

**AT&T MIDWEST PERFORMANCE MEASUREMENT USER GUIDE
Version 3.0**

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Pre-Ordering/Ordering

1.1 Average Response Time for Manual Loop Make-Up Information

Definition:

The average time required to provide manual loop qualification for DSL capable loops measured in business days.

Exclusions:

- Manual request for loop makeup information not initiated by the CLEC
- Weekends and Holidays

Business Rules:

The time starts when a request is received from the CLEC and ends when the information on the loop qualification has been made available to the CLEC.

Levels of Disaggregation:

- None

Calculation:

$\sum(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received}) \div \text{Total loop qualifications}$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 2 Business Days

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1.3 Accuracy of Actual Loop Makeup Information Provided for DSL Orders

Definition:

The percent of DSL orders provisioned based upon accurate information from an AT&T Midwest loop qualification response for four categories: loop length, bridge, load, repeaters. Note that the only Loop Qualification restriction on YZP/AS IS orders is Loop Length. Therefore, the YZP/AS IS Level of Disaggregation below will only measure the accuracy of LMU for Loop Length. The other three categories will be reported for Diagnostic purposes. Identification of incorrect loop qualification response will be described in the Business Rule section below.

Exclusions:

- None

Business Rules:

This measure assesses whether AT&T Midwest is able to provide a loop in response to a CLEC order that, based upon the loop qualification information provided by AT&T Midwest in response to the CLEC request, correctly reflects the specifications communicated on the Loop Qualification response.

Outlined below is what will count as an inaccurate record in each criteria:

- **Loop Length:**
 - **YZP/AS IS:**

If Loop Makeup information says that the loop length is within YZP parameters (<17.5 kft), however the Loop is discovered to be outside of the parameters, AT&T will count this Loop Makeup as inaccurate.
 - **Standard Ordering (Non YZP/AS IS):**

When there is a published Loop Length specification as it pertains to either SPEC code or product availability, if the inaccurate record shows loop length within the published specification, when in reality they are not, AT&T will consider this an inaccurate LMU.
- **Bridge/Load/Repeater:**
 - **YZP/AS IS:**

If, during the YZP/AS IS trouble process, Load or Repeaters are discovered that were not accurately reflected in Loop Qualification at that time, AT&T will consider such record inaccurate. If, during the YZP/AS IS trouble process, Bridge Tap is found to be excessive that was not Excessive in Loop Makeup at that time, AT&T will consider such record inaccurate.
 - **Standard Ordering (Non YZP/AS IS):**

If Loop Qualification either shows a Load or Repeater exists when it does not, causing CLEC to update SPEC code, AT&T will consider such record inaccurate. If order completes, effect would be CLEC opens trouble ticket. If Loop Qualification either shows a Load or Repeater does not exist when it does, causing CLEC to update SPEC code. If order completes, CLEC would open trouble ticket.

Three activities will identify when an incorrect Loop Makeup was provided to the CLEC that inhibited provisioning of a DSL order:

- 1) A specific jeopardy will be sent (identifying the need for the CLEC to adjust the SPEC

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- code to reflect the LMU of the loop actually available for provisioning),
- 2) An Installation trouble report will be opened (to remedy one of the four categories of loop qualification described above), or
 - 3) A subsequent conditioning-only order was required for bridge, load or repeaters.

Included in the denominator are all DSL loop orders completed within the report period, along with all cancelled DSL loop orders for which a jeopardy is returned to CLECs indicating that specifications of the loop available for provisioning does not match the specifications provided on the Loop Qualification response. The numerator will include only those orders that complete without a jeopardy (as described above) being issued, without an installation trouble report (within 30 calendar days of service order completion) requiring conditioning to be added, and without a subsequent conditioning only order being required within 30 calendar days of service order completion.

The disaggregation for DSL orders that received a Reject message for fiber to the curb or PAIR GAIN/DLC found will be measured as follows: The denominator will be DSL orders completed in the reporting month and the numerator will be the DSL orders that were rejected for one of the two reasons noted above.

Levels of Disaggregation:

DSL actual Loop Makeup Information provided:

- Manually
 - Standard Ordering (Non YZP/AS IS)
 - YZP/AS IS Loop length only
 - YZP/AS IS-bridge/load/repeaters (Diagnostic only)
- Electronically
 - Standard Ordering (Non YZP/AS IS)
 - YZP/AS IS Loop length only
 - YZP/AS IS-bridge/load/repeaters (Diagnostic only)
- DSL Orders that received a Reject Message

Calculation:

(Number of DSL Loop orders installed without a related installation trouble report requiring conditioning, without a subsequent conditioning-only order, and without issuance of a jeopardy for loop qual data issue and the loop was not found to be too long) ÷ (Total DSL loop orders completed and DSL loop orders cancelled due to jeopardy for loop qual data) * 100

Report Structure:

Reported for –

- CLEC,
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

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Benchmark:

- YZP/AS IS: Parity with AT&T Midwest DSL Affiliate
- Standard Ordering (Non-YZP/AS IS): 95% Benchmark
- Tier 1 Diagnostic for the YZP/AS IS-bridge/load/repeater disaggregation.
- % Completed DSL Orders that received a Reject Message: Diagnostic

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2. Percent Pre-Ordering Responses Received within “X” seconds

Definition:

The percent of responses completed in “X” seconds for pre-order interfaces (Web Verigate, EDI and CORBA).

Exclusions:

- None

Business Rules:

Timestamps for the interfaces (Web Verigate, EDI and CORBA) are taken at the AT&T Pre-Order Adapter and do not include transmission time through the xRAF or protocol translation times. The clock starts on the date/time when the query is received by the AT&T Pre-Order Adapter and stops at the date/time the AT&T Pre-Order Adapter passes the response back to the interfacing application (Web Verigate, EDI pre-order or CORBA).

The Time Searched Parameters for the pre-order transactions can be accessed in the following manner:

- [1] Go to CLEC Online, 2) Select CLEC handbook, 3) Select Handbook for Illinois, Indiana, Michigan, Ohio, Wisconsin,
- 4) Select OSS, 5) Select Operations Support Systems, 6) Select IL, IN, MI, OH, WI, 7) Select Time Searched Parameters.]

The response time is measured only within the published hours of interface availability as posted on the CLEC Online website. This information can be accessed in the following manner:

- [1] Go to CLEC Online, 2) Select CLEC Handbook, 3) Select Handbook for Illinois, Indiana, Michigan, Ohio, Wisconsin, 4) Select OSS, 5) Select Operations Support Systems, 6) Select Operating Hours,
- 7) Select OSS hours of Operation. [(The spreadsheet will show both scheduled availability by Preorder Interfaces and Regional Pre-order functionality (Backend). The hours of operation are the hours of scheduled availability within the pre-order functionality)]

For the protocol translation response times, interface input times start at the time the interface receives the pre-order query request from the CLEC and the end time is when the connection is made to the AT&T Pre-Order Adapter for processing. Interface output times start when the interface receives the response message back from AT&T Pre-Order Adapter and the end time is when the message is sent to the CLEC.

Where CLEC accesses AT&T Midwest – LEC’s systems using a non-AT&T required Service Bureau Provider, the measurement of AT&T Midwest – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.

Levels of Disaggregation:

- Address Verification
- Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)
- Customer Service Inquiry (CSI) <= 30 WTNs (Also broken down for Lines as required for DIDs).
- Customer Service Inquiry (CSI) > 30 WTNs/lines

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- Service Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required
- PIC
- Actual Loop Makeup Information requested (5 or less loops searched)
- Actual Loop Makeup Information requested (greater than 5 loops searched)
- Design Loop Makeup Information requested (includes Pre-Qual transactions)
- Protocol translation time – EDI (includes input and output times) where the message size is less than or equal to 65K
- Protocol translation time – EDI (includes input and output times) where the message size is greater than 65K.
- Protocol translation time – CORBA (includes input and output times)
- Protocol translation time – Web Verigate (includes input and output times)

Calculation:

(# of responses within each time interval ÷ total responses) * 100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate where applicable (or AT&T Midwest acting on behalf of its' Affiliate).

Measurement Type:

Remedied

Subject to a Remedy Cap

Benchmark:

- No remedies will apply to Customer Service Inquiry (CSI) greater than 30 WTNs/lines
- No remedies will apply to Actual Loop Makeup Information requested (greater than 5 loops searched)
- No remedies will apply to Protocol Translation Times for EDI (includes input and output times) where the message size is greater than 65K.
- No remedies will apply to Protocol Translation Times for Web Verigate (includes input and output)

Measurement	Web Verigate, EDI and CORBA
<i>Address Verification</i>	95% in <= 20 seconds
Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)	95% in <= 10 seconds

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Measurement	Web Verigate, EDI and CORBA
Customer Service Inquiry < or = 30 WTNs/lines	95% in <= 15 seconds
Customer Service Inquiry > 30 WTNs/lines	95% in <= 60 seconds
Service Availability	95% in <= 13 seconds
Service Appointment Scheduling (Due Date)	95% in <= 5 seconds
Dispatch Required	95% in <= 19 seconds
PIC	95% in <= 25 seconds
Actual Loop Makeup Information requested (5 or less loops searched)	95% in <= 30 seconds
Actual Loop Makeup Information requested (greater than 5 loops searched)	95% in <= 60 seconds
Design Loop Makeup Information requested (includes Pre-Qual transactions)	95% in <= 15 seconds
Protocol Translation Time – EDI (includes input and output times) where message size is less than or equal to 65K	95% in <= 4 seconds
Protocol Translation Time – EDI (includes input and output times) where the message size is greater than 65K.	95% in <= 4 seconds
Protocol Translation Time – CORBA (input and output)	95% in <= 1 seconds
Protocol Translation Time – Web Verigate (input and output)	95% in <= 1 second

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4. OSS Interface Availability

Definition:

Percent of time OSS interface is available compared to scheduled availability.

