

Docket 01-0662
ICC Staff Affidavit 29.0
Schedule 29.01

Total # All Submeasures	1085	1085	1085	
# Counted (with z-score and sample size of 10 or more)	457	459	458	454
# Not Counted (Base < 10 or n/a)	628	626	627	
Critical Z Value	1.645	1.645	1.645	
Number of Submeasures Met	387	395	393	398
Number of Submeasures Missed	70	64	65	56
Success Ratio - All Measures	84.7%	86.1%	85.8%	87.7%
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Total # Tier 2 Submeasures	513	513	513	
# Counted (with z-score and sample size of 10 or more)	257	254	249	252
# Not Counted (Base < 10 or n/a)	256	259	264	
Number of Submeasures Met	236	224	225	233
Number of Submeasures Missed	21	30	24	19
Success Ratio - Tier 2 Measures Only	91.8%	88.2%	90.4%	92.5%
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Total # Tier 1 and/or Tier 2 Submeasures	725	725	725	
# Counted (with z-score and sample size of 10 or more)	354	354	354	351
# Not Counted (Base < 10 or n/a)	371	371	371	
Number of Submeasures Met	318	321	325	328
Number of Submeasures Missed	36	33	29	23
Success Ratio - Tier 1 and/or Tier 2 Measures	89.8%	90.7%	91.8%	93.4%

- Notes:
- (1) Overall HIT or MISS is determined by the Yes or No results for two out of the last three months. Two or more results of Yes = HIT; two or more results of No = MISS. A dash means the result is neither a hit nor a miss and is not counted.
 - (2) The Critical Z value shown above may be used for counting hits and misses on the HOMR report, regardless of the number of measures reported. This is the lowest possible Critical Z value on the table. Remedy payment calculations may use a slightly higher Critical Z. Benchmark measures are pass/fail and do not use the Critical Z in IL, IN, MI, and WI. In addition, the Critical Z may not apply to some particular measures, as specified in the business rules.
 - (3) Measures that have a Z-Value but no Result (Yes/No) are either diagnostic or lower-level disaggregations that are used to determine a higher level disaggregation.
 - (4) Values in the P/B column denote the following: P = Parity, B = Benchmark, D = Diagnostic (no comparison)
 - (5) Measures with no activity are displayed with a value of "n/a" in the CLEC result columns.
 - (6) Measures with a Result of "Base<10" have fewer than 10 CLEC observations. These will usually display a Z-Value of "n/a".
 - (7) Codes in the Area column are: CO=Company level, IL=State level

Performance Measure 1.1

Performance Measure 1.1: Average response time to provide loop qualification for xDSL

Benchmark: Parity with company affiliate

Measurement Type: Tier 1- low
Tier 2- med

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
Average response time to provide loop qualification for xDSL	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 1.2

Performance Measure 1.2: The percent of accurate DSL actual loop makeup information provided to the telecommunications

Benchmark: Parity with company DSL affiliate

Measurement Type: Tier 1- low
Tier 2- med

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
1. Manually	-	-	-	-
2. Electronically	P	3	3	Y

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 2

Performance Measure 2: The percent response received within X seconds for pre-order interfaces by function

Benchmark: 1) a) 90% in < 8 sec, 95% in < 12 sec b) 90% < 8.0 sec, 95% in < 12 sec c) 80%<5.0 sec, 90% in < 7 sec 2) a) 90% < 7.0 sec, 95% < 9.5 sec, b) 90% < 7 sec, 95% < 9.5 sec c) 80% < 4.0 sec, 90% < 6.0 sec 3) a) 90% < 8 sec, 95% < 13 sec b) 90% < 8 sec, 95% < 13 sec c) 80% , 7 sec, 90% < 10 sec 4. a) NA b) 90% < 8 sec, 95% < 13 sec c) 80% < 7 sec, 90% < 10 sec 5) a) 90% <12 sec, 95% < 16 sec b) 90% < 12 sec, 95% < 16 sec c) 80% < 11 sec, 90% < 13 sec 6) NA b) 90% < 1 sec, 95% < 2 sec c) 80% , 2 sec, 90% < 3 sec 7) 90% < 15 sec, 95%<25 sec b) 90% < 15 sec, 95% < 25 sec c) 80% < 17 sec, 90% < 19 sec 8) 90% < 39 sec, 95% < 60 sec b) 90% , 27 sec, 95%<41 sec c) 80% < 25 sec, 90% < 27 sec 9) a) 90% <51.6 sec, 95% < 59.2 sec b) 90% < 51.6 sec, 95% < 59.2 sec c) 80% < 51.6 sec, 90% < 59.2 sec 10) 90% < 41 sec, 95% < 47 sec b) 90% < 41 sec , 95% < 47 sec c) 80% < 41 sec, 90% < 47 sec 11) 90% , 79 sec, 95% , 91 sec b) 90%, 79 sec, 95 % , 91 sec c) 80%< 13.5 sec, 90% < 15 sec

Measurement Type: Tier 1- low
 Tier 2- med

Witness: Nancy Weber

<u>SUB MEASURE – WEB VERIGATE</u>	C	N	M	L
01.1 Percent Responses Received Within 5.0 Seconds - Address Verification - Web Verigate	PASS	3	3	YES
01.2 Percent Responses Received Within 7.0 Seconds - Address Verification - Web Verigate	PASS	3	3	YES
02.1 Percent Responses Received Within 4.0 Seconds - Request for Telephone Number - Web Verigate	PASS	3	3	YES
02.2 Percent Responses Received Within 6.0 Seconds - Request for Telephone Number - Web Verigate	PASS	3	3	YES
03.1 Percent Responses Received Within 7.0 Seconds - Request for Customer Service Record - Web Verigate	PASS	3	3	YES
03.2 Percent Responses Received Within 10.0 Seconds - Request for Customer Service Record - Web Verigate	PASS	3	3	YES
04.1 Percent Responses Received Within 7.0 Seconds - Directory Listing Inquiry - Web Verigate	PASS	3	3	YES
04.2 Percent Responses Received Within 10.0 Seconds - Directory Listing Inquiry - Web Verigate	PASS	3	3	YES
05.1 Percent Responses Received Within 11.0 Seconds - Service/Feature Availability - Web Verigate	PASS	3	3	YES
05.2 Percent Responses Received Within 13.0 Seconds - Service/Feature Availability - Web Verigate	PASS	3	3	YES

