

Illinois Performance Measures - Hit or Miss Report - SBC Illinois - Checklist Item 14

14. Resale	Description	PM	Tier 1	Tier 2	Area	P/B	Sep-02				Oct-02				Nov-02				Overall Result	
							CLEC	AIT/ Benchmark	% Yes - 90%		CLEC	AIT/ Benchmark	% Yes - 89%		CLEC	AIT/ Benchmark	% Yes - 90%			92%
									Z-Value	Result			Z-Value	Result			Z-Value	Result		
	Mean Installation Interval - POTS - Res - FW (Days)	27 - 01	-	-	IL	P	2.21	4.12	(44.89)	Yes	1.86	3.62	(45.06)	Yes	1.81	3.17	(36.01)	Yes	HIT	
	Mean Installation Interval - POTS - Res - No FW (Days)	27 - 02	-	-	IL	P	0.20	1.12	(57.08)	Yes	0.24	1.08	(61.82)	Yes	0.23	1.07	(49.45)	Yes	HIT	
	Mean Installation Interval - POTS - Bus - FW (Days)	27 - 03	-	-	IL	P	1.79	4.01	(10.63)	Yes	1.10	3.58	(14.79)	Yes	2.37	3.07	(4.00)	Yes	HIT	
	Mean Installation Interval - POTS - Bus - No FW (Days)	27 - 04	-	-	IL	P	0.19	0.82	(15.66)	Yes	0.18	0.76	(16.07)	Yes	0.19	0.72	(10.20)	Yes	HIT	
	Mean Installation Interval - POTS - CIA Centrex - FW (Days)	27 - 09	-	-	IL	P	3.68	2.95	2.59	No	3.33	2.58	3.93	No	3.31	2.61	1.82	No	MISS	
	Mean Installation Interval - POTS - CIA Centrex - No FW (Days)	27 - 10	-	-	IL	B	3.78	4.00	(0.22)	Yes	2.64	4.00	(1.36)	Yes	3.03	4.00	(0.97)	Yes	HIT	
	% Installations Completed Within Customer Requested Due Date - POTS - Res - FW	28 - 01	H	H	IL	P	96.75%	89.82%	(2.54)	Yes	96.70%	89.99%	(2.13)	Yes	98.99%	91.91%	(2.58)	Yes	HIT	
	% Installations Completed Within Customer Requested Due Date - POTS - Res - No FW	28 - 02	H	H	IL	P	99.93%	99.56%	(3.56)	Yes	99.93%	99.59%	(3.92)	Yes	99.97%	99.64%	(3.01)	Yes	HIT	
	% Installations Completed Within Customer Requested Due Date - POTS - Bus - FW	28 - 03	H	H	IL	P	90.74%	92.45%	0.47	Yes	94.74%	93.24%	(0.37)	Yes	97.30%	93.89%	(0.86)	Yes	HIT	
	% Installations Completed Within Customer Requested Due Date - POTS - Bus - No FW	28 - 04	H	H	IL	P	99.93%	99.52%	(2.33)	Yes	99.71%	99.55%	(1.01)	Yes	100.00%	99.55%	(2.08)	Yes	HIT	
	% Installations Completed Within Customer Requested Due Date - POTS - CIA Centrex - FW	28 - 09	H	H	IL	P	96.00%	97.96%	0.95	Yes	95.24%	98.84%	2.85	No	92.65%	99.30%	5.30	No	MISS	
	% Installations Completed Within Customer Requested Due Date - POTS - CIA Centrex - No FW	28 - 10	H	H	IL	B	99.93%	95.00%	(4.93)	Yes	100.00%	95.00%	(5.00)	Yes	99.85%	95.00%	(4.85)	Yes	HIT	
	% Installs Completed Within Customer Requested Due Date - UNE-P - Projects	28 - 11	H	H	IL	B	99.87%	95.00%	(4.87)	Yes	90.00%	95.00%	5.00	No	100.00%	95.00%	n/a	Base<10	-	
	% AIT Caused Missed Due Dates - POTS - Res - FW	29 - 01	H	H	IL	P	1.16%	7.44%	(14.04)	Yes	1.30%	6.50%	(14.51)	Yes	0.81%	5.47%	(12.69)	Yes	HIT	
	% AIT Caused Missed Due Dates - POTS - Res - No FW	29 - 02	H	H	IL	P	0.07%	0.51%	(3.95)	Yes	0.25%	0.49%	(2.59)	Yes	0.25%	0.44%	(1.60)	Yes	HIT	
	% AIT Caused Missed Due Dates - POTS - Bus - FW	29 - 03	H	H	IL	P	3.74%	5.84%	(2.04)	Yes	3.71%	4.66%	(1.33)	Yes	5.24%	5.01%	0.21	Yes	HIT	
	% AIT Caused Missed Due Dates - POTS - Bus - No FW	29 - 04	H	H	IL	P	0.33%	0.69%	(2.41)	Yes	0.22%	0.65%	(2.96)	Yes	0.45%	0.74%	(1.41)	Yes	HIT	
	Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Res	30 - 01	L	-	IL	P	0.68%	3.24%	(8.49)	Yes	0.55%	3.07%	(10.08)	Yes	0.64%	3.03%	(8.63)	Yes	HIT	
	Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Res - >30 Days	30 - 01.1	L	-	IL	P	0.00%	0.08%	(1.63)	Yes	0.00%	0.07%	(1.86)	Yes	0.00%	0.04%	(1.19)	Yes	HIT	
	Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Res - >90 Days	30 - 01.2	L	-	IL	P	0.00%	0.00%	(0.34)	Yes	0.00%	0.00%	(0.38)	Yes	0.00%	0.00%	0.00	Yes	HIT	
	Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Bus	30 - 02	L	-	IL	P	2.24%	3.15%	(1.18)	Yes	0.65%	2.61%	(3.68)	Yes	2.51%	2.96%	(0.55)	Yes	HIT	
	Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Bus - >30 Days	30 - 02.1	L	-	IL	P	0.00%	0.19%	(1.00)	Yes	0.11%	0.09%	0.16	Yes	0.23%	0.14%	0.49	Yes	HIT	
	Percent Ameritech Missed Due Dates Due To Lack of Facilities - POTS - Bus - >90 Days	30 - 02.2	L	-	IL	P	0.00%	0.02%	(0.32)	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
	Average Delay Days for Missed Due Dates Due to Lack of Facilities - POTS - Res	31 - 01	-	-	IL	P	2.29	5.60	(2.63)	Yes	2.41	4.89	(2.01)	Yes	2.12	3.98	(1.83)	Yes	HIT	
	Average Delay Days for Missed Due Dates Due to Lack of Facilities - POTS - Bus	31 - 02	-	-	IL	P	7.75	8.62	(0.08)	Yes	12.50	6.83	n/a	Base<10	6.27	6.34	0.17	Yes	HIT	
	Average Delay Days for AIT Caused Missed Due Dates - POTS - Res - FW	32 - 01	M	-	IL	P	3.59	5.75	(1.50)	Yes	4.46	6.47	(1.22)	Yes	4.14	7.07	n/a	Base<10	HIT	
	Average Delay Days for AIT Caused Missed Due Dates - POTS - Res - No FW	32 - 02	M	-	IL	P	2.67	6.54	n/a	Base<10	5.40	6.09	n/a	Base<10	n/a	n/a	n/a	-	-	
	Average Delay Days for AIT Caused Missed Due Dates - POTS - Bus - FW	32 - 03	M	-	IL	P	2.00	5.39	n/a	Base<10	2.46	7.24	(3.08)	Yes	7.58	8.31	0.09	Yes	HIT	
	Average Delay Days for AIT Caused Missed Due Dates - POTS - Bus - No FW	32 - 04	M	-	IL	P	4.73	9.12	(0.68)	Yes	2.83	9.81	n/a	Base<10	5.33	8.55	n/a	Base<10	-	
	% AIT Caused Missed Due Dates > 30 Days - POTS - Res - FW	33 - 01	L	-	IL	P	0.00%	0.15%	(2.28)	Yes	0.00%	0.20%	(3.17)	Yes	0.00%	0.12%	(2.20)	Yes	HIT	
	% AIT Caused Missed Due Dates > 30 Days - POTS - Res - No FW	33 - 02	L	-	IL	P	0.00%	0.01%	(0.62)	Yes	0.00%	0.01%	(0.72)	Yes	0.00%	0.01%	(0.65)	Yes	HIT	
	% AIT Caused Missed Due Dates > 30 Days - POTS - Bus - FW	33 - 03	L	-	IL	P	0.00%	0.26%	(1.18)	Yes	0.11%	0.16%	(0.39)	Yes	0.46%	0.23%	0.95	Yes	HIT	
	% AIT Caused Missed Due Dates > 30 Days - POTS - Bus - No FW	33 - 04	L	-	IL	P	0.00%	0.03%	(0.99)	Yes	0.00%	0.02%	(0.89)	Yes	0.00%	0.04%	(0.80)	Yes	HIT	
	% Trouble Reports Within 30 Days of Install - POTS - Res - FW	35 - 01	H	H	IL	P	5.26%	8.97%	(7.44)	Yes	4.97%	10.92%	(12.89)	Yes	4.58%	10.20%	(11.30)	Yes	HIT	
	% Trouble Reports Within 30 Days of Install - POTS - Res - No FW	35 - 02	H	H	IL	P	3.09%	4.21%	(3.55)	Yes	2.31%	5.22%	(9.80)	Yes	3.79%	4.74%	(2.50)	Yes	HIT	
	% Trouble Reports Within 30 Days of Install - POTS - Bus - FW	35 - 03	H	H	IL	P	1.31%	6.45%	(4.81)	Yes	1.31%	8.65%	(7.85)	Yes	4.33%	8.68%	(3.20)	Yes	HIT	
	% Trouble Reports Within 30 Days of Install - POTS - Bus - No FW	35 - 04	H	H	IL	P	1.06%	3.09%	(6.56)	Yes	1.41%	4.08%	(7.49)	Yes	1.80%	3.61%	(4.01)	Yes	HIT	
	Trouble Report Rate - POTS - Res	37 - 01	-	-	IL	P	2.19	2.40	(2.84)	Yes	2.57	2.29	3.31	No	1.80	1.65	2.00	No	MISS	
	Trouble Report Rate - POTS - Bus	37 - 02	-	-	IL	P	0.55	0.00	(1.60)	Yes	0.59	0.00	(1.54)	Yes	0.40	0.00	(1.76)	Yes	HIT	