Exclusions:

- Where CLEC accesses AT&T Midwest – LEC’s systems using a Service Bureau Provider, the measurement of AT&T Midwest – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The total “number of hours functionality to be available” is the cumulative number of hours (by date and time on a 24 hour clock) over which AT&T Midwest plans to offer and support CLEC access to AT&T Midwest’s operational support systems (OSS) functionality during the reporting period. “Hours Functionality is Available” is the actual number of hours, during scheduled available time, that the AT&T Midwest interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the “Percent System Availability” measure. (AT&T Midwest will not schedule normal system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. central time, Monday through Friday)).

When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC.

Determination of the availability factor is governed by AT&T Midwest’s Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied.

AT&T Midwest shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

- EBTA
- EBTA GUI
- BOP-GUI (as it is implemented in the AT&T Midwest region)
- Web LEX
- EDI Ordering Protocols
- EDI VAN
- EDI SSL3
- NDM
- Web Verigate
- Web Toolbar
- ARAF
- EDI Pre-order
- CORBA Pre-order

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Calculation:

$$\frac{[(\text{Hours functionality is available during the scheduled available hours}) \div \text{Scheduled system available hours}] * 100}{}$$

Report Structure:

- Reported on a total wholesale basis across the AT&T Midwest region (Company level reporting).

Measurement Type:

None

Benchmark:

- 99.5%

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5. Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours/Days

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected (manual and electronic) service requests.
- AT&T Midwest retail disconnect orders in conjunction with wholesale migrations.
- Service requests involving major Projects mutually agreed upon by CLECs and AT&T Midwest or as defined as Projects on the CLEC Online website.

[The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose Handbook for Illinois, Indiana, Michigan, Ohio, Wisconsin, 4) Select Ordering, 5) Select Standard Due Dates, 6) Select AT&T Midwest, 7) Select REQ type and Product.]

- Where CLEC accesses AT&T Midwest – LEC’s systems using a non-AT&T required Service Bureau Provider, the measurement of AT&T Midwest – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.
- DSL orders rejected for incomplete or incorrect LSR.
- DSL orders denied for pair gain.
- Weekends and Holidays for FOCs reported in Manual Intervention disaggregations; Non-System Processing Hours for FOCs reported in Electronic/Electronic disaggregations.

Business Rules:

Orders are measured according to how the LSR is processed by AT&T Midwest (i.e., electronically or manually).

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the Internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day.

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic normal hours of operation, as posted on the Internet. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface and reflects the date and time the FOC is sent/made available to the CLEC.

- LSRs Received and Processed Electronically: Hours used in the calculation are the hours of system availability. Time outside of the published hours of availability is excluded from the calculation.
 - If the LSR is received during scheduled system down time, the clock starts at the first scheduled time of system availability subsequent to the receipt date/time of the LSR.
 - If the FOC is sent during a scheduled system down time, the clock stops at the first scheduled time of system availability subsequent to the date/time the FOC was sent/made available to the CLEC.

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- If both the LSR is received and the FOC is sent within a continuous uninterrupted down-time period and entirely outside the published hours of availability, the receipt to FOC interval will be one minute.

Manually Submitted and/or Manually Processed Requests:

Manual requests are those initiated via the CLEC by fax. Manually processed requests include those manually submitted plus those electronically submitted that require manual intervention. The receive date and times are recorded and input on each request in the ordering system for each FOC opportunity. The end times are the dates and times the FOCs are sent back to the CLEC.

- Hours used in the calculation are the Local Service Center (LSC) hours of operation.
 - If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m., the valid start time will be the actual receipt time.
 - If the request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day, the valid start time will be the next business day at 7:00 a.m.
 - If the request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday, the valid start time will be at 7:00 a.m. Monday.
 - If the request is received on a holiday (anytime), the valid start time will be the next business day at 7:00 a.m.
 - The returned confirmation to the CLEC will establish the end date/time. Where disaggregations reflect “clock hours” a 24-hour rolling clock will be used between 12:00 a.m. Monday and 11:59 p.m. Friday. Where disaggregations reflect “business hours” the time will be measured from 7:00 a.m. to 5:00 p.m. Monday through Friday CST.

When related LSR's are submitted the FOC clock will start with the receipt of the last related LSR (date/time), and will be based on the disaggregation with the longest FOC duration for any of the related LSR's. When a Related LSR is rejected the FOC clock for all Related LSRs will start with receipt of the SUP or last related LSR, whichever is later.

For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the Loop Qual system. The End date and time is when the fax is sent back to the CLEC.

For orders where FOC times are negotiated with the CLEC, the entry on the service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation.

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the Start time for the FOC is the date and time the loop makeup information is available in the Loop Qual system. The End date and time is automatically recorded by the interface and reflects the date and time the FOC is sent/made available to the CLEC.

Manually and Electronically Submitted Requests:

For Interconnection Trunk Orders, AT&T Midwest will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until AT&T Midwest institutes a reject process for these type orders.

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Levels of Disaggregation:

Electronic/Electronic (Received and processed without Manual intervention)

- All electronic/electronic
- Resale (residential and simple business combined)
- UNE loop (excluding DSL loops), with or without LNP
- DSL capable loops (including standalone loops)
- LNP only
- All other

Manual Intervention (Required Manual processing, regardless how received)

- Resale (residential and simple business combined)
- UNE loop (excluding DSL loops), with or without LNP
- DSL capable loops (including standalone loops)
- LNP only
- All Other (Includes order types that require manual submission)

Calculation:

(# of FOCs returned within "X" hours/days ÷ total FOCs sent) * 100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Subject to a Remedy Cap

- All electronic-electronic disaggregations are combined to a summary level for remedy calculations.
- Individual electronic/electronic disaggregations are diagnostic and remedies do not apply.

Benchmark:

Electronic -

- 95% within 1 hour for LSRs that were not subject to "reflow/held in queue" processing
- 95% within 3 hours for LSRs that were subject to "reflow/held in queue" processing

Manual Intervention - 95% within the benchmarks defined below -

- **Within 5 Hours for the following service types:**
 - UNE Loop (1-49 Loops)
 - Simple Res. and Bus.
 - Switch Ports
 - LNP Only Simple Residence and Business (1-19 Lines)
 - LNP with Loop (1-19 Loops)

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- **Within 6 Hours for the following service types:**
 - UNE xDSL Capable Loop (1-19 Loops)
- **Within 14 Hours for the following service types:**
 - UNE xDSL Capable Loop (> 19 Loops)
- **Within 24 Hours for the following service types:**
 - Complex Business (1-200 Lines)
 - Simple Res. And Bus. – Manually Submitted
 - UNE Loop (1-49 Loops) – Manually Submitted
 - Switch Ports – Manually Submitted
 - CIA Centrex (1-200 Lines)
 - UNE xDSL Capable Loop (1-49 Loops)
 - LNP Only Simple Residence and Business (1-19 Lines) – Manually Submitted
 - LNP with Loop (1-19 Loops) – Manually Submitted
 - LNP Complex Business (1-19 Lines)
 - Complex Business (1-200 Lines)
 - EELs
- **Within 48 Hours for the following service types:**
 - Complex Business (>200 Lines)
 - UNE Loop (>49 Loops)
 - CIA Centrex (>200 Lines)
 - UNE xDSL Capable Loop (> 49 Loops) – Manually Submitted
 - LNP Only Simple Residence and Business (>19 Lines)
 - LNP with Loop (>19 Loops)
 - LNP Complex Business (>19 Lines)
 - UNE Loop (>49 Loops)
 - LNP Only Simple Residence and Business (>19 Lines)
 - LNP with Loop (>19 Loops)
 - LNP Complex Business (>19 Lines)
- **Within 6 Days for the following service types:**
 - Interconnection Trunks (< 5 DS1) < 6 days
- **Within 8 Days for the following service types:**
 - Interconnection Trunks (>= 5 DS1) and all orders identified as part of a project < 8 days

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6. Notification Timeliness

Definition:

Percent Completions (“SOCs”)/Line Loss Notifications (“LLNs”)/Post to Bill (“PTB”)/Reject notices sent/made available within “X” hours/days as described below.

Exclusions:

For All Notices

- Where CLEC accesses AT&T Midwest systems via a Service Bureau Provider, the measurement of AT&T Midwest’s performance shall not include Service Bureau Provider processing, availability or response time.

Completions/LLNs

- CLEC caused misses or delays

LLNs

- Orders for which Line Loss Notifications are not provided

PTBs

- Orders for which Post To Bill notifications are not provided
- Access Service Orders billed through CABS
- Interconnection Trunk Orders.

Rejects

- Service requests involving projects mutually agreed upon by AT&T Midwest and the CLEC or as defined as Projects on the CLEC Online website.

[The steps for access to the above Project information are: 1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose Handbook for Illinois, Indiana, Michigan, Ohio, Wisconsin, 4) Select Ordering, 5) Select Standard Due Dates, 6) Select AT&T Midwest, 7) Select REQ type and Product.]

Business Rules:

Measured notifications are Service Order Completions (SOC), Line Loss Notification (LLN), Post To Bill Notification (PTB) and Rejects.

Service Order Completions (SOC):

Calculation starts at completion of work to provision the requested services, and ends when the notice is sent or made available to the CLEC. The date that the last service order associated with the request is provisioned is the work completion date. Standards are documented in the matrix below. The calculation is based on LSC business days.

Mechanized Completion
Within 1 LSC Business day

Line Loss Notification (LLN):

Calculation starts at completion of work to provision the requested services (date customer is switched to new carrier), and ends when the notice is sent or made available to the CLEC. The completion date is the date the last service order associated with the winning carrier’s service

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request is provisioned, based on business days, using a full 24-hour day. This measure includes all product/ordering scenarios for which loss notifications are to be sent, in accordance with the information documented on the CLEC OnLine website, including retail winbacks. The standard is documented in the matrix below.

Line Loss Notification
Within 1 business day

Post To Bill Notification (PTB):

Calculation starts at completion of work to provision the requested services, and ends when the notice is sent or made available to the CLEC. The date that the last service order associated with the request is provisioned is the work completion date. Standard is for the PTB to be sent within eight (8) business days.