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06.1 Percent Responses Received Within 2.0 Seconds-Service Appt Scheduling (Due Date)-Web Verigate	PASS	3	3	YES
06.2 Percent Responses Received Within 3.0 Seconds-Service Appt Scheduling (Due Date)-Web Verigate	PASS	3	3	YES
07.1 Percent Responses Received Within 17.0 Seconds - Dispatch Required - Web Verigate	PASS	3	3	YES
07.2 Percent Responses Received Within 19.0 Seconds - Dispatch Required - Web Verigate	PASS	3	3	YES
08.1 Percent Responses Received Within 25.0 Seconds - PIC - Web Verigate	PASS	3	3	YES
08.2 Percent Responses Received Within 27.0 Seconds - PIC - Web Verigate	PASS	3	3	YES
09.1 Percent Responses Received Within 51.6 Seconds - DSL Loop Qualification - Web Verigate	PASS	3	3	YES
09.2 Percent Responses Received Within 59.2 Seconds - DSL Loop Qualification - Web Verigate	PASS	3	3	YES
10.1 Percent Responses Received Within 41.0 Seconds-NC/NCI Service Availability-Web Verigate	PASS	2	2	-
10.2 Percent Responses Received Within 47.0 Seconds-NC/NCI Service Availability-Web Verigate	PASS	2	2	-
11.1 Percent Responses Received Within 79.0 Seconds - CFA Availability - Web Verigate	PASS	3	3	YES
11.2 Percent Responses Received Within 91.0 Seconds - CFA Availability - Web Verigate	PASS	3	3	YES
12.1 Percent Responses Received Within 13.5 Seconds - DSL Loop Qual (Archival Actuals) - Web Verigate	PASS	3	3	YES
12.2 Percent Responses Received Within 15.0 Seconds - DSL Loop Qual (Archival Actuals) - Web Verigate	PASS	3	3	YES
13.1 Percent Responses Received Within 8.0 Seconds - Address Verification - EDI LSOG 4/CORBA	PASS	3	3	YES
13.2 Percent Responses Received Within 12.0 Seconds - Address Verification - EDI LSOG 4/CORBA	PASS	3	3	YES
14.1 Percent Responses Received Within 7.0 Seconds - Request for Telephone Number - EDI LSOG 4/CORBA	PASS	3	3	YES
14.2 Percent Responses Received Within 9.5 Seconds - Request for Telephone Number - EDI LSOG 4/CORBA	PASS	3	3	YES
15.1 Percent Responses Received Within 8.0 Seconds-Request for Customer Service Record-EDI LSOG 4/CORBA	PASS	3	2	NO
15.2 Percent Responses Received Within 13.0 Seconds-Request for Customer Service Record-EDI LSOG 4/CORBA	FAIL	3	1	NO
16.1 Percent Responses Received Within 8.0 Seconds - Directory Listing Inquiry - EDI LSOG 4/CORBA	FAIL	3	1	NO
16.2 Percent Responses Received Within 13.0 Seconds - Directory Listing Inquiry - EDI LSOG 4/CORBA	PASS	3	2	YES
17.1 Percent Responses Received Within 12.0 Seconds - Service/Feature Availability - EDI LSOG 4/CORBA	PASS	3	3	YES
17.2 Percent Responses Received Within 16.0 Seconds - Service/Feature Availability - EDI LSOG 4/CORBA	PASS	3	3	YES
18.1 Percent Responses Received Within 1.0 Seconds-Service AppT Scheduling (Due Date)-EDI LSOG 4/CORBA	FAIL	3	1	NO
18.2 Percent Responses Received Within 2.0 Seconds-Service AppT Scheduling (Due Date)-EDI LSOG 4/CORBA	PASS	3	3	YES
19.1 Percent Responses Received Within 15.0 Seconds - Dispatch Required - EDI LSOG 4/CORBA	-	0	0	-
19.2 Percent Responses Received Within 25.0 Seconds - Dispatch Required - EDI LSOG 4/CORBA	-	0	0	-
20.1 Percent Responses Received Within 27.0 Seconds - PIC - EDI LSOG 4/CORBA	-	0	0	-
20.2 Percent Responses Received Within 41.0 Seconds - PIC - EDI LSOG 4/CORBA	-	0	0	-
21.1 Percent Responses Received Within 51.6 Seconds - DSL Loop Qualification - EDI LSOG 4/CORBA	PASS	3	3	YES
21.2 Percent Responses Received Within 59.2 Seconds - DSL Loop Qualification - EDI LSOG 4/CORBA	PASS	3	3	YES
22.1 Percent Responses Received Within 41.0 Seconds-NC/NCI Service Availability-EDI LSOG4/CORBA	-	0	0	-
22.2 Percent Responses Received Within 47.0 Seconds-NC/NCI Service Availability-EDI LSOG4/CORBA	-	0	0	-
23.1 Percent Responses Received Within 79.0 Seconds - CFA Availability - EDI LSOG 4/CORBA	PASS	3	3	YES
23.2 Percent Responses Received Within 91.0 Seconds - CFA Availability - EDI LSOG 4/CORBA	PASS	3	3	YES
24.1 Percent Responses Received Within 25.0 Seconds-DSL Loop Qual (Archival Actuals)-EDI LSOG 4/CORBA	PASS	1	1	YES
24.2 Percent Responses Received Within 35.0 SecondDSL Loop Qual (Archival Actuals)-EDI LSOG 4/CORBA	PASS	1	1	YES
25.1 Percent Responses Received Within 8.0 Seconds - Address Verification	PASS	3	3	YES

