

Fioretti Affidavit – Attachment C

14 Point Checklist Performance Measurements

Checklist Item	Performance Measurements
<p>Checklist Item (i): Interconnection</p>	<p>Percent Trunk Blockage – Call Blocking (70)</p> <p>Trunk Blocking Exclusions (70.1)</p> <p>Percentage of Trunk Blockage – Trunk Groups (70.2)</p> <p>Common Transport Trunk Blockage (71)</p> <p>Distribution of Common Transport Trunk Groups > 2 Percent (72)</p> <p>Percent Missed Due Dates – Interconnection Trunks (73)</p> <p>Average Delay Days for Missed Due Dates – Interconnection Trunks (74)</p> <p>Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnections Trunks (75)</p> <p>Average Trunk Restoration Interval – Interconnection Trunks (76)</p> <p>Average Trunk Restoration Interval for Service Affecting Trunk Groups (77)</p> <p>Average Interconnection Trunk Installation Interval (78)</p> <p>Percent Missed Collocation Due Dates (107)</p> <p>Average Delay Days for Ameritech Missed Due Dates (108)</p> <p>Percent of Requests Processed Within the Tariffed Timeliness (109)</p> <p>Average Time to Provide a Collocation Arrangement (MI 4)</p>
<p>Checklist Item (ii): Access to Network Elements (OSS)</p>	<p>Average Response Time for OSS Pre-Order Interfaces (1)</p> <p>Accuracy of Actual Loop Makeup Information Provided for DSL Orders (1.2)</p> <p>Average Response Time for Manual Loop Make-up Information (57)</p>

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Checklist Item	Performance Measurements
<p>Checklist Item (ii): Access to Network Elements (continued)</p>	<p>Percent Responses Received within “X” seconds – OSS Interfaces (2)</p> <p>Percent Rejected Query Notices (MI 16)</p> <p>OSS Interface Availability (4)</p> <p>Average Interface Outage Notification (MI 11)</p> <p>Change Management (MI 15)</p> <p>Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours (5)</p> <p>Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours for XDSL (5.1)</p> <p>Percentage of Unsolicited FOCs by Reason Code (5.2)</p> <p>Average Time to Return FOC (6)</p> <p>Average Time to Return DSL FOCs (6.1)</p> <p>Percent Missing FOCs (MI 9)</p> <p>Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System (7)</p> <p>Percent Mechanized Completions Returned Within One Day of Work Completion (7.1)</p> <p>Average Time to Return Mechanized Completions (8)</p> <p>Percent Completion Notifications Returned w/in “X” hours of Completion of Maintenance Trouble Ticket (MI 14)</p> <p>Percent Rejects (9)</p> <p>Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR (10)</p> <p>Percent Mechanized Rejects Returned Within One Hour of Receipt of the Order (10.1)</p>

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Checklist Item	Performance Measurements
<p>Checklist Item (ii): Access to Network Elements (continued)</p>	<p>Percent Manual Rejects Received Electronically and Returned Within Five Hours (10.2)</p> <p>Percent Manual Rejects Received Manually and Returned Within Five Hours (10.3)</p> <p>Mean Time to Return Mechanized Rejects (11)</p> <p>Mean Time to Return Manual Rejects That Are Received Electronically via an Interface (11.1)</p> <p>Mean Time to Return Manual Rejects that are Received thru the Manual Process (11.2)</p> <p>Percentage of Orders given Jeopardy Notices (MI 1)</p> <p>Percentage of Orders given Jeopardy Notices within 24 Hours of Due Date (MI 2)</p> <p>Percent Time-Out Transactions (MI 10)</p> <p>Percent Loss Notifications w/in 1 Hour of Service Order Completion (MI 13)</p> <p>Mechanized Provisioning Accuracy (12)</p> <p>Average Time to Clear Service Order Errors (MI 12)</p> <p>Electronic Order Process Percent Flow Through (13)</p> <p>Total Order Process Percent Flow Through (13.1)</p> <p>Billing Accuracy (14)</p> <p>Percent of Accurate and Complete Formatted Bills (15)</p> <p>Percent of Usage Records Transmitted Correctly (16)</p> <p>Billing Completeness (17)</p> <p>Billing Timeliness (Wholesale Bill) (18)</p> <p>Daily Usage Timeliness (19)</p>