Post To Bill Notification
Within 8 business day

Rejects:

Calculation starts at the date/time of receipt of the LSR, and ends at the date/time the reject notice is sent/made available to the CLEC. This measure includes all rejects regardless of method of submission/processing (i.e., electronically or manually). The calculation is based on system processing hours for auto/auto and LSC processing hours for auto/manual and manual/manual. When a Related LSR is rejected, and a subsequent SUP is not received in four (4) business hours, all related LSRs will be rejected. The Reject start date/time for the Related LSRs is the Reject date/time of the initial LSR Reject plus four (4) business hours.

Rejects
Mechanized (a/a): Within 2 business hours
Manual received electronically (a/m): Within 8 business hours
Manual received manually (m/m): Within 24 clock hours

For all notification types that are in response to a request from the CLEC, if the receipt time of a request is outside of normal AT&T business/system hours, the start date/time is set to the beginning of the next AT&T business day/scheduled system availability. If the request is related to other requests (all requests must be received in order to generate the proper response) the time of receipt of the latest received request will apply to all related requests.

Levels of Disaggregation:

SOC

- All Mechanized Completions (Total of disaggregations below)
 - Resale

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- UNE
- LNP Only
- Other

LLN

- All Mechanized (Total of disaggregations below)
 - AT&T Winback (AT&T Retail is the “winning” carrier, CLEC is “losing” carrier)
 - CLEC-to-CLEC (CLEC A is “winning” carrier, CLEC B is “losing” carrier)

PTB

- None

Rejects

- Mechanized Rejects (A/A)
- Manual Rejects Received Electronically (A/M)
- Manual Rejects Received Manually (M/M)

Calculation:

(# of notifications returned within specified standard ÷ total notifications returned) * 100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Subject to a Remedy Cap for Completions and Rejects

Benchmark:

Mechanized Completions:

- 97% within specified standard for the aggregate of all disaggregations.
- Remedies paid on the aggregate only in each State.
- Individual disaggregations are diagnostic and remedies do not apply.

Rejects:

- 95% within the specified standard

LLN:

- 97% within specified standard.
- Remedies apply only to the “All” disaggregation.
- AT&T Winback and CLEC to-CLEC results are not separately subject to remedies

PTB:

- 95% within specified standard.

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12. Mechanized Provisioning Accuracy

Definition:

Percent of mechanized orders completed as ordered.

Exclusions:

- Where CLEC accesses AT&T Midwest – LEC’s systems using a non-AT&T required Service Bureau Provider, the measurement of AT&T Midwest – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

This measurement compares the USOCs ordered on a mechanized order, to the copy of the order which updates the customer billing database.

Levels of Disaggregation:

- None

Calculation:

$(\# \text{ of orders completed as ordered} \div \text{total orders}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

None

Benchmark:

- Parity

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13. Order Process Percent Flow Through

Definition:

Percent of orders from receipt to distribution that progress mechanically through to AT&T Midwest provisioning systems.

Exclusions:

- Orders both electronically generated and rejected.
- Manually received orders
- Where CLEC accesses AT&T Midwest – LEC’s systems using a non-AT&T required Service Bureau Provider, the measurement of AT&T Midwest – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The number of eligible orders that flow through AT&T Midwest’s ordering systems without manual intervention, divided by the total number of eligible electronically generated orders within the reporting period. Manually intervened orders that are electronically generated are considered failed pass-through. Orders that fall out after receipt, but are not rejected back to CLEC due to CLEC caused errors will be included as failed pass-through occurrences. This measure includes orders designed to flow through only.

Levels of Disaggregation:

- UNE Loops (includes Loop with LNP, LNP, and LSNP with all other UNE Loops)
- Other (Resale, and any other products not reported in UNE Loops)

Calculation:

$(\# \text{ of orders that flow through} \div \text{total eligible electronic orders}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

None

Benchmark:

- 95% for UNE Loops
- 90% for All Other

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13.1 Total Order Process Percent Flow Through

Definition:

Percent of EDI orders from entry to distribution that progress through AT&T Midwest ordering systems without manual intervention.

Exclusions:

- Rejected orders.
- Where CLEC accesses AT&T Midwest – LEC’s systems using a non-AT&T required Service Bureau Provider, the measurement of AT&T Midwest – LEC’s performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The number of orders that flow through AT&T Midwest’s ordering systems and are distributed in the Service Order System without manual intervention, divided by the total number of orders submitted via EDI within the reporting period.

Levels of Disaggregation:

- Resale
- UNE Loops
- LNP
- LSNP

Calculation:

$(\# \text{ of orders that flow through} \div \text{total orders}) * 100$

Report Structure:

Reported by -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

None

Benchmark:

- Diagnostic

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MI 2. Percentage of Orders Given Jeopardy Notices Within 24 Hours of the Due Date

Definition:

Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date. Measures the percentage of 870s sent less than 24 hours (1 day) prior to the due date.

Exclusions:

- CLEC/End User Initiated Jeopardy Codes.
- Weekends and Holidays
- Orders that fall into, or are completed thru, the RNM process
- Orders received from CLEC and due on same day (excluded from the numerator).
- Jeopardy Notices sent on or after the due date.
- Earlier offered due dates for NFW orders only.

Business Rules:

An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's due date is in jeopardy of being missed. Consider "24 hours" as 1-day. The measure is calculated using business days only (i.e., Monday-Friday). Unsolicited FOCs will be counted as Jeopardies. The calculation is based on 870 notices sent during system processing hours. The response time is measured only within the published hours of interface availability as posted on the CLEC Online website.

[This information can be accessed in the following manner:

1) Go to CLEC Online, 2) Select CLEC Handbook, 3) Choose Handbook for Illinois, Indiana, Michigan, Ohio, Wisconsin, 4) Select OSS, 5) Select Operations Support Systems, 6) Select Operating Hours, 7) Select OSS Hours of Operation. (The spreadsheet portion shows the interface hours while the footnote will show the processing hours for each region.)]

Any jeopardy notification that cannot be definitively determined as not being sent prior to 24 hours before the due date, on or between, or after the due date, is included in the numerator.

Levels of Disaggregation:

- Resale POTS
 - Field Work (FW)
 - Non-Field Work (NFW)
- Resale Specials
 - Field Work (FW)
 - Non-Field Work (NFW)
- Unbundled Loops
 - Field Work (FW)
 - Non-Field Work (NFW)

Calculation:

$$\left[\frac{\text{(# of orders receiving an 870 within 24 hours prior to the due date)}}{\text{(Total orders receiving an 870 in the report month)}} \right] * 100$$

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Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate.

Measurement Type:

Remedied

Benchmark:

- Less than or equal to 5% within the specified standard.

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CLEC WI 1 Average Delay in Original FOC Due Dates Due From RNM Notification 5A

Definition:

Measures average due date delay for UNE orders that receive RNM Notification 5A.

Exclusions:

- Weekends and Holidays
- The portion of the delay caused by the CLEC (i.e. waiting for the CLEC response.)

Business Rules:

Average Delay is measured from original FOC due date to the revised due date provided to the CLEC as a result of the RNM Notification 5A.

Levels of Disaggregation:

- None

Calculation:

$$\frac{\sum (\text{Revised Due Date} - \text{Original FOC Due Date})}{(\text{Total number of UNE orders receiving RNM Notification 5A})}$$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

None

Benchmark:

- Diagnostic

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CLEC WI 9 RNM Process: Percent Quotes Returned Within 5 Business Days

Definition:

Measures the percentage of quotes returned to the CLEC within five business days of receipt of the RNM Quote Form by the LSC.

Exclusions:

- Weekends and Holidays

Business Rules:

Measured from the time the complete and accurate RNM Quote Form is received by the LSC to the time the LSC provides the RNM Quote back to the CLEC.

Levels of Disaggregation:

- None

Calculation:

$$\left(\frac{\text{\# of RNM Quotes Provided to the CLEC within 5 Business Days}}{\text{Total \# RNM Quotes Sent/Made Available}} \right) * 100$$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 95% within 5 business days

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Billing

126. Bill Accuracy

Definition:

The percent of the total amount due for the current bill period that does not result from adjustment for billing errors that occurred in a prior bill period.

Exclusions:

- None

Business Rules:

The scope of this PM includes all Local and Collocation CLEC bills generated from the CABS billing system. The denominator consists of the total amount due for the current bill period (excludes past due amounts) from each CLEC bill. The denominator includes the impact of all adjustments, credit or debit, that are on the bill. The numerator consists of the denominator less the absolute value of those adjustments applied to correct for billing errors that occurred in previous bill periods. Adjustments applied that reflect correct billing, rather than corrections to prior billing error, will be reported as correct billing and will be included in the numerator.

This PM will be reported 3 months in arrears to allow for the completion of reviews and categorizations of data prior to releasing results. These reviews and categorizations will require human involvement. As an example, January results would be reported in May, three months later (“in arrears”) than January results for other performance measures, which are reported in February.

Where a correction for a billing error requires issuance of offsetting debit and credit adjustments on the bill, the net impact of these offsetting adjustments will be applied. The absolute value of the net impact will be deducted from the numerator.

Levels of Disaggregation:

- None

Calculation:

$(\text{Total amount due for current bill period} - \sum(\text{absolute value(dollar value of individual adjustments due to billing errors)}) \div \text{total amount due}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs

Measurement Type:

None

Benchmark:

- 95% applicable to State results only.
- Tier 1 results will remain diagnostic (no standard will be defined).

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CLEC BLG-3 **Percent of Billing Claim Resolution Notifications Sent/Made Available within 30 Business Days**

Definition:

Measures the percent of time that AT&T Midwest sends/makes available claims resolution notifications to the CLEC within 30 business days of receipt by AT&T Midwest.

Exclusions:

- Claims on invoices greater than 4 months old
- Rejected Claims
- Duplicate Claims
- Claims received on non-standard forms
- Holidays and weekends
- JEP Time
- Access and LSB Billing claims

Exclusion definitions are detailed on CLEC Online and can be found in the Billing Adjustments and Claims section of the CLEC Online Handbook at <https://clec.att.com/clec/hb/>.