- EDI/Internet LSOG 1				
25.2 Percent Responses Received Within 12.0 Seconds - Address Verification - EDI/Internet LSOG 1	PASS	3	3	YES
26.1 Percent Responses Received Within 7.0 Seconds - Request for Telephone Number - EDI/Internet LSOG 1	PASS	2	2	-
26.2 Percent Responses Received Within 9.5 Seconds - Request for Telephone Number - EDI/Internet LSOG 1	PASS	2	2	YES
27.1 Percent Responses Received Within 8.0 Seconds - Request for CSR - EDI/Internet LSOG 1	PASS	3	3	YES
27.2 Percent Responses Received Within 13.0 Seconds - Request for Customer Service Record	PASS	3	3	YES
28.1 Percent Responses Received Within 12.0 Seconds-Service/Feature Availability-EDI/Internet LSOG 1	PASS	3	3	YES
28.2 Percent Responses Received Within 16.0 Seconds-Service/Feature Availability-EDI/Internet LSOG 1	PASS	3	3	YES
29.1 Percent Responses Received Within 15.0 Seconds - Dispatch Required - EDI/Internet LSOG 1	-	-	-	-
29.2 Percent Responses Received Within 25.0 Seconds - Dispatch Required - EDI/Internet LSOG 1	-	-	-	-
30.1 Percent Responses Received Within 39.0 Seconds - PIC - EDI/Internet LSOG 1	PASS	2	2	YES
30.2 Percent Responses Received Within 60.0 Seconds - PIC - EDI/Internet LSOG 1	PASS	2	2	YES
31.1 Percent Responses Received Within 51.6 Seconds - DSL (seconds) - EDI/Internet LSOG 1	-	0	0	-
31.2 Percent Responses Received Within 59.2 Seconds - DSL (seconds) - EDI/Internet LSOG 1	-	0	0	-
32.1 Percent Responses Received Within 41.0 Seconds - NC/NCI (seconds) - EDI/Internet LSOG 1	-	0	0	-
32.2 Percent Responses Received Within 47.0 Seconds - NC/NCI (seconds) - EDI/Internet LSOG 1	-	0	0	-
33.1 Percent Responses Received Within 79.0 Seconds - CFA Availability (seconds) - EDI/Internet LSOG 1	-	0	0	-
33.2 Percent Responses Received Within 91.0 Seconds - CFA Availability (seconds) - EDI/Internet LSOG 1	-	0	0	-

- = No data available

Statistical Guideline: 90%

Actual Number of Pass: 94.23%

Overall Performance Result: PASS

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

Explanation of Codes:

P=Pass

F=Fail

Performance Measure 4

Performance Measure 4: The percent of time OSS interface is available compared to scheduled availability

Benchmark: 90%

Measurement Type: Tier 1- none
 Tier 2- high

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
1. TCNET	P	3	3	Y
2. AEMS	P	2	2	-
3. EDI	P	3	3	Y
4. EBTA	P	3	2	Y
5. EBTA - GUI	P	3	2	Y
6. ARIS	P	3	3	Y
7. BOP-GUI	P	3	3	Y
8. Web Verigate	P	3	3	Y
9. Web LEX	P	3	3	Y
10. EDI LSOG 4	P	3	3	Y
11. EDI Protocol Van	P	3	3	Y
12. EDI Protocol SSL3	P	3	3	Y
13. EDI Protocol NDM	P	3	3	Y
14 Web Toolbar	P	3	2	N
15. ARAF	P	3	3	Y
16 EDI Pre-Order	P	3	3	Y
17. CORBA Pre-Order	P	3	3	Y
18. AEMS LSOG4	P	2	2	N

- = No data reported

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes.

Y=Yes
N=No.

P=Pass
F=Fail

Performance Measure 5

Performance Measure 5: Percent Firm Order Confirmation Returned within X hours

Benchmark: 1) All res and bus 95% 2) Complex bus 94% 3) UNE Loops (1-49) 95% 4) UNE Loop (>50) 94% 5) Switch Ports 95% 6) Interconnection trunks 95% 7) ULT 95% 8) CIA Centrex at 95% 9) The average for the remainder of each measure disaggregated shall not exceed 20% of the benchmark

Measurement Type: Tier 1- low
 Tier 2- medium

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
<u>ELECTRONICALLY SUBMITTED REQUESTS</u>				
1. Simple res and bus manually processed < 5 hrs	P	3	3	Y
2. Simple res and bus – electronically processed - < 2 hrs	P	3	3	Y
3. Complex bus (1-200) < 24 hrs	P	3	3	Y
4. Complex bus (>200) < 48 hrs	-	-	-	-
5. UNE loop (1-49) – manually processed - < 5 hrs	P	3	3	Y
6. UNE loop (1-49) – electronically processed < 2 hrs	P	3	3	Y
7. UNE loop –electronically submitted (>50) < 48 hrs	-	-	-	-
8. Switch ports – manually processed - < 5 hrs	-	-	-	-
9. Switch ports – electronically processed - < 2 hrs	-	-	-	-
10. Unbundled local DS1 < 1 bus day	-	-	-	-
11. Unbundled local DS3 < 5 bus days	P	3	3	Y
12. CIA centrex (1-200) < 24 hrs	P	3	3	Y
13. CIA centrex (>200) < 48 hrs	-	-	-	-

14. UNE-P simple res and bus – manually processed - < 5 hrs	P	3	3	Y
15. UNE-P simple res and bus – electronically processed < 2 hrs	P	3	2	Y
16. UNE-P complex bus (1-200) < 24 hrs	FAIL	1	-	N
17. UNE-P complex bus (>200) < 48 hrs	-	-	-	-
18. UNE x DSL capable loop (1-19) < 6 hrs	P	3	3	Y
19. UNE x DSL capable loop (>19) < 14 hrs	-	-	-	-
20. Line Sharing (1-49) < 6 hrs	P	3	3	Y
21. Lines Sharing (50+) < 14 hrs	-	-	-	-
22. Simple res and bus LNP only (1-19) – electronically req- manually processed < 5 hrs	P	3	3	Y
23. Simple res and bus LNP with Loop (1-19)-electronically req – electronically processed - < 2 hrs	P	3	3	Y
24. LNP with loop – electronically req – manually processed	P	3	3	Y
25. LNP with loop – electronically req – electronically processed	P	3	3	Y
26. LNP only (20+)	FAIL	2	1	N
27. LNP with Loop (20+) < 48 hrs	P	3	2	Y
28. LNP complex busn (1-19) < 24 hrs	P	3	3	Y
29. LNP complex bus (20-50) < 48 clock hrs	P	3	2	Y
30. LNP complex bus – 50+ lines	P	3	2	Y
Manually Submitted Requests				
31. Simple res and bus < 24 hrs	P	3	3	Y
32. Complex bus (1-200) < 24 hrs	P	3	2	Y
33. Complex bus (>200) < 48 hrs	-	-	-	-
34. UNE loop (1-49) < 24 hrs	P	3	2	Y
35. UNE loop (50+) < 48 hrs	-	-	-	-
36. Switch ports < 24 hrs	-	-	-	-
37. CIA centrex 1-200) < 24 hrs	P	1	1	-
38. CIA centrex (>200) < 48 hrs	-	-	-	-
39. UNE-P simple res and bus < 24 hrs	P	3	3	Y
40. UNE-P complex bus (1-200) < 24 hrs	FAIL	2	1	N
41. UNE-P complex bus (200+) < 48 hrs	-	-	-	-
42. UNE x DSL loop (1-49) < 24 hrs	FAIL	1	-	N
43. UNE x DSL loop (50+) < 48 hrs	-	-	-	-
44. line sharing (1-49) < 24 hrs	-	-	-	-

