5.49	15.96	(18.05)	Yes	HIT	
Mean Time to Restore - UNE - BRI Loop with Test Access (hours)-Dispatch	67-06	H	H	IL	P	14.82	19.41	(1.11)	Yes	10.95	12.44	(0.80)	Yes	7.37	10.67	(2.33)	Yes	HIT	
Mean Time to Restore - UNE - ISDN BRI Port (hours)-Dispatch	67-07	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Mean Time to Restore - UNE - DS1 Loop with Test Access (hours)-Dispatch	67-08	H	H	IL	P	5.72	7.92	(3.13)	Yes	6.48	7.42	(1.26)	Yes	5.37	7.64	(2.79)	Yes	HIT	
Mean Time to Restore - UNE - DS1 Dedicated Transport (hours)-Dispatch	67-09	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Mean Time to Restore - UNE - Subtending Channel (23B) (hours)-Dispatch	67-10	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Mean Time to Restore - UNE - Subtending Channel (1D) (hours)-Dispatch	67-11	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Mean Time to Restore - UNE - Analog Trunk Port (hours)-Dispatch	67-12	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	
Mean Time to Restore - UNE - Subtending Digital Direct Combination Trunks (hours)-Dispatch	67-13	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	-	n/a	n/a	n/a	-	n/a	-	

Illinois Performance Measures - Hit or Miss Report - SBC Midwest

Description	PM	Tier 1	Tier 2	Area	P/B	Sep-02				Oct-02				Nov-02				Overall Result	
						CLEC	AIT/ Benchmark	% Yes - 85%		CLEC	AIT/ Benchmark	% Yes - 86%		CLEC	AIT/ Benchmark	% Yes - 86%			88%
								Z-Value	Result			Z-Value	Result			Z-Value	Result		
Mean Time to Restore - UNE - DS3 Dedicated Transport (hours)-Dispatch	67-14	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - Dark Fiber (hours)-Dispatch	67-15	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - Broadband DSL - Line Sharing - No Dispatch (hours)	67-16	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - Broadband DSL - No Line Sharing - No Dispatch (hours)	67-17	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - DSL Loops (hours) - Line Sharing - No Dispatch	67-18	H	H	IL	P	7.76	3.85	3.20	No	5.27	2.61	3.81	No	3.88	3.12	0.97	Yes	MISS	
Mean Time to Restore - UNE - DSL Loops (hours) - No Line Sharing - No Dispatch	67-19	H	H	IL	B	1.44	9.00	(7.56)	Yes	1.72	9.00	(7.28)	Yes	1.60	9.00	(7.40)	Yes	HIT	
Mean Time to Restore - UNE - 8.0 dB Loop without Test Access (hours)-No Dispatch	67-20	H	H	IL	P	2.72	5.27	(2.92)	Yes	1.87	4.26	(3.27)	Yes	1.66	3.97	(3.11)	Yes	HIT	
Mean Time to Restore - UNE - BRI Loop with Test Access (hours)-No Dispatch	67-21	H	H	IL	P	2.01	8.36	(0.78)	Yes	1.96	4.89	(1.29)	Yes	1.45	4.06	(1.51)	Yes	HIT	
Mean Time to Restore - UNE - ISDN BRI Port (hours)-No Dispatch	67-22	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - DS1 Loop with Test Access (hours)-No Dispatch	67-23	H	H	IL	P	2.33	1.69	1.31	Yes	1.32	1.45	(0.38)	Yes	1.70	1.34	1.35	Yes	HIT	
Mean Time to Restore - UNE - DS1 Dedicated Transport (hours)-No Dispatch	67-24	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - Subtending Channel (23B) (hours)-No Dispatch	67-25	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - Subtending Channel (1D) (hours)-No Dispatch	67-26	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - Analog Trunk Port (hours)-No Dispatch	67-27	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - Subtending Digital Direct Combination Trunks (hours)-No Dispatch	67-28	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Mean Time to Restore - UNE - DS3 Dedicated Transport (hours)-No Dispatch	67-29	H	H	IL	P	n/a	n/a	n/a	-	0.20	1.25	n/a	Base<10	9999.98	1.57	n/a	Base<10	-	