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Checklist Item	Performance Measurements
<p>Checklist Item (ii): Access to Network Elements (continued)</p>	<p>Unbillable Usage (20)</p> <p>Local Service Center (LSC) Average Speed of Answer (21) Average Time Placed on Hold at the LSC (21.1)</p> <p>Local Service Center (LSC) Grade of Service (GOS) (22)</p> <p>Percent Busy in the Local Service Center (LSC) (23)</p> <p>Local Operations Center (LOC) Average Speed of Answer (24) Average Time Placed on Hold at the LOC (24.1)</p> <p>Local Operations Center (LOC) Grade of Service (GOS) (25)</p> <p>Percent Busy in the Local Operations Center (LOC) (26)</p> <p>Mean (Average) Installation Interval - Resale POTS and Specials (27, 43) UNE Loops and DSL Loops (55, 55.1) and LNP with a Loop (55.2)</p> <p>Percent Installation Completed Within "X" Days - Resale POTS and Specials (28, 44) UNE Loops (56)</p> <p>Percent Ameritech Caused Missed Due Dates - Resale POTS and Specials (29, 45) UNE Loops (58)</p> <p>Percent Ameritech Caused Missed Due Dates Due to Lack of Facilities - Resale POTS and Specials (30, 47) UNE Loops (60)</p> <p>Average Delay Days For Missed Due Dates Due to Lack of Facilities - Resale POTS and Specials (31, 48) UNE Loops (61)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates - Resale POTS and Specials (32, 49) UNE Loops (62)</p> <p>Percent Ameritech Caused Missed Due Dates >30 Days – Resale POTS and Specials (33, 50) UNE Loops (63)</p> <p>Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech – Resale POTS and Specials (34, 51) UNE Loops (64)</p> <p>Average Delay Days For Ameritech Caused Cancelled Orders -</p>

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Checklist Item	Performance Measurements
<p>Checklist Item (ii): Access to Network Elements (continued)</p>	<p>Resale POTS and Specials (34.1, 51.1) UNE Loops (64.1)</p> <p>Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation Resale POTS and Specials (35, 46) UNE Loops (59)</p> <p>Percentage of Protectors not moved after Technician Visit (CLEC-W5)</p> <p>Percent No Access (Service Orders with No Access) Resale POTS (36) UNE Loops (WI 1)</p> <p>Trouble Report Rate (Failure Frequency) - Resale POTS and Specials (37, 54) UNE Loops (65)</p> <p>Percent Missed Repair Commitments - Resale POTS (38) UNE Loops (66)</p> <p>Receipt to Clear Duration (Mean Time to Restore) - Resale POTS and Specials (39, 52) UNE Loops (67)</p> <p>Percent Out of Service (OOS) < 24 Hours - Resale POTS (40) UNE Loops (68)</p> <p>Percent Repeat Reports - Resale POTS and Specials (41, 53) UNE Loops (69)</p> <p>Percent No Access (Trouble Reports) - Resale POTS (42) UNE Loops (WI 2)</p>
<p>Checklist Item (iii): Access to Poles, Ducts, Conduits and Rights of Way</p>	<p>Percentage of requests processed within 35 Days (105)</p> <p>Average Days Required to Process a Request (106)</p> <p>Structure Requests Completed Outside of Interval (MI 5)</p>
<p>Checklist Item (iv): Unbundled Local Loops</p>	<p>Percent Firm Order Confirmations (FOCs) Returned (5)</p> <p>Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours for XDSL (5.1)</p> <p>Average Time to Return FOC (6)</p> <p>Average Time to Return DSL FOCs (6.1)</p> <p>Average Installation Interval (55) DSL (55.1)</p>

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Checklist Item	Performance Measurements
<p>Checklist Item (iv): Unbundled Local Loops (continued)</p>	<p>Percent Installation Completed Within “X” Business Days (56)</p> <p>Percent Ameritech Caused Missed Due Dates (58)</p> <p>Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation (59)</p> <p>Percent Missed Due Dates Due to Lack of Facilities (60)</p> <p>Delay Days for Missed Due Dates Due to Lack of Facilities (61)</p> <p>Average Delay Days for Ameritech Caused Missed Due Dates (62)</p> <p>Percent Ameritech Caused Missed Due Dates > 30 Days (63)</p> <p>Count of Orders Cancelled After the Due Dates Which Were Caused by Ameritech (64)</p> <p>Average Delay Days for Ameritech Caused Cancelled Orders – UNE (64.1)</p> <p>(Coordinated Cutovers) (114)</p> <p>CHC LNP with Loop Provisioning Interval (114.1)</p> <p>Percentage of Ameritech Caused Delayed Coordinated Cutovers (115)</p> <p>Percent Provisioning Trouble Reports (115.1)</p> <p>Mean Time to Restore – Provisioning Trouble Reports (115.2)</p> <p>Coordinated Conversions Outside of the Interval (MI 3)</p> <p>Average Delay Days in original FOC due date (CLEC-W1)</p> <p>FMOD Process – Percent of Form A received w/in the interval (CLEC-W6)</p> <p>FMOD Process – Percent of Form B, C, D, and E received w/in 72 hours of Form A (CLEC-W7)</p>