45. line sharing ((50+) < 48 hrs	-	-	-	-
46. LNP (1-19) < 24 clock hrs	P	2	2	-
47. LNP with loop (1-19) < 24 clock hrs	P	1	1	-
48. LNP only 20+	-	-	-	-
49. LNP with loop (20+) < 48 clock hrs	-	-	-	-
50. LNP complex bus (1-19) < 24 clock hrs	P	2	2	-
51. LNP complex bus (20-50) < 48 clock hrs	-	-	-	-
52.LNP complex bus (50+) < 24 hrs	-	-	-	-
53. Man/elec req interconnection trunks (<5 DS1) <6 days	P	3	3	Y
54 Man/elec req interconnection trunks (> 5 days) < 8 days	P	3	3	Y

Statistical Guideline: 90%

Actual Number of Pass: 87.88%

Overall Performance Result: **FAIL**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Y=Yes

N=No

Performance Measure 7.0

Performance Measure 7.0: Percent mechanized completions returned within one hour of completion

Benchmark: 99%

Measurement Type: Tier 1- low
Tier 2- none

Witness: Nancy Weber

<u>SUBMEASURE</u>	C	N	M	L
1. Resale	PASS	3	2	Y
2. UNEs	PASS	3	2	Y
3. Combinations	PASS	3	2	Y

Statistical Guideline: 90% pass

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Y=Yes

N=No

Performance Measure 7.1

Performance Measure 7.1: Percent mechanized completions returned within one day

Benchmark: 97%

Measurement Type: Tier 1- low
 Tier 2- none

Witness: Nancy Weber

<u>SUBMEASURE</u>	C	N	M	L
1. Resale	FAIL	3	0	N
2. UNEs	PASS	3	1	Y
3. Combinations	FAIL	3	1	N
4. LNP only	FAIL	3	0	N

Statistical Guideline: 90% pass

Actual Number of Pass: 25%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

- P=Pass
- F=Fail
- Y=Yes
- N=No

Performance Measure 10

Performance Measure 10: Percent mechanized rejects received within one hour of receipt of the reject in MOR

Benchmark: 1) 97%

Measurement Type: Tier 1- low
Tier 2- none

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
rejects received within one hour of receipt of the reject in MOR	PASS	3	2	Y

Statistical Guideline: 90% pass

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.
N: Number of months test data available.
M: Number of months passed.
L: Whether the last month passes

P=Pass
F=Fail
Y=Yes
N=No

Performance Measure 10.1

Performance Measure 10.1: Percent mechanized rejects returned within one hour.

Benchmark: 1) 97%

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
1. of receipt of Reject in MOR.	<i>FAIL</i>	3	1	NO

Statistical Guideline: 90% pass

Actual Number of Pass: 0%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

- P=Pass
- F=Fail
- Y=Yes
- N=No

Performance Measure 10.2

Performance Measure 10.2: Percent manual rejects received electronically and returned with 5 hrs

Benchmark: 1) 97% within 5 hrs

Measurement Type: Tier 1- none
Tier 2- none

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
1. Manual rejects received electronically	FAIL	3	0	NO

Statistical Guideline: 90% pass

Actual Number of Pass: 0%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
F=Fail
Y=Yes
N=No

Performance Measure 10.3

Performance Measure 10.3: Percent manual rejects received manually and returned with 5 hrs

Benchmark: 1) 97% within 5 hrs

Measurement Type: Tier 1- none
Tier 2- none

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
1. Manual rejects received	FAIL	3	0	NO

Statistical Guideline: 90%

Actual Number of Pass: 0%

Overall Performance Result: **FAIL**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 10.4

Performance Measure 10.4: Percent of orders given jeopardy notices

Benchmark: 1) Wholesale – POTS/retail –POTS 2) Unbundled Loops/POTS with FW 3) UNE-P/Retail POTS

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
1. Res – Field Work	FAIL	3	-	NO
2. Res – No Field Work	FAIL	3	-	NO
3. Bus – Field Work	FAIL	3	-	NO
4. Bus – No Field Work	FAIL	3	-	NO
5. Reslae Specials – FW	FAIL	3	-	NO
6. Resale Specials - NFW	FAIL	3	-	NO
7. Unbundled Loops with LNP	PASS	3	2	NO
8. Unbundled Loops without LNP	FAIL	3	-	NO
9. Unbundled Local Switching	FAIL	3	-	NO
10. UNE-Ps	FAIL	3	-	NO

Statistical Guideline: 90%

Actual Number of Pass: 9%

Overall Performance Result: **FAIL**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

- =No Data Available

Performance Measure 11

Performance Measure 11: Mean time to return manual rejects.