	Trouble Report Rate Net of Install & Repeat Reports-POTS-Res	37.1 - 01	H	H	IL	P	1.53	2.47	(13.02)	Yes	1.61	2.17	(6.93)	Yes	0.92	1.62	(9.68)	Yes	HIT	
	Trouble Report Rate Net of Install & Repeat Reports-POTS-Bus	37.1 - 02	H	H	IL	P	0.53	0.00	(1.63)	Yes	0.56	0.00	(1.58)	Yes	0.37	0.00	(1.82)	Yes	HIT	
	% Missed Repair Commitments - POTS - Res - Dispatch	38 - 01	H	H	IL	P	3.77%	8.57%	(5.05)	Yes	4.67%	6.02%	(1.52)	Yes	3.08%	7.07%	(3.42)	Yes	HIT	
	% Missed Repair Commitments - POTS - Res - No Dispatch	38 - 02	H	H	IL	P	4.27%	1.55%	2.78	No	0.00%	1.37%	(1.45)	Yes	3.13%	0.91%	2.27	No	MISS	
	% Missed Repair Commitments - POTS - Bus - Dispatch	38 - 03	H	H	IL	P	7.09%	10.56%	(2.57)	Yes	7.73%	9.07%	(1.11)	Yes	6.78%	8.60%	(1.21)	Yes	HIT	

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14. Resale	Description	PM	Tier 1	Tier 2	Area	P/B	Sep-02				Oct-02				Nov-02				Overall Result
							CLEC	AIT/ Benchmark	% Yes - 90%		CLEC	AIT/ Benchmark	% Yes - 89%		CLEC	AIT/ Benchmark	% Yes - 90%		
									Z-Value	Result			Z-Value	Result			Z-Value	Result	
	% Missed Repair Commitments - POTS - Bus - No Dispatch	38 - 04	H	H	IL	P	1.28%	4.74%	(2.02)	Yes	3.13%	2.66%	0.32	Yes	0.85%	3.44%	(1.53)	Yes	HIT
	Receipt to Clear Duration - POTS - Res - Dispatch - Affecting Service (hours)	39 - 01	H	H	IL	P	28.83	44.02	(3.33)	Yes	20.65	31.44	(2.73)	Yes	14.52	31.46	(3.89)	Yes	HIT
	Receipt to Clear Duration - POTS - Res - Dispatch - Out of Service (hours)	39 - 02	H	H	IL	P	10.02	17.76	(8.55)	Yes	11.92	15.64	(4.40)	Yes	11.13	15.56	(4.43)	Yes	HIT
	Receipt to Clear Duration - POTS - Res - No Dispatch - Affecting Service (hours)	39 - 03	H	H	IL	P	2.01	5.39	(1.06)	Yes	1.60	4.11	(1.03)	Yes	4.05	4.03	0.01	Yes	HIT
	Receipt to Clear Duration - POTS - Res - No Dispatch - Out of Service (hours)	39 - 04	H	H	IL	P	2.87	3.27	(0.60)	Yes	3.85	3.06	1.10	Yes	2.25	2.52	(0.32)	Yes	HIT
	Receipt to Clear Duration - POTS - Bus - Dispatch - Affecting Service (hours)	39 - 05	H	H	IL	P	17.80	32.46	(2.78)	Yes	23.91	21.80	0.63	Yes	23.03	20.47	0.62	Yes	HIT
	Receipt to Clear Duration - POTS - Bus - Dispatch - Out of Service (hours)	39 - 06	H	H	IL	P	10.84	14.70	(3.09)	Yes	11.56	13.29	(1.77)	Yes	13.03	13.05	(0.02)	Yes	HIT
	Receipt to Clear Duration - POTS - Bus - No Dispatch - Affecting Service (hours)	39 - 07	H	H	IL	P	3.67	7.37	(1.37)	Yes	2.70	5.03	(0.70)	Yes	0.66	4.72	(2.39)	Yes	HIT
	Receipt to Clear Duration - POTS - Bus - No Dispatch - Out of Service (hours)	39 - 08	H	H	IL	P	2.57	3.23	(0.58)	Yes	2.83	2.67	0.18	Yes	2.26	2.37	(0.13)	Yes	HIT
	Percent Out Of Service (OOS) < 24 Hours - POTS - Residence	40 - 01	M	-	IL	P	99.54%	95.34%	(5.84)	Yes	97.74%	97.12%	(0.98)	Yes	98.73%	97.59%	(1.60)	Yes	HIT
	Percent Out Of Service (OOS) < 24 Hours - POTS - Business	40 - 02	M	-	IL	P	97.72%	97.40%	(0.42)	Yes	98.02%	97.73%	(0.43)	Yes	99.09%	98.11%	(1.28)	Yes	HIT
	% Repeat Reports - POTS - Res	41 - 01	H	H	IL	P	8.28%	12.80%	(4.34)	Yes	4.20%	11.00%	(6.42)	Yes	4.46%	10.90%	(4.98)	Yes	HIT
	% Repeat Reports - POTS - Bus	41 - 02	H	H	IL	P	8.82%	11.27%	(2.01)	Yes	8.17%	10.53%	(2.02)	Yes	6.58%	10.28%	(2.61)	Yes	HIT
	% No Access (% Trouble Reports With No Access) - POTS - Res	42 - 01	-	-	IL	P	4.34%	9.17%	(4.93)	Yes	4.40%	8.51%	(3.96)	Yes	5.13%	7.79%	(2.18)	Yes	HIT