Mean Time to Restore - UNE - Dark Fiber (hours)-No Dispatch	67-30	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Percent Out Of Service (OOS) < 24 Hours - 2 Wire Analog 8dB Loop	68-01	M	-	IL	P	97.31%	93.98%	(6.49)	Yes	97.55%	96.45%	(2.73)	Yes	97.94%	96.93%	(2.30)	Yes	HIT	
% Repeat Reports - UNE - Broadband DSL - Line Sharing	69-01	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - Broadband DSL - No Line Sharing	69-02	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - DSL Loops - Line Sharing	69-03	H	H	IL	P	5.33%	3.18%	0.98	Yes	7.09%	5.11%	0.90	Yes	2.44%	4.83%	(0.97)	Yes	HIT	
% Repeat Reports - UNE - DSL Loops - No Line Sharing	69-04	H	H	IL	B	6.19%	12.00%	(5.81)	Yes	8.80%	12.00%	(3.20)	Yes	5.76%	12.00%	(6.24)	Yes	HIT	
% Repeat Reports - UNE - 8.0 dB Loop Without Test Access	69-05	H	H	IL	P	6.15%	12.63%	(9.22)	Yes	6.99%	10.95%	(5.95)	Yes	6.30%	10.79%	(5.77)	Yes	HIT	
% Repeat Reports - UNE - BRI Loop With Test Access	69-06	H	H	IL	P	7.22%	15.96%	(2.25)	Yes	10.17%	15.75%	(1.56)	Yes	13.39%	15.53%	(0.57)	Yes	HIT	
% Repeat Reports - UNE - ISDN BRI Port	69-07	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - DS1 Loop With Test Access	69-08	H	H	IL	P	18.03%	19.48%	(0.39)	Yes	18.18%	15.31%	0.93	Yes	14.78%	17.23%	(0.66)	Yes	HIT	
% Repeat Reports - UNE - DS1 Dedicated Transport	69-09	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - Subtending Channel (23B)	69-10	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - Subtending Channel (1D)	69-11	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - Analog Trunk Port	69-12	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - Subtending Digital Direct Combination Trunks	69-13	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - DS3 Dedicated Transport	69-14	H	H	IL	P	n/a	n/a	n/a	-	0.00%	5.56%	n/a	Base<10	0.00%	11.90%	n/a	Base<10	-	
% Repeat Reports - UNE - Dark Fiber	69-15	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Repeat Reports - UNE - Interconnection Trunks	69-16	H	H	IL	P	11.76%	11.11%	0.09	Yes	13.33%	8.97%	0.14	Yes	9.09%	6.25%	(0.15)	Yes	HIT	
% Trunk Blockage - AIT End Office to CLEC End Office	70-01	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Trunk Blockage - AIT Tandem to CLEC End Office	70-02	H	H	IL	P	0.02%	0.04%	(0.98)	Yes	0.01%	0.03%	(0.99)	Yes	0.01%	0.07%	(0.99)	Yes	HIT	
Trunk Blockage Exclusions	70-01-01	-	-	IL	D	639,116	n/a	n/a	Base<10	87,838	n/a	n/a	Base<10	760,354	n/a	n/a	Base<10	-	
% of Trunk Blockage (Trunk Groups) - AIT Tandem to CLEC End Office	70-2-01	-	-	IL	B	0.33%	1.00%	(0.67)	Yes	0.16%	1.00%	(0.84)	Yes	0.15%	1.00%	(0.85)	Yes	HIT	
% of Trunk Blockage (Trunk Groups) - AIT End Office to CLEC End Office	70-2-02	-	-	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Common Transport Trunk Group Blockage - Where CLECs Share ILEC Trunks	71-01	-	H	IL	B	0.80%	2.00%	(1.20)	Yes	0.27%	2.00%	(1.73)	Yes	0.54%	2.00%	(1.46)	Yes	HIT	