Business Rules:

The purpose of this measure is to track the percentage of billing claims resolution notifications sent/made available within 30 business days. Day of receipt (not date of acknowledgement) shall be considered Day zero (0) for computing resolution performance. The end time is the date the resolution is sent to the CLEC via email or the day the acknowledgment is posted to the website for claims sent through the Electronic Exchange of Claims (ExClaim) on-line application. These acknowledgements are made available through the ExClaim batch process and can be viewed by the CLEC the next business day.

Any valid Local claims sent to the e-mail address of AICS-TC.Billing@att.com or through ExClaim will be included. Any claims that are incorrectly sent to this e-mail address will be rejected.

Any valid Collocation claims sent to the e-mail address of AITCBLCL@att.com or through ExClaim will be included. Any claims that are incorrectly sent to this e-mail address will be rejected.

Levels of Disaggregation:

- Local Billing Claims (excluding negotiated projects)
- Collocation Billing Claims (excluding negotiated projects)
- Negotiated projects:
 - % sent within 0-30 days
 - % sent within 31-60 days
 - % sent within 61-90 days
 - % sent within 91-120 days
 - % sent in more than 120+ days

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Calculation:

(# of billing claim items resolution notices sent/made available within 30 business days ÷ total # of billing claim item resolution notices sent/made available) * 100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Local Billing Claims (excluding negotiated projects) 95% within specified standard. Remedy at per occurrence with a Remedy CAP.
- Collocation Billing Claim (excluding negotiated projects) - Diagnostic
- Negotiated Projects - Diagnostic only. This disaggregation is for project performance display only and will not have a benchmark or remedy.

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Miscellaneous Administrative

22. Call Center Grade Of Service (GOS)

Definition:

Percent of calls answered within 'X' seconds.

Exclusions:

Local Service Center (LSC) and Mechanized Customer Production Support Center (MCPSC)

- Weekends and Holidays

MCPSC

- Outside normal business hours as defined on CLEC OnLine

Local Operations Center (LOC)

- None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when an AT&T Midwest representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the AT&T Midwest call management system queue until the CLEC customer call is transferred to AT&T Midwest personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period.

Service Center	"X" Seconds
LSC	20 seconds
LOC	20 seconds
MCPSC	120 seconds

Levels of Disaggregation:

LSC:

- Resale
- UNE
- DSL

LOC:

- Maintenance
- Provisioning

MCPSC:

- None

Calculation:

$$\frac{(\# \text{ of calls answered by the call center within a specified period of time} \div \text{Total calls answered}) * 100}{}$$

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Report Structure:

LSC:

- All calls to the LSC for all CLECs (aggregated)
- AT&T Midwest (Reported at the Company level.)

LOC:

- All calls to the LOC for all CLECs (aggregated)
- AT&T Midwest (Reported at the Company level)

MCPSC:

- AT&T Midwest only, on a regional basis (Reported at the Company level)

Measurement Type:

None

Benchmark:

LSC:

- Parity with AT&T Midwest Retail

LOC:

- Maintenance = Parity with AT&T Midwest Retail
- Provisioning = 90%

MCPSC:

- 95%

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Provisioning

29. Percent AT&T Midwest Caused Missed Due Dates

Definition:

Percent of orders/circuits where installation was not completed by the due date as a result of an AT&T Midwest caused missed due date.

Exclusions:

- Orders that are not N, T, or C.
- CLEC caused and/or end-user caused misses excluded from the numerator.
- Facility misses as counted in CP-30.
- Official Company Services from Retail.
- For LNP Only and Loop with LNP – NPAC caused delays unless caused by AT&T.
- For LNP Only - CLEC requested due dates less than 3 business days.
- Premature disconnects for LNP Only and Loop with LNP Coordinated Conversion orders.

Business Rules:

For all disaggregations except LNP, the numerator includes orders completed after the Due Date, due to an AT&T Midwest cause. The denominator includes all orders completed in the reporting month.

When AT&T Midwest reschedules the original due date based on an AT&T Midwest “miss cause” (e.g., unsolicited FOC), the order will be measured against the original due date. An unsolicited FOC occurs anytime AT&T unilaterally modifies the original due date.

The number of orders canceled after an AT&T-caused missed due date is included in both the numerator and denominator for this calculation for POTS, Resold Specials, and UNEs/EELS. See LNP below for additional inclusions for the LNP disaggregations.

Resale POTS

This measurement is reported at the order level.

Resold Specials

This measurement is reported at a circuit level for Specials.

UNEs/EELS

This measurement is reported at a circuit level for all UNEs.

LNP

Premature Disconnects (when translations are released prior to the order due date) will count as a miss for the LNP Only and Loop with LNP (premature disconnects) disaggregations.

- For LNP-Only, the denominator includes all completed LNP Only orders, and the numerator includes the LNP Only orders that are either disconnected early or miss the order due date due to an AT&T-Midwest cause. An order will be counted as a miss only once, as it is only counted once in the denominator

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- The Loop with LNP (premature disconnects) disaggregation applies only to Loop with LNP orders. The denominator includes all completed Loop with LNP orders, and the numerator includes the Loop with LNP orders that are disconnected early. An order will be counted as a miss only once, as it is only counted once in the denominator.
- The Loop with LNP disaggregation counts all Loop with LNP circuits installed, and identifies those that missed the due date. The denominator includes all completed Loop with LNP circuits, and the numerator includes the Loop with LNP circuits that missed the order due date due to an AT&T-Midwest cause.

Interconnection Trunks

This measurement is reported at a circuit level for all Interconnection Trunks.

Levels of Disaggregation:

1. Resale POTS - Business
 - No Field Work
 - Field Work
2. Resale POTS - Residence
 - No Field Work
 - Field Work
3. Resold Specials (Includes DDS, DS1, DS3, VGPL, ISDN BRI, and ISDN PRI)

UNEs:

4. 8.0dB Loops (stand alone)
5. BRI loops
6. ISDN BRI ports
7. Analog Switch ports
8. DSL Loops
9. DS1 Loops
10. DS3 Loops
11. EELS
 - Analog
 - Digital
12. Interconnection Trunks (All)
13. LNP only
14. Loop with LNP
15. Loop with LNP (premature disconnects)

Calculation:

$$\frac{([\# \text{ of orders/circuits not completed by the due date}] \text{ or } [\text{premature disconnects for LNP Only and Loop with LNP premature disconnects}] + \text{orders/circuits canceled after the due date as a result of an AT\&T Midwest cause})}{(\text{total orders/circuits completed in the month} + \text{orders/circuits canceled after the due date as a result of an AT\&T Midwest cause})} * 100$$

Note: If a premature disconnect has been counted as a miss for an order/circuit, a subsequent miss for due date or an order cancellation will not be included in the calculation.

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Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Resale POTS Field Work Parity compared to AT&T Midwest Retail Field Work (N, T, C order types), Business and Residence respectively.
- Resale POTS No Field Work not to exceed 3%.
- Resold Specials Parity with AT&T Midwest Retail Specials
- Not to exceed 5% for Interconnection Trunks
- Not to exceed 2% for LNP Only misses and Loop with LNP (premature disconnects).
- Not to exceed 5% for Loop with LNP orders.

UNEs:

Parity:

- 8.0 dB Loops (stand alone)
- BRI Loops
- ISDN BRI Ports
- Analog Switch Ports
- DSL Loops
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital

Retail Comparison:

- POTS FW(Res and Bus combined)
- ISDN BRI
- ISDN BRI
- VGPL
- Not to exceed 5%
- Retail DS1
- Retail DS3
- Retail VGPL
- Retail DS1

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30. Percent AT&T Midwest Missed Due Dates Due To Lack Of Facilities

Definition:

Percent AT&T Midwest missed committed due dates due to lack of facilities.

Exclusions:

- Orders that are not N, T, or C.
- No Field Work (NFW) Orders
- Interconnection Trunks
- Official Company Services from Retail

Business Rules:

Includes orders with a completion date that is greater than the due date based on an AT&T Midwest missed reason code for lack of facilities. This measurement is reported at an order level for Resale POTS, and at a circuit level for Resold Specials and UNEs. Any unsolicited FOCs which modify the due date count as a missed due date.

Levels of Disaggregation:

1. Resale POTS - Business
2. Resale POTS – Residence
3. Resold Specials (Includes DDS, DS1, DS3, VGPL, ISDN BRI, and ISDN PRI)

UNEs:

4. 8.0dB Loops (stand alone)
5. BRI Loops
6. ISDN BRI ports
7. Analog Switch Ports
8. DSL Loops
9. DS1 Loops
10. DS3 Loops
11. EELS
 - Analog
 - Digital

Calculation:

(# of orders/circuits with missed due dates due to lack of facilities ÷ total orders/circuits installed)
* 100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

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Benchmark:

- Resale POTS Parity compared to AT&T Midwest Retail (N, T, and C order types), Business and Residence respectively.
- Resold Specials Parity with AT&T Midwest Retail Specials

UNEs:

Parity:

- 8.0 dB Loops (stand alone)
- BRI Loops
- ISDN BRI Ports
- Analog Switch Ports
- DSL Loops
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital

Retail Comparison:

POTS FW(Res and Bus combined)
ISDN BRI
ISDN BRI
VGPL
Not to exceed 5%
Retail DS1
Retail DS3

Retail VGPL
Retail DS1

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35. Percent Trouble Reports Within 30 Days (I-30) of Installation

Definition:

Percent of electronic or manual trouble reports received on or within 30 calendar days of service order completion.

Exclusions:

- Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Official Company Services from Retail.
- All disposition codes “11”, “12”, “13” and “14” trouble reports (excludable reports).
- Reports caused by customer provided equipment (CPE) or wiring.
- Trouble tickets coded to Interexchange Carrier/Competitive Access Provider, and Information reports.
- Trouble report received on the due date before service order completion.
- Orders that are not N, T, or C.
- Interconnection Trunks
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and bridged taps are determined to be the cause of trouble.
- CLEC-caused errors.
- NPAC-caused errors unless caused by AT&T.
- Stand Alone LNP Orders with more than 500 number activations.