	% No Access (% Trouble Reports With No Access) - POTS - Bus	42 - 02	-	-	IL	P	3.17%	6.13%	(2.82)	Yes	2.75%	5.24%	(2.66)	Yes	4.24%	5.03%	(0.67)	Yes	HIT
	Average Installation Interval - Design - Resold Specials - DDS (days)	43 - 01	H	H	IL	P	5.50	8.67	n/a	Base<10	5.33	9.18	n/a	Base<10	6.80	9.94	(2.86)	Yes	-
	Average Installation Interval - Design - Resold Specials - DS1 (days)	43 - 02	H	H	IL	P	11.40	10.08	1.21	Yes	8.45	9.79	(1.75)	Yes	7.27	9.66	(3.28)	Yes	HIT
	Average Installation Interval - Design - Resold Specials - DS3 (days)	43 - 03	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	13.00	13.50	n/a	Base<10	-
	Average Installation Interval - Design - Resold Specials - VGPL (days)	43 - 04	H	H	IL	P	4.95	8.76	(5.18)	Yes	8.44	6.86	2.35	No	5.20	7.30	(2.00)	Yes	HIT
	Average Installation Interval - Design - Resold Specials - ISDN BRI (days)	43 - 05	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Average Installation Interval - Design - Resold Specials - ISDN PRI (days)	43 - 06	H	H	IL	P	7.50	10.26	n/a	Base<10	9.71	9.33	n/a	Base<10	6.50	10.90	n/a	Base<10	-
	Average Installation Interval - Design - Resold Specials - Other Services																		
	Avail for Resale (days)	43 - 10	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% Installs Completed w/in Cust Req DD - Design - Resold Specials - DDS	44 - 01	-	-	IL	P	n/a	n/a	n/a	-	100.00%	91.67%	n/a	Base<10	100.00%	100.00%	n/a	Base<10	-
	% Installs Completed w/in Cust Req DD - Design - Resold Specials - DS1	44 - 02	-	-	IL	P	88.24%	96.97%	1.22	Yes	91.67%	93.33%	0.01	Yes	100.00%	96.90%	(999.99)	Yes	HIT
	% Installs Completed w/in Cust Req DD - Design - Resold Specials - DS3	44 - 03	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% Installs Completed w/in Cust Req DD - Design - Resold Specials - VGPL	44 - 04	-	-	IL	P	100.00%	97.89%	n/a	Base<10	100.00%	97.42%	(999.99)	Yes	100.00%	98.54%	n/a	Base<10	-
	% Installs Completed w/in Cust Req DD - Design - Resold Specials - ISDN BRI	44 - 05	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% Installs Completed w/in Cust Req DD - Design - Resold Specials - ISDN PRI	44 - 06	-	-	IL	P	100.00%	97.44%	n/a	Base<10	100.00%	97.14%	(999.99)	Yes	100.00%	96.67%	n/a	Base<10	-
	% Installs Completed w/in Cust Req DD - Design - Resold Specials - Other Svcs Avail for Resale	44 - 10	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% AIT Caused Missed Due Dates - Design - Resold Specials - DDS	45 - 01	H	H	IL	P	0.00%	14.49%	n/a	Base<10	0.00%	5.88%	n/a	Base<10	0.00%	2.50%	n/a	Base<10	-
	% AIT Caused Missed Due Dates - Design - Resold Specials - DS1	45 - 02	H	H	IL	P	15.38%	4.61%	1.14	Yes	10.00%	6.16%	0.35	Yes	5.88%	4.04%	(0.04)	Yes	HIT
	% AIT Caused Missed Due Dates - Design - Resold Specials - DS3	45 - 03	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.00%	0.00%	n/a	Base<10	-
	% AIT Caused Missed Due Dates - Design - Resold Specials - VGPL	45 - 04	H	H	IL	P	4.08%	2.57%	0.91	Yes	9.52%	3.27%	1.01	Yes	0.00%	2.54%	(999.99)	Yes	HIT
	% AIT Caused Missed Due Dates - Design - Resold Specials - ISDN BRI	45 - 05	H	H	IL	P	0.00%	29.55%	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% AIT Caused Missed Due Dates - Design - Resold Specials - ISDN PRI	45 - 06	H	H	IL	P	0.00%	0.43%	n/a	Base<10	0.00%	0.51%	n/a	Base<10	0.00%	0.63%	n/a	Base<10	-