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Checklist Item	Performance Measurements
<p>Checklist Item (iv): Unbundled Local Loops (continued)</p>	<p>FMOD Process – Percent of Form B returned FOC within 24 hours (CLEC-W8)</p> <p>FMOD Process – Percent of Form C return quote w/in interval (CLEC-W9)</p> <p>FMOD Process – Percent Due Dates Met (CLEC-W11)</p> <p>Percent Loop Acceptance Test Completed on Due Date (IN-1)</p>
<p>Checklist Item (v): Unbundled Local Transport</p>	<p>Percent Firm Order Confirmations (FOCs) Returned (5)</p> <p>Average Time to Return FOC (6)</p> <p>Percent Ameritech Caused Missed Due Dates > 30 Days (63)</p> <p>Percent Ameritech Caused Missed Due Dates (58)</p> <p>Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation (59)</p> <p>Percent Missed Due Dates Due to Lack of Facilities (60)</p> <p>Average Delay Days for Missed Due Dates Due to Lack Of Facilities (61)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates (62)</p> <p>Percent Ameritech Caused Missed Due Dates > 30 Days (63)</p> <p>Trouble Report Rate (65)</p> <p>Mean Time to Restore (67)</p> <p>Percent Repeat Reports (69)</p>
<p>Checklist Item (vi): Unbundled Local Switching</p>	<p>Percent Firm Order Confirmations (FOCs) Returned (5)</p> <p>Average Time to Return FOC (6)</p> <p>Percent Missed Due Dates Due to Lack of Facilities (60)</p> <p>Average Delay Days for Missed Due Dates Due to Lack of Facilities (61)</p>

14 Point Checklist Performance Measurements

Checklist Item	Performance Measurements
<p>Checklist Item (vi): Unbundled Local Switching (continued)</p>	<p>Average Delay Days for Ameritech Caused Missed Due Dates (62)</p> <p>Percent Ameritech Caused Missed Due Dates > 30 Days (63)</p>
<p>Checklist Item (vii): Nondiscriminatory Access to 911, E911, Directory Assistance, and Operator Call Completion Services</p>	<p>Directory Assistance Grade of Service (79)</p> <p>Directory Assistance Average Speed of Answer (80)</p> <p>Operator Services Grade of Service (81)</p> <p>Operator Services Speed of Answer (82)</p> <p>Percentage of Calls Abandoned (83)</p> <p>Average Time To Clear Errors (102)</p> <p>Percent Accuracy for 911 Database Updates (103)</p> <p>Average Time Required to Update 911 Database (Facility Based Providers) (104)</p> <p>Percentage of Updates Completed into the DA Database Within 72 Hours for Facility Based CLECs (110)</p>
<p>Checklist Item (vii): Nondiscriminatory Access to 911, E911, Directory Assistance, and Operator Call Completion Services</p>	<p>Average Update Intervals for DA Database for Facility Based CLECs (111)</p> <p>Percent DA Database Accuracy For Manual Updates (112)</p> <p>Percentage of Electronic Updates that Flow Through the DSR Process Without Manual Intervention (113)</p>
<p>Checklist Item (viii): White Pages Directory Listings</p>	<p>Accuracy of Processing CLEC Corrections based on Review of Directory Information (CLEC WI 4)</p>

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<p>Checklist Item (ix): Nondiscriminatory Access to Telephone Numbers</p>	<p>Percent NXXs Loaded and Tested prior to LERG effective date (117)</p> <p>Average Delay Days for NXX Loading and Testing (118)</p> <p>Mean Time to Repair (119)</p>
<p>Checklist Item (x): Nondiscriminatory Access to Databases and Associated Signaling Necessary for Call Routing and Completion</p>	
<p>Checklist Item (xi): Number Portability</p>	<p>Percentage of LNP Only Due Dates Within Industry Guidelines (91)</p> <p>Percentage of Time the Old Service Provider Releases the Subscription Prior to Expiration of the Second 9 Hour (T2) Timer (92)</p> <p>Percentage of Customer Account Restructured Prior to LNP Due Date (93)</p> <p>Percentage FOCs Received Within “X” Hours (94)</p> <p>Average Time to Return FOC (94.1)</p> <p>Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes (95)</p> <p>Percentage Pre-mature Disconnects for LNP Orders (96)</p> <p>Percentage of Time Ameritech Applies the 10-Digit Trigger Prior to the LNP Order Due Date (97)</p> <p>Percentage LNP I-Reports in 10 Days (98)</p> <p>Average Delay Days for Ameritech Missed Due Dates (99)</p> <p>Average Time of Out of Service for LNP Conversions (100)</p> <p>Percent Out of Service < 60 minutes (101)</p> <p>Percentage of Premature Disconnects (Coordinated Cutovers) (114)</p>