Business Rules:

Resale POTS

Includes reports received the day that AT&T Midwest personnel complete the service order through 30 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. The numerator is the number of trouble reports received on or within 30 calendar days after service order completion and closed within the reporting month.

Resold Specials

A trouble report is counted if it is flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It may not be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID. The denominator for this measure is the total count of circuits installed within the reporting month. The numerator is the number of trouble reports received on or within 30 days of service order completion and closed within the reporting month.

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UNES/EELS

A trouble report is counted if it is received on or within 30 calendar days of a service order completion. The service order which generated the report must be an “add” to be counted. It may not be a repeat report. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month.. The numerator is the number of trouble reports received on or within 30 calendar days of service order completion for all UNEs.

LNP

Includes LNP trouble reports received the day AT&T personnel complete the service order through 30 calendar days after completion. The denominator for this measure is the total count of LNP lines on orders posted within the reporting month. The numerator is the number of LNP trouble reports received on or within 30 calendar days after service order completion and closed within the reporting month. Both Loop with LNP and LNP Only are captured in the LNP disaggregation.

Levels of Disaggregation:

1. Resale POTS - Business
 - Field Work (FW)
 - No Field Work (NFW)
2. Resale POTS - Residence
 - Field Work (FW)
 - No Field Work (NFW)
3. Resold Specials (Includes DDS, DS1, DS3, VGPL, ISDN BRI, and ISDN PRI)

UNEs:

4. 8.0dB Loops (stand alone)
5. BRI loops
6. ISDN BRI ports
7. Analog Switch Ports
8. DSL Loops
9. DS1 Loops
10. DS3 Loops
11. EELS
 - Analog
 - Digital
12. LNP (Loop with LNP and LNP Only)

Calculation:

(Count of initial electronic and manual trouble reports issued on or within 30 calendar days after service order completion ÷ total orders/circuits/LNP lines) * 100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

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Measurement Type:

Remedied

Benchmark:

- Resale POTS Field Work Parity compared to AT&T Midwest Retail Field Work (N, T, C order types), Business and Residence respectively.
- Resale POTS No Field Work Parity compared to AT&T Midwest Retail No Field Work (N, T, C order types), Business and Residence respectively.
- Resold Specials: Parity with AT&T Midwest Retail Specials.
- LNP: Parity with AT&T Midwest Retail POTS – No Field Work.

UNEs:

Parity:

- 8.0 dB Loops(stand alone)
- BRI Loops
- ISDN BRI Ports
- Analog Switch Ports
- DSL Loops
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital

Retail Comparison:

POTS (Res and Bus combined)
ISDN BRI
ISDN BRI
VGPL
Not to exceed 6%
Retail DS1
Retail DS3

Retail VGPL
Retail DS1

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Maintenance

37.1 Trouble Report Rate Net of Installation and Repeat Reports

Definition:

The number of electronic or manual CLEC customer trouble reports due to an AT&T Midwest cause, exclusive of installation and repeat reports within a calendar month, per 100 lines/circuits/UNEs.

Exclusions:

- Trouble reports caused by customer provided equipment (CPE) or wiring.
- All disposition “11”, “12”, “13” and “14” trouble reports.
- Trouble reports included in CP-35 (Installation).
- Trouble reports included in CP-41 (Repeat Reports).
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and bridged taps are determined to be the cause of trouble.
- Trouble tickets coded to Interexchange Carrier/Competitive Access Provider, and Information reports.
- Official Company Services from Retail.

Business Rules:

All CLEC and AT&T Midwest repair reports are entered into and tracked in the Trouble Management System. Reports are counted in the month they post as closed in the Trouble Management System.

Levels of Disaggregation:

1. Resale POTS - Business
2. Resale POTS - Residence
3. Resold Specials (Includes DDS, DS1, DS3, VGPL, ISDN BRI, and ISDN PRI)

UNEs:

4. 8.0dB Loops (stand alone)
5. BRI loops
6. ISDN BRI ports
7. Analog switch ports
8. DSL Loops
 - With Line Sharing
 - Without Line Sharing
9. DS1 Loops
10. DS3 Loops
11. EELS
 - Analog
 - Digital
12. Interconnection Trunks (All)

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Calculation:

$((\text{Total number of customer trouble reports} - (\text{installation} + \text{repeat reports})) \div (\text{Total lines or circuits in service} \div 100))$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Resale POTS – Parity with AT&T Midwest Retail, Business and Residence respectively.
- Resold Specials Parity with AT&T Midwest Retail Specials.

UNEs:

Parity:

- 8.0 dB Loops (stand alone)
- BRI Loops
- ISDN BRI Ports
- Analog Switch Ports
- DSL Loops
 - With Line Sharing
 - Without Line Sharing
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital
- Interconnection Trunks

Retail Comparison:

POTS (Res and Bus combined)
ISDN BRI
ISDN BRI
VGPL

AT&T Midwest Affiliate
Not to exceed 3.0
Retail DS1
Retail DS3

Retail VGPL
Retail DS1
Inter-office Trunks

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38. Percent Missed Repair Commitments

Definition:

Percent of CLEC trouble reports not cleared by the commitment time due to AT&T Midwest reasons.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- Trouble tickets coded to Interexchange Carrier/Competitive Access Provider, and Information reports.
- All disposition codes “11”, “12”, “13” and “14” trouble reports (excludable reports).
- Official Company Services from Retail.
- No Access Time
- CLEC Extended Commitment Time

Business Rules:

Resale POTS

The negotiated commitment date/time is established when the repair report is received by AT&T Midwest. The cleared time is the date/time that AT&T Midwest personnel clear the repair activity in the work and force systems. If the trouble is cleared after the commitment time, the report is flagged as a “Missed Commitment.”

UNE Loops

The commitment time for 8.0dB loops is 24 hours. This measure counts Trouble Reports where the cleared date and time minus the receive date and time is greater than (>) 24 hours. UNEs are selected based on a specific service code off of the circuit ID. Trouble reports are counted in the month in which they are closed.

Levels of Disaggregation:

Geographic

1. Resale POTS
 - Business class of service
 - Dispatch
 - No Dispatch
 - Residence class of service
 - Dispatch
 - No Dispatch
2. 8.0dB Loops (stand alone)
3. DSL Loops with Line Sharing
4. DSL Loops without Line Sharing

Calculation:

(# of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100

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Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Resale POTS – Parity with AT&T Midwest Retail, Business and Residence, respectively.
- 8.0 dB Loop – Parity with AT&T Midwest POTS Residence and Business combined
- DSL Loops with Line Sharing – Parity with AT&T Midwest Affiliate
- Not to exceed 5% for DSL Loops without Line Sharing

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39. Mean Time to Restore Interval

Definition:

Resale POTS/Resold Specials:

Average duration of CLEC trouble reports from the receipt of the trouble report by AT&T Midwest to the time the trouble report is cleared by AT&T Midwest.

UNEs/EELs:

Average duration of network customer trouble reports from the receipt of the trouble report by AT&T Midwest to the time the trouble report is cleared by AT&T Midwest.

Interconnection Trunks:

Average duration to repair customer interconnection trunks trouble reports from the receipt of the trouble report by AT&T Midwest to the time the trouble report is cleared by AT&T Midwest, based on calendar days.

NXX:

Average duration of customer NXX trouble reports from the receipt of the trouble report by AT&T Midwest to the time the trouble report is cleared by AT&T Midwest.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- All disposition codes "11", "12", "13" and "14" trouble reports (excludable reports).
- CLEC Extended Commitment Time
- Trouble tickets coded to Interexchange Carrier/Competitive Access Provider, and Information reports
- Official Company Services from Retail.
- No Access Time.
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridge tap (as identified on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridge taps are determined to be the cause of trouble.

Business Rules:

The clock starts on the date/time AT&T Midwest receives a trouble report. The clock stops on the date/time that AT&T Midwest clears the repair activity (trouble report) in WFA, and for Interconnection Trunks and NXX reports, notifies the CLEC of service restoral.

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Levels of Disaggregation:

(All disaggregations, except NXX, Resold Specials and Interconnection Trunks, will be reported for Dispatch and No Dispatch)

1. Resale POTS - Business
 - o Service Affecting
 - o Out of Service
2. Resale POTS - Residence
 - o Service Affecting
 - o Out of Service
3. Resold Specials (Includes DDS, DS1, DS3, VGPL, ISDN BRI, and ISDN PRI)

UNEs:

4. 8.0dB Loops (stand alone)
5. BRI loops
6. ISDN BRI ports
7. Analog switch ports
8. DSL Loops
 - o With Line Sharing
 - o Without Line Sharing
9. DS1 Loops
10. DS3 Loops
11. EELS
 - o Analog
 - o Digital
12. Interconnection Trunks (All)
13. NXX

Calculation:

$$\frac{\sum [(Date/time AT\&T Midwest clears trouble report) - (Date/time trouble report is received)]}{\text{Total trouble reports}}$$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Resale POTS Dispatch Parity compared to AT&T Midwest Retail Dispatch, Business and Residence respectively.
- Resale POTS No Dispatch Parity compared to AT&T Midwest Retail No Dispatch Business and Residence respectively.
- Resold Specials Parity with AT&T Midwest Retail Specials.
- Interconnection Trunks and NXX Parity with AT&T Midwest Retail.

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UNEs:

Parity:

- 8.0 dB Loops(stand alone) dispatch
- 8.0 dB Loops(stand alone) nondispatch
- BRI Loops
- ISDN BRI Ports
- Analog Switch Ports
- DSL Loops
 - With Line Sharing
 - Without Line Sharing
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital

Retail Comparison:

POTS FW(Res and Bus combined)
POTS NFW(Res and Bus combined)
ISDN BRI
ISDN BRI
VGPL

AT&T Midwest Affiliate
Not to exceed 9 hours
Retail DS1
Retail DS3

Retail VGPL
Retail DS1

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40. Percent Out Of Service (OOS) < 24 Hours

Definition:

Percent of OOS trouble reports cleared in less than 24 hours.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- All disposition codes “11”, “12”, “13” and “14” trouble reports (excludable reports).
- Affecting Service reports.
- No Access Time.
- CLEC Extended Commitment Time.
- Official Company Services from Retail.
- Resold Specials and Interconnection Trunks
- Non-measured reports (CPE, Interexchange and Information reports).