	% AIT Caused Missed Due Dates - Design - Resold Specials - Other																		
	Services Available for Resale	45 - 10	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - DDS	46 - 01	H	H	IL	P	50.00%	23.08%	n/a	Base<10	0.00%	18.18%	n/a	Base<10	100.00%	44.44%	n/a	Base<10	-
	% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - DS1	46 - 02	H	H	IL	P	16.67%	11.36%	0.23	Yes	10.00%	9.96%	(0.28)	Yes	62.50%	8.01%	5.09	No	HIT
	% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - DS3	46 - 03	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.00%	4.35%	n/a	Base<10	-
	% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - VGPL	46 - 04	H	H	IL	P	6.19%	4.07%	1.01	Yes	10.53%	4.85%	0.71	Yes	8.00%	8.90%	(0.44)	Yes	HIT
	% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - ISDN BRI	46 - 05	H	H	IL	P	0.00%	20.45%	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - ISDN PRI	46 - 06	H	H	IL	P	0.00%	1.28%	n/a	Base<10	33.33%	8.38%	n/a	Base<10	100.00%	5.84%	n/a	Base<10	-
	% Trbl Rpts W/in 30 Days of Install - Design - Resold Specials - Other Svcs Avail for Resale	46 - 10	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-

Illinois Performance Measures - Hit or Miss Report - SBC Illinois - Checklist Item 14

14. Resale	Sep-02										Oct-02				Nov-02				Overall Result
	Description	PM	Tier 1	Tier 2	Area	P/B	CLEC	AIT/ Benchmark	% Yes - 90%		CLEC	AIT/ Benchmark	% Yes - 89%		CLEC	AIT/ Benchmark	% Yes - 90%		
									Z-Value	Result			Z-Value	Result			Z-Value	Result	
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DDS	47 - 01	L	-	IL	P	0.00%	4.21%	n/a	Base<10	0.00%	4.00%	n/a	Base<10	0.00%	1.82%	(999.99)	Yes	-	
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DDS	47 - 01.1	L	-	IL	P	0.00%	0.00%	n/a	Base<10	0.00%	1.00%	n/a	Base<10	0.00%	0.00%	0.00	Yes	-	
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DDS	47 - 01.2	L	-	IL	P	0.00%	0.00%	n/a	Base<10	0.00%	0.00%	n/a	Base<10	0.00%	0.00%	0.00	Yes	-	
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DS1	47 - 02	L	-	IL	P	6.90%	0.88%	1.74	No	0.00%	1.16%	(0.80)	Yes	0.00%	1.96%	(0.84)	Yes	HIT	
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DS1	47 - 02.1	L	-	IL	P	0.00%	0.18%	(999.99)	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DS1	47 - 02.2	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DS3	47 - 03	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.00%	0.00%	n/a	Base<10	-	
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - DS3	47 - 03.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.00%	0.00%	n/a	Base<10	-	
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - DS3	47 - 03.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.00%	0.00%	n/a	Base<10	-	
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - VGPL	47 - 04	L	-	IL	P	0.00%	0.89%	(1.06)	Yes	0.00%	0.91%	(0.69)	Yes	0.00%	1.46%	(0.70)	Yes	HIT	