Benchmark: 5 hours

Measurement Type: Tier 1- none
Tier 2- none

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
Mean time to return manual rejects	-	-	-	-

Statistical Guideline: 90%

Actual Number of Pass: -

Overall Performance Result: -

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail- =No Data Available

Performance Measure 11.1

Performance Measure 11.1: Mean time to return manual rejects that are received via an electronic interface

Benchmark: 5 hours

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
Mean time to return manual rejects	<u>FAIL</u>	3	1	No

Statistical Guideline: 90%

Actual Number of Pass: 0%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
 F=Fail

Performance Measure 11.2

Performance Measure 11.2: Mean time to return manual rejects that are received through the manual process

Benchmark: 5 hours

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
1. Mean time to return manual rejects received through the manual process	P	3	3	YES

Statistical Guideline: 90% pass

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 12

Performance Measure 12: Mechanized provisioning accuracy

Benchmark: Parity

Measurement Type: Tier 1- low
Tier 2- low

Witness: Nancy Weber

<u>SUB MEASURE</u>	C	N	M	L
1. Percent of mechanized orders completed as ordered	P	3	3	Y

Statistical Guideline: 90% pass

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 13

Performance Measure 13: Order process percent flow through

Benchmark: 95% for UNE loops; parity with company retail for other disaggregations

Measurement Type: Tier 1- low
Tier 2- high

Witness: Nancy Weber

Sub measure	C	N	M	L
1. UNE loops	PASS	3	2	NO
2. Resale	FAIL	3	0	NO
3. UNE-P	FAIL	3	0	NO
4. LNP	PASS	3	3	YES
5. LSNP	FAIL	3	1	NO
6. Line Share	FAIL	3	1	YES

Statistical Guideline: 90%

Actual Number of Pass: 33%

Overall Performance Result: **FAIL**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 14

Performance Measure 14: Billing accuracy

Benchmark: Parity: 1) retail 2) retail 3) access

Measurement Type: Tier 1- none
Tier 2- none

Witness: Genio Staranczak

Sub measure	C	N	M	L
1. Resale recurring/non-recurring	PASS	3	3	YES
2. Resale usage/unbundled local switching	FAIL	3	0	NO
3. Other UNEs	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 67%

Overall Performance Result: FAIL

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 15

Performance Measure 15: Percent of Accurate and Complete Formatted Mechanized bills via EDI or BDT

Benchmark: 99%

Measurement Type: Tier 1- low
Tier 2- high

Witness: Genio Staranczak

Sub measure	C	N	M	L
1. EDI	PASS	3	3	YES
2. BDT	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 16

Performance Measure 16: Percent of Usage records transmitted correctly

Benchmark: 95%

Measurement Type: Tier 1- low
Tier 2- none

Witness: Genio Staranczak

<u>SUB MASURE</u>	C	N	M	L
Percent of usage records transmitted correctly	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
F=Fail

Performance Measure 17

Performance Measure 17: Percent of on-time service orders in both ACIS and CABS that post within a 30-day billing cycle

Benchmark: Parity with company retail

Measurement Type: Tier 1- low
Tier 2- med

Witness: Genio Staranczak

Sub measure	C	N	M	L
1. Percent of on-time service orders	FAIL	3	0	NO

Statistical Guideline: 90%

Actual Number of Pass: 0%

Overall Performance Result: **FAIL**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 18

Performance Measure 18: Length of time from the wholesale billing date to the time it is electronically transmitted to the telco

Benchmark: Parity with company retail

Measurement Type: Tier 1- low
 Tier 2- high

Witness: Genio Staranczak

<u>SUB MEASURE</u>	C	N	M	L
1. CABS	PASS	3	3	YES
2. AEBS	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

- C: Combined Pass or Fail result for the sub-measure based on M/N and Z columns
- N: Number of months for which there is data or for which a Z is available.
- M: Number of months passed or failed.
- Z: Whether the sub-measure passes the global Z test for parity measures or the global B for benchmark measures.
- L: Whether the last month passes

P=ppass
 F=Fail

Performance Measure 19

Performance Measure 19: Daily usage feed timeliness

Benchmark: 95% within 6th workday

Measurement Type: Tier 1- none
Tier 2- none

Witness: Genio Staranczak

<u>SUB MEASURE</u>	C	N	M	L
1. Daily usage feed timeliness	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 22

Performance Measure 22: Percent of calls answered by the local service center within 20 seconds

Benchmark: Parity with company retail

Measurement Type: Tier 1- none
Tier 2- high

Witness: Genio Staranczak

<u>SUB MEASURE</u>	C	N	M	L
1. Resale	PASS	3	3	YES
2. UNE	PASS	3	3	YES
3. DSL	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
F=Fail

Performance Measure 25

Performance Measure 25: Percent of calls answered by the local operations center within 20 seconds

Benchmark: Parity with company retail

Measurement Type: Tier 1- none
Tier 2- high

Witness: Genio Staranczak

<u>SUB MEASURE</u>	C	N	M	L
1. DSL	PASS	3	3	YES
2. All other	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 27

Performance Measure 27: Average business days from application date to completion date for N,T,C orders

Benchmark: 1) Resale POTS field work company to company field work (N,T,C orders); no field work compared to company retail no field work 2) UNE-P parity field work compared to company field work and no field work compared to company retail no field work 3) Centrex field work compared to AI centrex field work and no field work compared to 4 day interval

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS –res fw	PASS	3	3	YES
2. POTS – res nfw	PASS	3	3	YES
3. POTS bus fw	PASS	3	3	YES
4. POTS- bus nfw	PASS	3	3	YES
5. UNE-P – res fw	PASS	3	3	YES
6. UNE-P –res nfw	PASS	3	3	YES
7. UNE-P –bus fw	PASS	3	3	YES
8. UNE-P –bus nfw	PASS	3	3	YES
9. POTS – CIA centrex - fw	<u>FAIL</u>	3	0	<u>NO</u>
10. POTS –CIA centrex - nfw	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 90%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 28

Performance Measure 28: Percent POTS/UNE-P installations completed within the customer requested due dates

Benchmark: 1) Resale POTS field work compared to Company field Work (N,T, C orders); no field work compared to company retail 2) UNE-P field work company to company field work; no field work company to company retail 3) CIA Centrex field work compared to company centrex; no field work compared to 95% within a 5 day interval 4) UNE-P projects 95% within customer requested due date