Percentage Missed Due Dates - Interconnection Trunks - 911	73-01	M	-	IL	B	100.00%	95.00%	n/a	Base<10	75.00%	95.00%	n/a	Base<10	0.00%	95.00%	n/a	Base<10	-	
Percentage Missed Due Dates - Interconnection Trunks - OS/DA	73-02	M	-	IL	B	100.00%	95.00%	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Percentage Missed Due Dates - Interconnection Trunks - SS7	73-03	M	-	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Percentage Missed Due Dates - Interconnection Trunks - Interconnection Trunks (Non-projects)	73-04	M	-	IL	B	100.00%	95.00%	(5.00)	Yes	100.00%	95.00%	(5.00)	Yes	100.00%	95.00%	(5.00)	Yes	HIT	
Percentage Missed Due Dates - Interconnection Trunks - Projects	73-05	M	-	IL	B	98.89%	95.00%	(3.89)	Yes	99.69%	95.00%	(4.66)	Yes	92.85%	95.00%	2.15	No	HIT	
Average Delay Days for Missed Due Dates - Interconnection Trunks - 911	74-01	L	-	IL	P	n/a	n/a	n/a	-	23.00	233.67	n/a	Base<10	554.00	277.73	n/a	Base<10	-	

Illinois Performance Measures - Hit or Miss Report - SBC Midwest

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						CLEC	AIT/Benchmark	% Yes - 85%		CLEC	AIT/Benchmark	% Yes - 86%		CLEC	AIT/Benchmark	% Yes - 86%		
								Z-Value	Result			Z-Value	Result			Z-Value	Result	
Average Delay Days for Missed Due Dates - Interconnection Trunks - OS/DA	74-02	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates - Interconnection Trunks - SS7	74-03	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Delay Days for Missed Due Dates - Interconnection Trunks - Interconnection Trunks	74-04	L	-	IL	P	106.93	390.67	(7.60)	Yes	520.50	72.48	14.78	No	82.69	214.34	(8.11)	Yes	HIT
Percentage of Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - 911	75-01	L	-	IL	P	14.29%	3.16%	n/a	Base<10	0.00%	9.76%	n/a	Base<10	100.00%	11.46%	n/a	Base<10	-
Percentage of Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - OS/DA	75-02	L	-	IL	P	100.00%	0.00%	n/a	Base<10	0.00%	7.74%	(999.99)	Yes	n/a	n/a	n/a	-	-
Percentage of Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - SS7	75-03	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Of Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - Interconnection Trunks	75-04	L	-	IL	P	5.96%	36.95%	(48.75)	Yes	0.71%	2.16%	(10.89)	Yes	2.90%	3.88%	(4.70)	Yes	HIT
Average Trunk Restoration Interval - Interconnection Trunks (hours) - 911	76-01	L	-	IL	P	n/a	n/a	n/a	-	0.00	0.50	n/a	Base<10	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval - Interconnection Trunks (hours) - OS/DA	76-02	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval - Interconnection Trunks (hours) - SS7	76-03	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Tandem - 911 (hours)	77-01	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Tandem - OS/DA (hours)	77-02	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Tandem - SS7 (hours)	77-03	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Rstrtn Intrvl for Srvc Affecting Trunk Groups - Tandem - Interconnection Trunks (hrs)	77-04	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Non Tandem - 911 (hours)	77-05	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Non Tandem - OS/DA (hours)	77-06	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Non Tandem - SS7 (hours)	77-07	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Trunk Rstrtn Intrvl for Srvc Affecting Trunk Grps - Non Tandem - Interconnection Trunks (hrs)	77-08	H	H	IL	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Interconnection Trunk Installation Interval - 911 Trunks (days)	78-01	H	H	IL	P	n/a	n/a	n/a	-	17.60	30.90	n/a	Base<10	399.00	38.16	n/a	Base<10	-