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - VGPL	47 - 04.1	L	-	IL	P	0.00%	0.05%	(0.26)	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - VGPL	47 - 04.2	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - ISDN BRI	47 - 05	L	-	IL	P	0.00%	9.09%	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - ISDN BRI	47 - 05.1	L	-	IL	P	0.00%	0.00%	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - ISDN BRI	47 - 05.2	L	-	IL	P	0.00%	0.00%	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - ISDN PRI	47 - 06	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
% Ameritech Missed Due Dates (>30 Days) Due to Lack of Facilities - Design - Resold Specials - ISDN PRI	47 - 06.1	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
% Ameritech Missed Due Dates (>90 Days) Due to Lack of Facilities - Design - Resold Specials - ISDN PRI	47 - 06.2	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT	
% Ameritech Missed DD Due to Lack of Facilities - Design - Resold Specials - Other Svcs Avail for Resale	47 - 10	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Ameritech Missed DD (>30 Days) - No Facilities - Design - Resold Specials - Other Svcs Avail for Resale	47 - 10.1	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
% Ameritech Missed DD (>90 Days) - No Facilities - Design - Resold Specials - Other Svcs Avail for Resale	47 - 10.2	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - DDS	48 - 01	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - DS1	48 - 02	-	-	IL	P	2.50	24.20	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - DS3	48 - 03	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - VGPL	48 - 04	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - ISDN BRI	48 - 05	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - ISDN PRI	48 - 06	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Avg Delay Days for Missed DDs Due to Lack of Facilities - Design - Resold Specials - Other Svcs Avail for Resale	48 - 10	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - DDS	49 - 01	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	
Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - DS1	49 - 02	M	-	IL	P	2.50	9.46	n/a	Base<10	6.00	7.00	n/a	Base<10	2.00	5.13	n/a	Base<10	-	

Illinois Performance Measures - Hit or Miss Report - SBC Illinois - Checklist Item 14

14. Resale	Description	PM	Tier 1	Tier 2	Area	P/B	Sep-02				Oct-02				Nov-02				Overall Result
							CLEC	AIT/ Benchmark	% Yes - 90%		CLEC	AIT/ Benchmark	% Yes - 89%		CLEC	AIT/ Benchmark	% Yes - 90%		
									Z-Value	Result			Z-Value	Result			Z-Value	Result	
	Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - DS3	49 - 03	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - VGPL	49 - 04	M	-	IL	P	2.33	20.60	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - ISDN BRI	49 - 05	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Average Delay Days for AIT Caused Missed Due Dates - Resold Specials - Design - ISDN PRI	49 - 06	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Average Delay Days for AIT Caused Missed DDs - Resold Specials - Design - Othr Svcs Avail for Resale	49 - 10	M	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - DDS	50 - 01	L	-	IL	P	0.00%	0.00%	n/a	Base<10	0.00%	1.00%	n/a	Base<10	0.00%	0.00%	0.00	Yes	-
	% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - % AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - % AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - VGPL	50 - 02	L	-	IL	P	0.00%	0.18%	(999.99)	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT
	% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - % AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - % AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - VGPL	50 - 03	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.00%	0.00%	n/a	Base<10	-
	% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - ISDN BRI	50 - 04	L	-	IL	P	0.00%	0.52%	(0.81)	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT
	% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - ISDN PRI	50 - 05	L	-	IL	P	0.00%	2.27%	n/a	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% AIT Caused Missed Due Dates > 30 Days - Design - Resold Specials - Other Services Avail for Resale	50 - 06	L	-	IL	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT
	Mean Time To Restore - Design - Resold Specials - DDS (hours)	52 - 01	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Mean Time To Restore - Design - Resold Specials - DS1 (hours)	52 - 02	H	H	IL	P	1.29	3.95	(1.96)	Yes	2.68	2.63	n/a	Base<10	3.78	2.48	n/a	Base<10	-
	Mean Time To Restore - Design - Resold Specials - DS3 (hours)	52 - 03	H	H	IL	P	5.30	4.66	0.65	Yes	6.92	3.79	3.31	No	4.31	3.86	0.51	Yes	HIT
	Mean Time To Restore - Design - Resold Specials - VGPL (hours)	52 - 04	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Mean Time To Restore - Design - Resold Specials - ISDN BRI (hours)	52 - 05	H	H	IL	P	6.65	5.63	0.65	Yes	5.25	4.79	0.41	Yes	2.98	4.59	(1.42)	Yes	HIT
	Mean Time To Restore - Design - Resold Specials - ISDN PRI (hours)	52 - 06	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Mean Time To Restore - Design - Resold Specials - Other Services Available for Resale (hours)	52 - 06	H	H	IL	P	0.75	2.33	n/a	Base<10	1.76	2.74	n/a	Base<10	0.81	1.86	n/a	Base<10	-
	% Repeat Reports - Design - Resold Specials - DDS	53 - 01	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% Repeat Reports - Design - Resold Specials - DS1	53 - 02	H	H	IL	P	9.09%	16.60%	(1.10)	Yes	42.86%	19.86%	n/a	Base<10	0.00%	20.47%	n/a	Base<10	-
	% Repeat Reports - Design - Resold Specials - DS3	53 - 03	H	H	IL	P	18.18%	20.25%	(0.29)	Yes	27.78%	16.25%	1.83	No	20.00%	18.08%	0.31	Yes	HIT
	% Repeat Reports - Design - Resold Specials - VGPL	53 - 04	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% Repeat Reports - Design - Resold Specials - ISDN BRI	53 - 05	H	H	IL	P	16.13%	14.25%	0.29	Yes	15.63%	13.74%	0.31	Yes	3.70%	14.93%	(2.22)	Yes	HIT
	% Repeat Reports - Design - Resold Specials - ISDN PRI	53 - 06	H	H	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	% Repeat Reports - Design - Resold Specials - Other Services Available for Resale	53 - 06	H	H	IL	P	0.00%	3.64%	n/a	Base<10	14.29%	8.07%	n/a	Base<10	28.57%	8.33%	n/a	Base<10	-
	Failure Frequency - Design - Resold Specials - DDS	54 - 01	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Failure Frequency - Design - Resold Specials - DS1	54 - 02	-	-	IL	P	5.73	1.95	3.67	No	3.61	2.21	1.29	Yes	1.46	1.76	(0.32)	Yes	HIT
	Failure Frequency - Design - Resold Specials - DS3	54 - 03	-	-	IL	P	6.79	5.81	0.88	Yes	7.05	6.29	0.67	Yes	7.72	5.08	2.61	No	HIT