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS –res fw	PASS	3	3	YES
2. POTS – res nfw	PASS	3	3	YES
3. POTS bus fw	PASS	3	3	YES
4. POTS- bus nfw	PASS	3	3	YES
5. UNE-P – res fw	PASS	3	3	YES
6. UNE-P –res nfw	PASS	3	3	YES
7. UNE-P –bus fw	PASS	3	3	YES
8. UNE-P –bus nfw	PASS	3	3	YES
9. POTS – CIA centrex - fw	FAIL	3	1	NO
10. POTS –CIA centrex - nfw	PASS	3	3	YES
11. Installs Completed Within Customer Requested Due Date - UNE-P - Projects	FAIL	2	1	NO

Statistical Guideline: 90%

Actual Number of Pass: 82%

Overall Performance Result: **FAIL**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 29

Performance Measure 29: Percent of N,T and C orders where installation was not completed as a result of a company caused missed due date

Benchmark: 1) Resale POTS field work compared to retail field work (N,T,C orders); no field work compared to company retail no field work 2) UNE-P field work compared to retail field work (N,T,C); no field work compared to company retail no field work

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS –res fw	PASS	3	3	YES
2. POTS – res nfw	PASS	3	3	YES
3. POTS bus fw	PASS	3	3	YES
4. POTS- bus nfw	PASS	3	3	YES
5. UNE-P – res fw	PASS	3	3	YES
6. UNE-P –res nfw	PASS	3	3	YES
7. UNE-P –bus fw	FAIL	3	1	NO
8. UNE-P –bus nfw	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 88%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
 F=Fail

Performance Measure 30

Performance Measure 30: Percent of N,T and C orders with missed committed due dates due to lack of facilities

Benchmark: 1) Resale POTS parity compared to company (N,T,C orders) 2) UNE-P parity company to company (N,T,C orders)

Measurement Type: Tier 1- low
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS res	PASS	3	3	YES
2. POTS res>30	PASS	3	3	YES
3. POTS res>90	PASS	3	3	YES
4. POTS bus	PASS	3	3	YES
5. POTS bus > 30	PASS	3	3	YES
6. POTS bus > 90	PASS	3	3	YES
7. UNE-P res	PASS	3	3	YES
8. UNE-P res>30	PASS	3	3	YES
9. UNE-P res > 90	PASS	3	3	YES
10. UNE-P bus	PASS	3	3	YES
11. UNE-P bus > 30	PASS	3	3	YES
12. UNE-P bus > 90	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 31

Performance Measure 31: Average Delay days for missed due date due to Lack of Facilities

Benchmark: 1) Resale POTS parity compared to retail (N,T,C orders) 2) UNE-P parity compared to retail (N,T, and C orders)

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS res	PASS	3	3	YES
2. POTS bus	PASS	2	2	YES-
3. UNE-P res	PASS	3	3	YES
4. UNE-P bus	PASS	1	1	YES

Statistical Guideline: 90% pass

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
 F=Fail

Performance Measure 32

Performance Measure 32: Average Delay Days for Company Caused Missed Due Dates

Benchmark: 1) Resale POTS field work parity compared to company field work (N,T,C orders); no field work company retail no field work 2) UNE-P Field work parity compared with company field work; no field work compared to company retail no field work

Measurement Type: Tier 1- medium
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS –res fw	PASS	3	3	-
2. POTS – res nfw	-	-	-	-
3. POTS bus fw	PASS	2	2	YES
4. POTS- bus nfw	PASS	1	1	-
5. UNE-P – res fw	PASS	3	3	YES
6. UNE-P –res nfw	PASS	3	3	YES
7. UNE-P –bus fw	PASS	2	2	YES
8. UNE-P –bus nfw	-	-	-	-

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 33

Performance Measure 33: Percent the Company Caused missed due dates > 30 days

Benchmark: 1) Resale POTS field work parity compared to retail field work (N,T,C orders); no field work company retail no field work 2) UNE-P Field work parity with retail field work; no field work compared to company retail no field work

Measurement Type: Tier 1- low
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS –res fw	PASS	3	3	YES
2. POTS – res nfw	PASS	3	3	YES
3. POTS bus fw	PASS	3	3	YES
4. POTS- bus nfw	PASS	3	3	YES
5. UNE-P – res fw	PASS	3	3	YES
6. UNE-P –res nfw	PASS	3	3	YES
7. UNE-P –bus fw	PASS	3	3	YES
8. UNE-P –bus nfw	PASS	3	3	YES

Statistical Guideline: 90% pass

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 35

Performance Measure 35: Percent Trouble Reports Within 30 days of Installation

Benchmark: 1) Resale POTS field work parity compared to retail field work (N,T,C orders); no field work company retail no field work 2) UNE-P Field work parity compared with retail field work; no field work compared to company retail no field work

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS –res fw	PASS	3	3	YES
2. POTS – res nfw	PASS	3	3	YES
3. POTS bus fw	PASS	3	3	YES
4. POTS- bus nfw	PASS	3	3	YES
5. UNE-P – res fw	PASS	3	3	YES
6. UNE-P –res nfw	PASS	3	3	YES
7. UNE-P –bus fw	<u>FAIL</u>	3	1	NO
8. UNE-P –bus nfw	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 87.5%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
 F=Fail

Performance Measure 37

Performance Measure 37: The number of trouble reports per 100 lines

Benchmark: 1) POTS parity with bus and res retail
 2) UNE-P parity with company residence and company business

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Pots Res	<u>FAIL</u>	3	1	NO
2. Pots Bus	PASS	3	3	YES
3. UNE – Res	PASS	3	3	YES
4. UNE- Bus	<u>FAIL</u>	3	0	NO

Statistical Guideline: 90%

Actual Number of Pass: 50%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
 F=Fail

Performance Measure 37.1

Performance Measure 37.1: Trouble report rate net of installation and repeat troubles

Benchmark: 1) POTS parity with Company Retail
2) UNE-P parity with company residence and company business

Measurement Type: Tier 1- high
Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Pots Res	PASS	3	3	YES
2. Pots Bus	PASS	3	3	YES
3. UNE - Bus	PASS	3	3	YES
4. UNE- Res	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 38

Performance Measure 38: Percent Missed Repair Commitments

Benchmark: 1) POTS parity with company retail 2) UNE Combo parity with company residence and company business