Business Rules:

Utilize state specific Business Rule or Standard clock hours as appropriate.

Levels of Disaggregation:

Geographic

Resale POTS

- Business class of service
- Residence class of service

UNE 8.0dB Loop

Calculation:

$(\# \text{ of OOS trouble reports } < 24 \text{ hours} \div \text{total } \# \text{ of OOS trouble reports}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- POTS – Parity with AT&T Midwest Retail, Business and Residence respectively.
- 8.0dB Loops – Parity with AT&T Midwest POTS, Business and Residence combined.

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41. Percent Repeat Reports

Definition:

Percent of customer trouble reports received within 30 calendar days of a previous customer report.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- All disposition codes “11”, “12”, “13” and “14” trouble reports (excludable reports).
- Reports caused by customer provided equipment (CPE) or wiring.
- Trouble tickets coded to Interexchange Carrier/Competitive Access Provider, and Information reports
- Official Company Services from Retail.
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble.
- Interconnection Trunks

Business Rules:

Measures customer trouble reports received within 30 calendar days of an original customer report. If a second report is received in 30 calendar days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 calendar days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this example, two repeat reports would be counted unless an exclusion applies.

Levels of Disaggregation:

Geographic

1. Resale POTS - Business class of service
2. Resale POTS - Residence class of service
3. Resold Specials (Includes DDS, DS1, DS3, VGPL, ISDN BRI, and ISDN PRI)

UNE:

4. 8dB Loops (stand alone)
5. BRI Loops
6. ISDN BRI ports
7. Analog Switch ports
8. DSL Loops
 - With Line Sharing
 - Without Line Sharing
9. DS1 Loops
10. DS3 Loops
11. EELs
 - Analog
 - Digital

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Calculation:

(# of customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total customer trouble reports) * 100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Resale POTS – Parity with AT&T Midwest Retail, Business and Residence respectively.
- Resold Specials Parity with AT&T Midwest Retail Specials.

UNEs:

Parity:

- 8.0 dB Loops(stand alone)
- BRI Loops
- ISDN BRI Ports
- Analog Switch Ports
- DSL Loops
 - With Line Sharing
 - Without Line Sharing
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital

Retail Comparison:

POTS (Res and Bus combined)
ISDN BRI
ISDN BRI
VGPL
Not to exceed 12%
AT&T Midwest Affiliate
Not to exceed 12%
Retail DS1
Retail DS3

Retail VGPL
Retail DS1

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Unbundled Network Elements (UNEs) - Provisioning

62. Average Delay Days For AT&T Midwest Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on company missed items.

Exclusions:

- Resold Specials and Interconnection Trunks.
- Orders that are not N, T, or C.
- Orders included in CLEC WI 1 – Average Delay in Original FOC Due Dates Due from RNM Notification 5A.

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

Geographic

- 8.0 dB Loops (stand alone)
- BRI Loops
- ISDN BRI Ports
- Analog Switch Ports
- DSL Loops
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital

Calculation:

$\sum(\text{Completion date} - \text{UNE due date}) \div (\text{total closed items with AT\&T Midwest caused missed due dates})$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

None

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Benchmark:

Parity:

- 8.0 dB Loops (stand alone)
- BRI Loops
- ISDN BRI Port
- Analog Switch Ports
- DSL Loops
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital

Retail Comparison:

- POTS FW(Res and Bus combined)
- ISDN BRI
- ISDN BRI
- VGPL
- Not to exceed 6.5 days
- Retail DS1
- Retail DS3

- Retail VGPL
- Retail DS1

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63. Percent AT&T Midwest Caused Missed Due Dates > 30 days

Definition:

Percentage of items where installation was completed greater than 30 days following the due date.

Exclusions:

- Resold Specials
- CLEC caused misses

Business Rules:

This includes items completed after the Due Date, due to a AT&T Midwest reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

Levels of Disaggregation:

Geographic

- 8.0 dB Loops (stand alone)
- BRI Loops
- ISDN BRI Ports
- Analog Switch Port
- DSL Loops
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital
- Interconnection Trunks

Calculation:

$(\# \text{ of UNEs completed greater than 30 calendar days following the due date} \div \text{total items}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

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Benchmark:

Parity:

- 8.0 dB Loops (stand alone)
- BRI Loops
- ISDN BRI Ports
- Analog Switch Ports
- DSL Loops
- DS1 Loops
- DS3 Loops
- EELs
 - Analog
 - Digital
- Interconnection Trunks

Retail Comparison:

- POTS FW(Res and Bus combined)
- ISDN BRI
- ISDN BRI
- VGPL
- Not to exceed 6%
- Retail DS1
- Retail DS3

- Retail VGPL
- Retail DS1
- 2%

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WI 1 Percent No Access – UNE Loops Provisioning

Definition:

Percent of Field Work (FW) orders with a status of “No Access.”

Exclusions:

- CLEC caused misses. (Customer requests later date, other customer reasons, - customer not ready).
- All orders that are not N, T, or C.
- No Field Work.

Business Rules:

AT&T Midwest personnel set the “No Access” indicator when access cannot be obtained to the customer’s premises. Order must be Completed.

Levels of Disaggregation:

- Geographic

Calculation:

$(\# \text{ of orders that are No Access} \div \text{Total Field Work orders}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

None

Benchmark:

- UNE Field Work Parity compared to AT&T Midwest Field Work (N, T, and C order types - Res and Bus Combined).

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WI 9 Percent Routine Network Modification (RNM) Orders

Definition:

Percentage of UNE LSRs entering the Routine Network Modification (RNM) process.

Exclusions:

- None

Business Rules:

The number of UNE LSRs entering the RNM process (receiving an RNM Notification 5A or 5D) as a percentage of the total UNE LSRs submitted by the CLEC.

Levels of Disaggregation:

- LSRs Receiving Notification 5A (Non-Chargeable)
- LSRs Receiving Notification 5D (Chargeable)

Calculation:

$(\# \text{ of LSRs receiving the RNM notification} \div \text{Total UNEs LSRs Completed}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

None

Benchmark:

- Diagnostic

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IN 1 Percent Loop Acceptance Testing (LAT) Completed on or Prior to the Completion Date

Definition:

Percent Loop Acceptance Test (LAT) completed on or prior to the completion date of the order.

Exclusions:

- Orders where LAT not requested
- LAT requests when the CLEC is not authorized to seek LATs
- Orders where CLEC causes delay in the LAT

Business Rules:

Loop Acceptance Test is where a AT&T Midwest Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is completed on or before order completion date. The AT&T Midwest Technician will contact the CLEC via the LOC. The Tech will complete a series of tests with the CLEC to validate continuity of the loop for acceptance by the CLEC.

This measure will include canceled orders where

- the LAT was completed and the CLEC chose not to accept the loop
- the cancel was due to an AT&T Midwest cause after the due date but prior to the LAT

Levels of Disaggregation:

- DSL Loops without Line Sharing

Calculation:

(Orders where LAT was requested and performed on or before the Completion Date ÷ Total # of Orders where LAT was requested)*100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 90% LAT on or before the Completion Date

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Unbundled Network Elements (UNEs) - Maintenance

69.1 Percent of Trouble Reports Closed to AT&T Midwest Cause w/in 48 Hrs of a Previous Trouble Report Closed to non-AT&T Midwest Cause

Definition:

Percentage of network customer trouble reports closed by AT&T Midwest to an AT&T Midwest cause where CLEC previously submitted a trouble report on the same circuit that was closed to a non-AT&T Midwest cause within 48 hours prior to the closure of the trouble ticket being measured.

Exclusions:

- Subsequent trouble reports (A subsequent report is a repair report that is received while an existing repair report is open on the same number.)
- Official Company Services from Retail

Business Rules:

Calculates the number of trouble reports closed to an AT&T Midwest cause where there was a previous trouble ticket on the same circuit closed to a non-AT&T Midwest cause within 48 hours.

Levels of Disaggregation:

- 8.0 db Loops
- DSL Loops – No Line Sharing
- DS1 Loops

Calculation:

(# of trouble reports closed to an AT&T Midwest cause within 48 hours of closure of a trouble report on the same circuit to a non-AT&T Midwest cause ÷ total trouble reports closed to an AT&T Midwest cause) * 100

Report Structure:

Reported for -

- CLEC

Measurement Type:

None

Benchmark:

- Diagnostic

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WI 2 Percent No Access (Percent of Trouble Reports with No Access) – UNE Loops

Definition:

Percentage of dispatched customer trouble reports with a status of “No Access.”

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- Reports that are not dispatched.
- All disposition “11”, “12”, “13” and “14” trouble reports (excludable reports)
- Official Company Services from Retail

Business Rules:

AT&T Midwest personnel set the “No Access” indicator when access cannot be obtained at the customer’s premises. Reports are counted the month they are closed.

Levels of Disaggregation:

- Geographic

Calculation:

$$\frac{(\# \text{ of trouble reports with a status of "No Access"} \div \text{Total dispatched customer trouble reports}) * 100}{100}$$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate.

Measurement Type:

None

Benchmark:

- UNE Field Work Parity compared to AT&T Midwest Field Work (N, T, and C order types - Res and Bus Combined).

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Interconnection Trunks

70. Percentage of Trunk Blockage (Call Blockage)

Definition:

Percentage of calls blocked on outgoing traffic from AT&T Midwest end office to CLEC end office and from AT&T Midwest tandem to CLEC end office.

Exclusions:

- Weekends and Holidays
- If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.
- AT&T Midwest is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks.
- If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by AT&T Midwest or in the timeframe specified in the ICA.
- If CLEC does not take action upon receipt of TGSR/ASR within 10 business days when a pre-service of 75% or greater occupancy situation is identified by AT&T Midwest or in the time frame specified in the ICA.
- If CLEC fails to provide a forecast within the most recent 6 months.
- If CLEC's actual trunk usage, as shown by AT&T Midwest from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.
- New trunk groups that have not been in service for three months may be excluded from calculations for that 3 month period. Nevertheless, utilization data will be gathered upon the turn-up of the Trunk Group.
- Any calls blocked due to a CLEC cause other than those listed in the exclusions above.