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<p>Checklist Item (xi): Number Portability (continued)</p>	<p>Loop Disconnect / Cross Connect Interval (114.1)</p> <p>Percentage of Ameritech Caused Delayed Coordinated Cutovers (115)</p>
<p>Checklist Item (xii): Local Dialing Parity</p>	
<p>Checklist Item (xiii): Reciprocal Compensation for the Exchange of Local Traffic</p>	
<p>Checklist Item (xiv): Resale</p>	<p>Average Response Time for OSS Pre-Order Interfaces (1)</p> <p>Percent Responses Received within “X” seconds – OSS Interfaces (2)</p> <p>Percent Rejected Query Notices (MI 16)</p> <p>Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours (5)</p> <p>Percentage of Unsolicited FOCs by Reason Code (5.2)</p> <p>Average Time to Return FOC (6)</p> <p>Percent Missing FOCs (MI 9)</p> <p>Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System (7)</p> <p>Percent Mechanized Completions Returned Within One Day of Work Completion (7.1)</p> <p>Average Time to Return Mechanized Completions (8)</p> <p>Percent Completion Notifications Returned w/in “X” hours of Completion of Maintenance Trouble Ticket (MI 14)</p> <p>Percent Rejects (9)</p>

14 Point Checklist Performance Measurements

<p>Checklist Item (xiv): Resale (continued)</p>	<p>Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR (10)</p> <p>Percent Mechanized Rejects Returned Within One Hour of Receipt of the Order (10.1)</p> <p>Percent Manual Rejects Received Electronically and Returned Within Five Hours (10.2)</p> <p>Percent Manual Rejects Received Manually and Returned Within Five Hours (10.3)</p> <p>Mean Time to Return Mechanized Rejects (11)</p> <p>Mean Time to Return Manual Rejects That Are Received Electronically via an Interface (11.1)</p> <p>Mean Time to Return Manual Rejects that are Received thru the Manual Process (11.2)</p> <p>Percentage of Orders given Jeopardy Notices (MI 1)</p> <p>Percentage of Orders given Jeopardy Notices within 24 Hours of Due Date (MI 2)</p> <p>Percent Time-Out Transactions (MI 10)</p> <p>Percent Loss Notifications w/in 1 Hour of Service Order Completion (MI 13)</p> <p>Mechanized Provisioning Accuracy (12)</p> <p>Electronic Order Process Percent Flow Through (13)</p> <p>Total Order Process Percent Flow Through (13.1)</p> <p>Billing Accuracy (14)</p> <p>Percent of Accurate and Complete Formatted Bills (15)</p> <p>Percent of Usage Records Transmitted Correctly (16)</p> <p>Billing Completeness (17)</p> <p>Billing Timeliness (Wholesale Bill) (18)</p>
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14 Point Checklist Performance Measurements

<p>Checklist Item (xiv): Resale (continued)</p>	<p>Daily Usage Timeliness (19)</p> <p>Unbillable Usage (20)</p> <p>Mean (Average) Installation Interval - Resale POTS and Specials (27, 43)</p> <p>Percent Installation Completed Within “X” Days - Resale POTS and Specials (28, 44)</p> <p>Percent Ameritech Caused Missed Due Dates - Resale POTS and Specials (29, 45)</p> <p>Percent Ameritech Caused Missed Due Dates Due to Lack of Facilities - Resale POTS and Specials (30, 47)</p> <p>Average Delay Days For Missed Due Dates Due to Lack of Facilities - Resale POTS and Specials (31, 48)</p> <p>Average Delay Days For Ameritech Caused Missed Due Dates - Resale POTS and Specials (32, 49)</p> <p>Percent Ameritech Caused Missed Due Dates >30 Days – Resale POTS and Specials (33, 50)</p> <p>Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech – Resale POTS and Specials (34, 51)</p> <p>Average Delay Days For Ameritech Caused Cancelled Orders - Resale POTS and Specials (34.1, 51.1)</p> <p>Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation Resale POTS and Specials (35, 46)</p> <p>Percent No Access (Service Orders with No Access) Resale POTS (36)</p> <p>Trouble Report Rate (Failure Frequency) - Resale POTS and Specials (37, 54)</p> <p>Percent Missed Repair Commitments - Resale POTS (38)</p> <p>Receipt to Clear Duration (Mean Time to Restore) – Resale POTS and Specials (39, 52)</p> <p>Percent Out of Service (OOS) < 24 Hours - Resale POTS (40)</p> <p>Percent Repeat Reports - Resale POTS and Specials (41, 53)</p>
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14 Point Checklist Performance Measurements

Checklist Item (xiv): Resale (continued)	Percent No Access (Trouble Reports) - Resale POTS (42)
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