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS res dispatch	PASS	3	3	YES
2. POTS res no dispatch	<i>FAIL</i>	3	1	NO
3. POTS bus dispatch	PASS	3	3	YES
4. POTS bus no dispatch	PASS	3	3	YES
5. UNE-P res dispatch	PASS	3	3	YES
6. UNE-P res no dispatch	PASS	3	2	NO
7. UNE –P bus dispatch	PASS	3	3	YES
8. UNE-P bus no dispatch	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 87.5%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
 F=Fail

Performance Measure 39

Performance Measure 39: Average Duration of customer trouble reports from receipt to clear

Benchmark: 1) Resale POTS dispatch parity compared to company dispatch (N,T,C orders); no dispatch compared to company retail no dispatch. 2) UNE-P dispatch parity company to company dispatch and no dispatch compared to company retail no dispatch

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. POTS res dispatch- affecting service	PASS	3	3	YES
2. POTS res dispatch – oos	PASS	3	3	YES
3. POTS res no dispatch-affecting service	PASS	3	3	YES
4. POTS res no dispatch - oos	PASS	3	3	YES
5. POTS bus dispatch – affecting service	PASS	3	3	YES
6 POTS busn dispatch - oos	PASS	3	3	YES
7. POTS bus no dispatch – affecting service	PASS	3	3	YES
8. POTS bus no dispatch - oos	PASS	3	3	YES
9. UNE_P res dispatch affecting service	PASS	3	3	YES
10. UNE-P res dispatch - oos	PASS	3	3	YES
11. UNE-P res no dispatch – affecting service	PASS	3	3	YES
12. UNE-P res no dispatch - oos	PASS	3	3	YES
13. UNE_P bus dispatch – affecting service	PASS	3	3	YES
14. UNE-P bus dispatch -oos	PASS	3	3	YES

15. UNE-P bus no dispatch – affecting service	PASS	3	3	YES
16. UNE-P bus no dispatch oos	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 40

Performance Measure 40: Percent of OOS trouble reports cleared in less than 24 hours

Benchmark: 1) POTS parity with Company Retail
 2) UNE-P parity with company residence and company business

Measurement Type: Tier 1- med
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Pots Res	PASS	3	3	YES
2. Pots Bus	PASS	3	3	YES
3. UNE - Res	PASS	3	3	YES
4. UNE- Bus	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 41

Performance Measure 41: Percent Repeat Customer Trouble Reports received withing 30 calendar days of a previous customer report

Benchmark: 1) POTS parity with Company Retail
2) UNE-P parity with company residence and parity with company business

Measurement Type: Tier 1- high
Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Pots Res	PASS	3	3	YES
2. Pots Bus	PASS	3	3	YES
3. UNE – Res	PASS	3	3	YES
4. UNE- Bus	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 42

Performance Measure 42: Percent Trouble Reports with No Access

Benchmark: 1) POTS parity with Company Retail
2) UNE-P parity with company residence and company business

Measurement Type: Tier 1- none
Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Pots Res	PASS	3	3	YES
2. Pots Bus	PASS	3	3	YES
3. UNE - Res	PASS	3	3	YES
4. UNE- Bus	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 43

Performance Measure 43: Average Installation Interval from LSR receipt

Benchmark: Parity with Company retail

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	PASS	1	1	YES
2. Resold DS1	PASS	3	3	YES
3. Resold DS3	-	0	0	-
4. Resold VGPL	PASS	3	2	YES
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	-	0	0	-
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	PASS	1	1	YES
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 44

Performance Measure 44: Percent Special Installations Completed Within Customer Requested Due Date

Benchmark: Parity with Company retail

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	-	0	0	-
2. Resold DS1	PASS	3	3	YES
3. Resold DS3	-	0	0	-
4. Resold VGPL	PASS	1	1	-
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	PASS	1	1	-
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	PASS	1	1	YES
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 45

Performance Measure 45: Percent the Company Caused Missed Due Dates

Benchmark: Parity with Company retail

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	-	0	0	-
2. Resold DS1	PASS	3	3	YES
3. Resold DS3	-	0	0	-
4. Resold VGPL	PASS	3	3	YES
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	-	0	0	-
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	PASS	1	1	YES
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 46

Performance Measure 46: Percent Trouble Reports Within 30 days of Installation

Benchmark: Parity with Company retail

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	-	0	0	-
2. Resold DS1	PASS	3	2	NO
3. Resold DS3	-	0	0	-
4. Resold VGPL	PASS	3	3	YES
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	-	0	0	-
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	PASS	1	1	YES
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 47

Performance Measure 47: Percent Company Missed Due Dates Due to Lack of Facilities

Benchmark: Parity with Company retail

Measurement Type: Tier 1- low
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
47.01 % Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DDS	PASS	1	1	YES
47.01.1 % Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DDS	PASS	1	1	YES
47.01.2 % Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DDS	PASS	1	1	YES
47.02 % Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DS1	PASS	3	2	YES
47.02.1 % Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DS1	PASS	3	3	YES
47.02.2 % Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DS1	PASS	3	3	YES
47.03 % Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DS3	-	0	0	-
47.03.1 % Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DS3	-	0	0	-
47.03.2 % Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DS3	-	0	0	-
47.04 % Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - VGPL	PASS	3	3	YES