The exclusions do not apply if AT&T Midwest fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if AT&T Midwest refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

Business Rules:

Blocked calls and total calls are gathered during 20 business days.

Levels of Disaggregation:

- AT&T Midwest end office to CLEC end office.
- AT&T Midwest tandem to CLEC end office.

Calculation:

$(\# \text{ of blocked calls} \div \text{total calls offered}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs

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Measurement Type:

Remedied

Subject to a Remedy Cap

Benchmark:

- Dedicated Trunk Groups not to exceed blocking standard of 1% in each state.

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Local Number Portability (LNP)

97. Percentage of Time AT&T Midwest Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition:

Percentage of time AT&T Midwest applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs on the day prior to the due date.

Exclusions:

- Where not technically feasible.
- CLEC caused misses. (Some Examples are: When the CLEC delays the due date/conversion prior to due date minus 1; When the CLEC fails to correct the SO jeopardy related to ESOIs prior to due date minus 1; When the CLEC changes the due date or expedites a due date and the interval is less than 1 day.
- Orders where the CLEC has given AT&T Midwest less than 1 day to provision the LNP/LNP w/loop service order.

Business Rules:

Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.

Levels of Disaggregation:

- LNP only
- LNP with Loop

Calculation:

$(\# \text{ of LNP TNs for which 10-digit trigger was applied 24 hours prior to due date} \div \text{total LNP TNs for which 10-digit triggers were applied}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 96.5%

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101. Percent Out of Service < 60 minutes

Definition:

The Number of LNP related conversions where the time required to facilitate the activation of the port in AT&T Midwest's network is less than 60, expressed as a percentage of total number of activations that took place.

Exclusions:

- CLEC caused errors.
- NPAC caused errors unless caused by AT&T Midwest.
- Large ports greater than 500 ports.

Business Rules:

The Start time is the Time that an "activate NPAC" broadcast is received in AT&T Midwest's LSMS. The End time is the Time the provisioning event is complete in AT&T Midwest's LSMS. Count the number of conversions that took place in less than 60 minutes.

Levels of Disaggregation:

- None

Calculation:

$$[(\# \text{ of activated TNs provisioned in less than 60 minutes}) \div (\text{total LNP activated TNs})] * 100$$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 96.5%

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911

102. Average Time To Clear Errors

Definition:

The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that AT&T Midwest installs.

Exclusions:

- None

Business Rules:

The clock starts upon the receipt of the error file and the clock stops when the error is corrected. Time chargeable to waiting for CLEC or PSAP required action is deducted in the calculation.

Levels of Disaggregation:

- None

Calculation:

$$[\sum(\text{Date and time error detected} - \text{date and time error cleared}) - \text{time chargeable to CLEC or PSAP action required}] \div \text{Total errors}$$

Report Structure:

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Parity

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104. Percent of 911 Updates Processed Within the Established Timeline (Facility Based Providers)

Definition:

The percent of 911 database updates processed within the established timeline.

Exclusions:

- None

Business Rules:

The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.

Levels of Disaggregation:

- None

Calculation:

$(\# \text{ of files processed within the timeline} \div \text{total files}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 95% within 24 hours.

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Collocation

107. Percentage Missed Collocation Due Dates

Definition:

The percentage of AT&T Midwest caused missed due dates for collocation projects.

Exclusions:

If the CLEC has not submitted their second fifty percent (50%) payment prior to the space being turned over, AT&T Midwest will exclude the job from reporting. For instances where the payment has rightfully been withheld, (the account manager provides the notification to proceed), the job is not excluded.

Business Rules:

This includes orders completed after the due date, due to an AT&T Midwest reason. Due Date Extensions will be extended when mutually agreed to by AT&T Midwest and the CLEC or when a CLEC fails to complete work items for which they are responsible.

Levels of Disaggregation:

- New
- Augments

(Note: All approved types, e.g. Cages, Cageless, etc. are now included in these two disaggregations.)

Calculation:

(Count of the number of AT&T Midwest caused missed due dates for collocation facilities ÷ total number of collocation projects) * 100

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Less than 5% not met within the due date. Damages and Assessments will be calculated based on the number of calendar days late.

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Directory Assistance Database

110. Percentage of Updates Completed into the DA Database within 72 Hours for Facility-Based CLECs

Definition:

The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory changes.

Exclusions:

- Weekends and Holidays, except for Martin Luther King Day and Good Friday.
- CLEC caused errors.
- Updates rejected due to incorrect/invalid data from the facility-based CLEC (e.g. missing a zip code, incomplete phone number, etc.)

Business Rules:

For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. On manual requests received after 4:00 p.m. the clock will start at 8:00 a.m. the following day at the time zone of the receiving center.

For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. Electronic orders received after 4:00 p.m. will not be processed until the following workday starting at 8:00 am at the time zone of the receiving center.

Levels of Disaggregation:

- IN, MI, OH, WI = None
- IL = Manual and Electronic

Calculation:

$(\# \text{ of updates completed within 72 hours} \div \text{total updates completed}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs for facility-based providers
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- IN, MI, OH, WI = 95% updated within 72 hours
- IL = Manual orders are 95% updated within 72 hours and Electronic orders are parity with AT&T Midwest Retail

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Coordinated Conversions

114. Percentage of Premature Disconnects (Coordinated Cutovers)

Definition:

Percentage of coordinated cutovers where AT&T Midwest prematurely disconnects the customer 10 minutes or more prior to the CLEC call to start the CHC or scheduled time for an FDT conversion.

Exclusions:

- None

Business Rules:

A CHC premature disconnect occurs any time AT&T Midwest disconnects the CLEC customer 10 or more minutes prior to the CLEC calling to initiate the CHC for CHC orders, or 10 minutes or more prior to the scheduled time for FDT orders. CHC and FDT orders, by definition, must consist of 1-24 lines, therefore this measure only includes orders with 1-24 lines.

Levels of Disaggregation:

- Coordinated Hot Cuts – LNP with Loop
- Frame Due Time – LNP with Loop

Calculation:

$(\# \text{ of prematurely disconnected CHC/FDT LNP with Loop orders} \div \text{total coordinated CHC/FDT LNP with Loop orders}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 2% or less premature disconnects as defined in the Business Rule section above.

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114.1. CHC/FDT LNP with Loop Provisioning Interval

Definition:

The % of CHC/FDT LNP with Loop Lines completed by AT&T Midwest within the established provisioning intervals.

Exclusions:

- CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).
- CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow AT&T Midwest the opportunity to complete CHC/FDT LNP with Loop within the designated interval.
- IDLC (pair gain systems) identified on or before the due date.
- Any order in the RNM process

Business Rules:

The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC). For CHC orders, the clock starts when the CLEC calls the AT&T Midwest LOC to initiate the conversion, and ends when AT&T Midwest called the CLEC to notify that the cutover has been completed. For FDT orders, the clock starts at the scheduled due time and ends when the AT&T Midwest technician completes the cross-connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts and FDT orders with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.

Levels of Disaggregation:

- CHC/LNP with loop
 - < 10 lines
 - 10-24 lines
- FDT/LNP with loop
 - < 10 lines
 - 10-24 lines

Calculation:

$(\text{Total CHC/FDT LNP with Loop Lines within the designated interval} \div \text{total CHC/FDT LNP with Loop lines}) * 100.$

Report Structure:

Reported by -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- CHC/FDT LNP with Loop for < 10 Lines 90% within one hour.
- CHC/FDT LNP with Loop for 10-24 Lines 90% within two hours.

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115. Percentage of AT&T Midwest Caused Delayed Coordinated Cutovers

Definition:

CHC Percentage of AT&T Midwest caused late coordinated cutovers in excess of “X” (30, 60 and 120) minutes from the time the CLEC calls to initiate a CHC plus the allowed appropriate interval for the cut.

FDT Percentage of AT&T Midwest caused late coordinated cutovers in excess of “X” (30, 60 and 120) minutes after the scheduled cut time.

Exclusions:

- Any order in the RNM process

Business Rules:

A coordinated cutover is delayed if AT&T Midwest’s work is not complete within “X” (30, 60, and 120) minutes after the scheduled plus allowable work time for the cutover.

- For CHC orders any delay is calculated starting from the time the CLEC calls to initiate the CHC plus the appropriate time interval allowed for the cut to be completed in (1 hour for CHC orders with less than 10 lines, 2 hours for CHC orders with 10-24 lines) until the time of completion of the CHC work.
- For FDT Orders the delay is calculated starting from the scheduled time for the FDT cutover.

CHC and FDT orders, by definition, must consist of 1-24 lines; therefore this measure only includes orders with 1-24 lines

Levels of Disaggregation:

- CHC LNP with Loop
- FDT LNP with Loop

Calculation:

$$\left(\frac{\text{\# of AT\&T Midwest caused late coordinated CHC/FDT LNP with Loop orders in excess of "X" (30, 60 and 120) minutes}}{\text{total coordinated CHC/FDT LNP with Loop orders}} \right) * 100$$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 8% or less of AT&T Midwest coordinated conversions delayed beyond (>) 30 minutes, 2% delayed beyond (>) 60 minutes, or 1% delayed beyond (>) 120 minutes. Remedies are paid on the worst performance of coordinated conversions measured at >30, >60, >120 Minutes.

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Bona Fide Request Process (BFRs)

120. Percentage of Requests Processed Within 30 Business Days

Definition:

Percentage of Bona Fide Requests processed within 30 business days.

Exclusions:

- Weekends and Holidays

Business Rules:

The clock starts when AT&T Midwest receives the application. The clock stops when AT&T Midwest completes application processing.

Levels of Disaggregation:

- None

Calculation:

$(\# \text{ of number of requests processed within 30 days} \div \text{total requests}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest Affiliate

Measurement Type:

None

Benchmark:

- 90% within 30 business days = IN, MI, OH, WI.
- IL = Parity with AT&T Midwest Affiliate.