	Failure Frequency - Design - Resold Specials - VGPL	54 - 04	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.00	1.54	n/a	Base<10	-
	Failure Frequency - Design - Resold Specials - ISDN BRI	54 - 05	-	-	IL	P	2.04	0.84	5.02	No	2.10	0.85	5.21	No	1.74	0.67	5.06	No	MISS
	Failure Frequency - Design - Resold Specials - ISDN PRI	54 - 06	-	-	IL	P	0.00	1.25	(1.06)	Yes	0.00	1.26	(1.06)	Yes	0.00	1.03	(0.96)	Yes	HIT
	Failure Frequency - Design - Resold Specials - Other Services Available for Resale	54 - 06	-	-	IL	P	2.91	0.45	4.58	No	3.70	1.32	2.80	No	3.65	0.78	4.34	No	MISS
	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DDS	54 - 10	-	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DS1	54.1 - 01	L	-	IL	P	4.17	1.49	2.98	No	2.06	1.68	0.41	Yes	0.49	1.27	(0.99)	Yes	HIT
	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DS3	54.1 - 02	L	-	IL	P	5.14	4.34	0.84	Yes	4.70	5.01	(0.31)	Yes	4.25	3.96	0.32	Yes	HIT
	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-VGPL	54.1 - 03	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.00	1.25	n/a	Base<10	-
	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-ISDN BRI	54.1 - 04	L	-	IL	P	1.25	0.67	2.70	No	1.64	0.69	4.42	No	1.48	0.53	5.08	No	MISS
	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-ISDN PRI	54.1 - 05	L	-	IL	P	0.00	0.92	(0.91)	Yes	0.00	0.92	(0.91)	Yes	0.00	0.81	(0.85)	Yes	HIT
	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-Other Services Available	54.1 - 06	L	-	IL	P	2.91	0.41	4.87	No	2.12	1.08	1.35	Yes	0.52	0.64	(0.21)	Yes	HIT
	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-Other Services Available	54.1 - 10	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-

Illinois Performance Measures - Hit or Miss Report - SBC Illinois - Checklist Item 14

14. Resale					Sep-02				Oct-02				Nov-02				Overall		
Description	PM	Tier 1	Tier 2	Area	P/B	CLEC	AIT/ Benchmark	% Yes - 90%		CLEC	AIT/ Benchmark	% Yes - 89%		CLEC	AIT/ Benchmark	% Yes - 90%		92%	
								Z-Value	Result			Z-Value	Result			Z-Value	Result		
Total # All Submeasures								157				157				157			
# Counted (with z-score and sample size of 10 or more)								92				91				93			89
# Not Counted (Base < 10 or n/a)								65				66				64			
Critical Z Value								1.645				1.645				1.645			
Number of Submeasures Met								83				81				84			82
Number of Submeasures Missed								9				10				9			7
Success Ratio - All Measures								90.2%				89.0%				90.3%			92.1%
Total # Tier 2 Submeasures								66				66				66			
# Counted (with z-score and sample size of 10 or more)								43				41				41			40
# Not Counted (Base < 10 or n/a)								23				25				25			
Number of Submeasures Met								42				36				38			38
Number of Submeasures Missed								1				5				3			2
Success Ratio - Tier 2 Measures Only								97.7%				87.8%				92.7%			95.0%
Total # Tier 1 and/or Tier 2 Submeasures								124				124				124			
# Counted (with z-score and sample size of 10 or more)								74				72				75			71
# Not Counted (Base < 10 or n/a)								50				52				49			
Number of Submeasures Met								69				66				71			68
Number of Submeasures Missed								5				6				4			3
Success Ratio - Tier 1 and/or Tier 2 Measures								93.2%				91.7%				94.7%			95.8%

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