Average Interconnection Trunk Installation Interval - OS/DA (days)	78-02	H	H	IL	P	304.00	8.17	n/a	Base<10	14.00	23.00	n/a	Base<10	n/a	n/a	n/a	-	-
Average Interconnection Trunk Installation Interval - SS7 Links (days)	78-03	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Interconnection Trunk Installation Interval - Interconnection Trunks (days)	78-04	H	H	IL	P	25.61	114.05	(999.99)	Yes	27.15	21.58	0.37	Yes	19.37	62.10	(1.41)	Yes	HIT
Directory Assistance Grade of Service - < 1.5 Secs	79-01	-	-	IL	D	45.14%	n/a	n/a	-	43.62%	n/a	n/a	-	44.11%	n/a	n/a	-	-
Directory Assistance Grade of Service - < 2.5 Secs	79-02	-	-	IL	D	51.68%	n/a	n/a	-	50.25%	n/a	n/a	-	50.62%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 7.5 Secs	79-03	-	-	IL	D	27.64%	n/a	n/a	-	27.86%	n/a	n/a	-	28.08%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 10 Secs	79-04	-	-	IL	D	21.48%	n/a	n/a	-	21.16%	n/a	n/a	-	21.40%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 15 Secs	79-05	-	-	IL	D	12.47%	n/a	n/a	-	11.70%	n/a	n/a	-	11.71%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 20 Secs	79-06	-	-	IL	D	5.54%	n/a	n/a	-	4.83%	n/a	n/a	-	4.84%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 25 Secs	79-07	-	-	IL	D	1.01%	n/a	n/a	-	0.87%	n/a	n/a	-	0.95%	n/a	n/a	-	-
Directory Assistance Average Speed of Answer (seconds)	80-01	-	L	IL	B	5.38	7.00	(1.62)	Yes	5.36	7.00	(1.64)	Yes	5.37	7.00	(1.63)	Yes	HIT
Operator Services Grade of Service - < 1.5 Seconds	81-01	-	-	IL	D	62.78%	n/a	n/a	-	66.00%	n/a	n/a	-	65.72%	n/a	n/a	-	-
Operator Services Grade of Service - < 2.5 Seconds	81-02	-	-	IL	D	67.85%	n/a	n/a	-	70.91%	n/a	n/a	-	70.62%	n/a	n/a	-	-
Operator Services Grade of Service - > 7.5 Seconds	81-03	-	-	IL	D	16.09%	n/a	n/a	-	14.68%	n/a	n/a	-	14.79%	n/a	n/a	-	-
Operator Services Grade of Service - > 10 Seconds	81-04	-	-	IL	D	11.06%	n/a	n/a	-	10.38%	n/a	n/a	-	10.45%	n/a	n/a	-	-
Operator Services Grade of Service - > 15 Seconds	81-05	-	-	IL	D	4.46%	n/a	n/a	-	4.72%	n/a	n/a	-	4.73%	n/a	n/a	-	-
Operator Services Grade of Service - > 20 Seconds	81-06	-	-	IL	D	1.36%	n/a	n/a	-	1.89%	n/a	n/a	-	1.91%	n/a	n/a	-	-
Operator Services Grade of Service - > 25 Seconds	81-07	-	-	IL	D	0.36%	n/a	n/a	-	0.81%	n/a	n/a	-	0.82%	n/a	n/a	-	-
Operator Services Speed of Answer (seconds)	82-01	-	L	IL	B	3.21	3.60	(0.39)	Yes	3.06	3.60	(0.54)	Yes	3.10	3.60	(0.50)	Yes	HIT
Percent Calls Abandoned - OS	83-01	-	-	IL	D	209.25%	n/a	n/a	-	213.62%	n/a	n/a	-	206.61%	n/a	n/a	-	-
Percent Calls Abandoned - DA	83-02	-	-	IL	D	64.23%	n/a	n/a	-	64.95%	n/a	n/a	-	64.25%	n/a	n/a	-	-
% of LNP Only Due Dates Within Industry Guidelines - Complete	91-01	-	-	IL	B	99.52%	96.50%	(3.02)	Yes	99.83%	96.50%	(3.33)	Yes	98.58%	96.50%	(2.08)	Yes	HIT
% of LNP Only Due Dates Within Industry Guidelines - Partials - NXX (1-100 TNs)	91-02	-	-	IL	B	99.04%	96.50%	(2.54)	Yes	98.90%	96.50%	(2.40)	Yes	100.00%	96.50%	(3.50)	Yes	HIT