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Change Management

124. Timely Resolution of Significant Software Failures Related with Releases

Definition:

Measures timely resolution of software errors after a Release that is having a significant impact on CLEC business activity.

Exclusions:

- Error where a workaround transparent to the CLEC is available (workaround in this sense does not include manual faxing to the LSC or any other action required by the CLEC) that is different from what would be required if the software had not failed.

Business Rules:

Software errors identified in production within two weeks of the release with no work-arounds that have a disabling affect on CLECs ability to conduct business. Significant or disabling effect on the CLEC is defined as an inability to pass to AT&T Midwest, or receive back from AT&T Midwest, order activity on more than 10% of the CLEC LSRs relative to normal work volumes. This impact will be viewed on a per CLEC basis, upon notification by the CLEC to the OSS Help Desk that they are impacted. Problem resolution time will start being measured from the time the problem is reported to the help desk to the time the software fix is implemented or a workaround that does not require the CLEC to do anything different from what would be required if the software had not failed is in place. For Tier 1 damages, the CLEC is responsible for reporting the problem to the OSS Help Desk in order for this measure to apply to the individual CLECs and will be paid to those identified with an impact of 10% or more as outlined above.

Levels of Disaggregation:

- None

Calculation:

$(\# \text{ Significant Software Failures resolved within 48 hours} \div \text{Total Significant Software Failures}) * 100$

Report Structure:

- Reported by CLEC on a AT&T Midwest Regional basis (non-state specific). (Company level reporting,)

Measurement Type:

Remedied

Benchmark:

- 95% completed within 48 hours or 2 days.

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124.1 Test Environment Availability

Definition:

Extent that the Joint Test Environment is actually available to CLECs.

Exclusions:

- None

Business Rules:

The total “Scheduled system available hours” is the cumulative number of hours during the reporting period that AT&T Midwest has committed to provide CLECs access to the Joint Test Environment. “Hours functionality is available during the scheduled available hours” is the actual number of hours, during scheduled system available hours, during which the Joint Test Environment is actually available for testing purposes. The actual time available is divided by the scheduled time available and the result multiplied by 100 to produce the “Percent system availability” measure.

Scheduled system available hours are Monday through Friday, 8:00AM to 5:00PM CT (except as noticed to the industry via Accessible Letter). “Hours functionality is available during the scheduled available hours” is calculated from the date/time a CLEC reports its inability to access the Joint Test Environment to the date/time the reporting CLEC is able to access the Joint Test Environment, based on records maintained by AT&T Midwest’s Joint Test Environment Availability Team.

Only situations where the inability of the CLEC to access the Joint Test Environment is confirmed to be due to a problem within the control of AT&T Midwest are to be included in this measure. Situations where a CLEC cannot access the Joint Test Environment due to problems outside the control of AT&T Midwest (e.g. internal CLEC network connectivity or performance issues) will not be included in this PM.

Levels of Disaggregation:

- Pre-Order
- Order

Calculation:

$$\frac{[(\text{Hours functionality is available during the scheduled available hours}) \div \text{Scheduled system available hours}] * 100}{}$$

Report Structure:

- Reported on an aggregate CLEC basis and a AT&T Midwest-region basis (non-state specific). (Company level reporting.)

Measurement Type:

None

Benchmark:

- Diagnostic

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MI 15 Change Management

Definition:

Change management measures timeliness of change notifications for final requirements to implementation as defined and agreed upon in the AT&T Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management Process (“CMP”). Interfaces to which this measure applies also will be defined in the CMP.

Exclusions:

- Clarification Notes.
- Any Approved Exceptions.
- Emergency Situations
- Regulatory Mandated Changes

Business Rules:

Calendar Days is to be used in the calculation of this measure. Notification is received when the Final Release Requirements are noticed to CLECs via an Accessible Letter. Calculation is based on the number of Notifications made within the reporting period (the denominator), with the numerator being the number of those Notifications issued “X” days or more in advance of the announced implementation date.

Levels of Disaggregation:

- Changes to Existing Interfaces
 - Gateway
 - GUI
- Introductions of New Interfaces
 - Gateway
 - GUI
- Retirements of Existing Interfaces -- Wholesale Interfaces
 - Gateway
 - GUI

Calculation:

$$\frac{\text{(Number of Notifications issued on time)}}{\text{(Number of Notifications in the reporting period)}} * 100$$

Report Structure:

- Reported on an AT&T Midwest regional basis (non-state specific). Company level reporting.

Measurement Type:

None

Benchmark:

- 95% or greater notices should be on time as defined by the advance notification intervals for Final Requirements for each disaggregation as defined in the AT&T Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management Process (“CMP”) found at <https://clec.AT&T.com/clec/>. Click on Gold bar "Change Management Process". Click on “AT&T All Regions” then scroll down to “AT&T Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management Process”.

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Attachment One

Performance Measures Subject to Tier 1 Liquidated Damages in the 5 AT&T Midwest States

	Measurements Subject to Tier-1 Damages (Remedied)
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Pre-Ordering/Ordering

1.1 Average Response Time For Manual Loop Make-Up Information	✓
1.3 Accuracy of Actual Loop Makeup Information provided for DSL Orders	✓
2. Percent Responses Received Within "X" Seconds-OSS Interfaces (Subject to a Remedy Cap)	✓
4. OSS Interface Availability	-
5. % Firm Order Confirmations (FOCs) Returned Within "X" Hours/Days (Subject to a Remedy Cap)	✓
6. Notification Timeliness (Subject to a Remedy Cap for completions and rejects)	✓
12. Mechanized Provisioning Accuracy	-
13. Order Process Percent Flow Through	-
13.1 Total Order Process Flow Through	-
MI-2 Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date	✓
C WI-1 Average Delay In Original FOC Due Dates Due From RNM Notification 5A	-
C WI-9 RNM Process: Percent Quotes Returned Within Five Business Days	✓

Billing

126. Bill Accuracy	-
CLEC BLG-3 Percent of Billing Claim Resolution Notifications Sent within 30 Business Days (Subject to a Remedy Cap for Local Billing Claims)	✓

Miscellaneous Administrative

22. Call Center Grade Of Service (GOS)	-
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Provisioning

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	Measurements Subject to Tier-1 Damages (Remedied)
29. Percent AT&T Midwest Caused Missed Due Dates	✓
30. Percent AT&T Midwest Missed Due Dates Due To Lack Of Facilities	✓
35. Percent Trouble Reports Within 30 Days (I-30) Of Installation	✓
Maintenance	
37.1 Trouble Report Rate Net of Installation and Repeat Reports	✓
38. Percent Missed Repair Commitments	✓
39. Mean Time to Restore Interval	✓
40. Percent Out Of Service (OOS) < 24 Hours	✓
41. Percent Repeat Reports	✓
Provisioning – UNE	
62. Average Delay Days For AT&T Midwest Missed Due Dates	-
63. Percent AT&T Midwest Caused Missed Due Dates > 30 days	✓
WI-1 Percent No-Access for UNE Loops - Provisioning	-
WI-9 Percent Routine Network Modification (RNM) Orders	-
IN-1 Percent Loop Acceptance Testing (LAT) Completed on or prior to the Completion Date	✓
Maintenance – UNE	
69.1 Percent of Trouble Reports Closed to AT&T Cause w/in 48 Hrs of a Previous Trouble Report Closed to non-AT&T Cause	-
WI-2 Percent of Trouble Reports with No Access for UNE Loops - Maintenance	-
Interconnection Trunks	
70. Percent Trunk Blockage (Call Blockage) (Subject to a Remedy Cap)	✓
Local Number Portability (LNP)	
97. Percent of Time AT&T Midwest applies the 10-digit Trigger Prior to the LNP Order Due date.	✓
101. Percent Out of Service < 60 Minutes	✓
911	
102. Average Time To Clear Errors (Facility Based Providers)	✓

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	Measurements Subject to Tier-1 Damages (Remedied)
104. Average Time Required to Update 911 Database (Facility Based Providers)	✓
Collocation	
107. Percentage Missed Collocation Due Dates	✓
Directory Assistance Database	
110. Percentage of updates completed into the DA Database within 72 Hours for Facility Based CLECs	✓
Coordinated Conversions	
114. Percent Pre-mature Disconnects (Coordinated Cutovers)	✓
114.1 CHC/FDT LNP w/Loop Provisioning Interval	✓
115. Percentage of AT&T Midwest caused delayed Coordinated Cutovers	✓
Bona Fide Request Process (BFRs)	
120. Percentage of Requests Processed Within 30 Business Days	-
Change Management	
124. Timely Resolution of Significant Software Failures Related With Releases	✓
124.1 Test Environment Availability	-
MI-15 Change Management	-

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Attachment Two

Percentage of Missed Collocation Due Dates (PM 107) Damages Methodology

The following methodology will apply in calculating Tier 1 liquidated damages for the percentage of missed collocation due dates measurement.

1. The benchmark is less than 5% of Collocations not completed within the due date. For example, if a CLEC has 30 collocations completed in the study month, AT&T Midwest can miss one due date and still be in compliance. In this case no damages would apply. If, two due dates out of 30 were missed, AT&T Midwest would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 5% benchmark.
2. Damages are calculated based on the percentage of days that AT&T Midwest misses the due date using the per occurrence values in the business rules, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. AT&T Midwest will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, if there were three misses which had missed days of 20, 15 and 4, AT&T Midwest would pay damages on 35 (20+15) missed days. In this example, assuming an Index Value(IV) $\geq 87.0\%$, and one consecutive month missed, AT&T Midwest would pay $35 * (10\% - 5\%) * 30 = \52.50 .
4. Should a remedy plan in effect call for the use of the K-table, the collocation measurement will be used in the determination of the "K" number of allowances (based on the number of collocations). In addition, it may also be excluded as defined in the business rules in the order of progression also contained there. The number of underlying data points used for the purposes of determining the order of exclusion will be the same total days late for collocation projects calculated above (35 in the previous example). Should a remedy plan not include the K-table component, this paragraph #4 is not applicable.
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.