47.04.1 % Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - VGPL	PASS	3	3	YES
47.04.2 % Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - VGPL	PASS	3	3	YES
47.05 % Ameritech Missed Due Dates Due to Lack of Fclty - Design - Resold Specials - ISDN BRI	-	0	0	-
47.05.1 % Ameritech Missed Due Dates (>30 Days) Due to Lack of Fclty - Design - Resold Specials - ISDN BRI	-	0	0	-
47.05.2 % Ameritech Missed Due Dates (>90 Days) Due to Lack of Fclty - Design - Resold Specials - ISDN BRI	-	0	0	-
47.06 % Ameritech Missed Due Dates Due to Lack of Fclty - Design - Resold Specials - ISDN PRI	PASS	3	3	YES
47.06.1 % Ameritech Missed Due Dates (>30 Days) Due to Lack of Fclty - Design - Resold Specials - ISDN PRI	PASS	3	3	YES
47.06.2 % Ameritech Missed Due Dates (>90 Days) Due to Lack of Fclty - Design - Resold Specials - ISDN PRI	PASS	3	3	YES
47.07 % Ameritech Missed Due Dates Due to Lack of Facilities - Design - UNE Loop and Port - ISDN BRI	-	0	0	-
47.07.1 % Ameritech Missed DDs (>30 Days) Due to Lack of Facilities - Design - UNE Loop and Port - ISDN BRI	-	0	0	-
47.07.2 % Ameritech Missed DDs (>90 Days) Due to Lack of Facilities - Design - UNE Loop and Port - ISDN BRI	-	0	0	-
47.08 % Ameritech Missed DDs Due to Lack of Facilities-Design-UNE Loop and Port-ISDN PRI	PASS	1	1	YES
47.08.1 % Ameritech Missed DDs (>30 Days) Due to Lack of Facilities-Design-UNE Loop and Port-ISDN PRI	PASS	1	1	YES
47.08.2 % Ameritech Missed DDs (>90 Days) Due to Lack of Facilities-Design-UNE Loop and Port-ISDN PRI	PASS	1	1	YES
47.09 % Ameritech Missed DDs Due to Lack of Facilities - Design - UNE Loop and Port - Other Combinations	-	0	0	-
47.09.1 % Ameritech Missed DDs (>30 Days) - No Facilities - Design - UNE Loop and Port - Other Combinations	-	0	0	-
47.09.2 % Ameritech Missed DDs (>30 Days) - No Facilities - Design - UNE Loop and Port - Other Combinations	-	0	0	-
47.10 % Ameritech Missed DD Due to Lack of Facilities - Design - Rsl'd Spcls - Other Svcs Avail for Resale	-	0	0	-

47.10.1 % Ameritech Missed DD (>30 Days) - No Facilities - Design - Rsl'd Spcls - Other Svcs Avail for Resale	-	0	0	-
47.10.2 % Ameritech Missed DD (>90 Days)- No Facilities - Design - Rsl'd Spcls - Other Svcs Avail for Resale	-	0	0	-

- = Data Not Available

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
 F=Fail

Performance Measure 48

Performance Measure 48: Average Delay Days for Missed Due Dates Due to Lack of Facilities

Benchmark: Parity with Company retail

Measurement Type: Tier 1- none
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	-	0	0	-
2. Resold DS1	-	0	0	-
3. Resold DS3	-	0	0	-
4. Resold VGPL	-	0	0	-
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	-	0	0	-
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	-	0	0	-
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

- = Data Not Available

Statistical Guideline: 90%

Actual Number of Pass: -

Overall Performance Result: -

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 49

Performance Measure 49: Average Delay Days for Company Caused Missed Due Dates

Benchmark: Parity with Company retail

Measurement Type: Tier 1- medium
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	-	0	0	-
2. Resold DS1	-	0	0	-
3. Resold DS3	-	0	0	-
4. Resold VGPL	-	0	0	-
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	-	0	0	-
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	-	0	0	-
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

- = Data Not Available

Statistical Guideline: 90%

Actual Number of Pass: -

Overall Performance Result: -

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 50

Performance Measure 50: Percent Company Caused Missed Due Dates > 30 days

Benchmark: Parity with Company retail

Measurement Type: Tier 1- low
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	PASS	1	1	YES
2. Resold DS1	PASS	3	3	YES
3. Resold DS3	-	0	0	-
4. Resold VGPL	PASS	3	3	YES
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	PASS	3	3	YES
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	PASS	1	1	YES
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

- = Data Not Available

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 52

Performance Measure 52: Duration of network trouble report from receipt to time the trouble report is cleared

Benchmark: Parity with Company retail

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	PASS	1	1	-
2. Resold DS1	PASS	3	2	YES
3. Resold DS3	-	0	0	-
4. Resold VGPL	PASS	3	3	YES
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	-	0	0	-
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	-	0	0	-
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

- = Data Not Available

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 53

Performance Measure 53: Percent repeat trouble reports (within 30 days)

Benchmark: Parity with Company retail

Measurement Type: Tier 1- high
 Tier 2- high

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	PASS	1	1	-
2. Resold DS1	PASS	3	2	YES
3. Resold DS3	-	0	0	-
4. Resold VGPL	PASS	3	3	YES
5. Resold ISDN BRI	-	0	0	-
6. Resold ISDN PRI	-	0	0	-
7. UNE ISDN BRI	-	0	0	-
8. UNE ISDN PRI	-	0	0	-
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

- = Data Not Available

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: **PASS**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 54

Performance Measure 54: Percent network customer trouble reports within a calendar month per 100 circuits

Benchmark: Parity with Company retail

Measurement Type: Tier 1-none
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	PASS	3	2	YES
2. Resold DS1	PASS	3	3	YES
3. Resold DS3	-	0	0	-
4. Resold VGPL	<u>FAIL</u>	3	0	NO
5. Resold ISDN BRI	PASS	3	3	YES
6. Resold ISDN PRI	<u>FAIL</u>	3	0	NO
7. UNE ISDN BRI	PASS	3	3	YES
8. UNE ISDN PRI	-	0	0	-
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

- = Data Not Available

Statistical Guideline: 90%

Actual Number of Pass: 67%

Overall Performance Result: **FAIL**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

Performance Measure 54.1

Performance Measure 54.1: Trouble report rate net of installation and repeat reports

Benchmark: Parity with Company retail

Measurement Type: Tier 1- low
 Tier 2- none

Witness: Sam McClerren

<u>SUB MEASURE</u>	C	N	M	L
1. Resold DDS	PASS	3	2	YES
2. Resold DS1	PASS	3	3	YES
3. Resold DS3	-	0	0	-
4. Resold VGPL	FAIL	3	-	NO
5. Resold ISDN BRI	PASS	3	3	YES
6. Resold ISDN PRI	PASS	3	2	YES
7. UNE ISDN BRI	PASS	3	3	YES
8. UNE ISDN PRI	-	0	0	-
9. UNE Other	-	0	0	-
10. Resold Other	-	0	0	-

- = Data Not Available

Statistical Guideline: 90%

Actual Number of Pass: 83%

Overall Performance Result: **FAIL**

Explanation of Codes:

- C: Overall Pass or Fail result for the sub-measure based on M/N.
- N: Number of months test data available.
- M: Number of months passed.
- L: Whether the last month passes

P=Pass
 F=Fail