

Appendix B

Michigan Performance Metrics

All data included here are taken from the Michigan Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRICS CATAGORIES

Metric Number	Metric Name
Pre-Ordering	
1.1	Avg Response Time for Manual Loop Make-up Information
2	% Responses Received w/in x Seconds
4	OSS Interface Availability
Billing	
14	Billing Accuracy
15	% Accurate & Complete Formatted Mechanized Bills
16	% Usage Records Transmitted Correctly
17	Billing Completeness
18	Billing Timeliness (Wholesale Bill)
19	Daily Usage Feed Timeliness
Ordering	
5	% FOCs Returned w/in x Bus Hrs - Elec Sub Req
7	% Mechanized Completions Returned w/in 1 Hour of Completion in Ordering Systems
7.1	% Mechanized Completions Returned w/in One Day Of Work Completion
9	% Rejects
10	% Rejects Returned w/in x Hour
10.1	% Mechanized Rejects Returned w/in 1 Hour of Receipt of Order
10.2	% Manual Rejects Received Electronically & Returned w/in 5 Hrs
10.3	% Manual Rejects Received Manually & Returned w/in 5 Hrs
10.4	% of Orders Given Jeopardy Notices
11	Mean Time to Return Mechanized Rejects
11.1	Mean Time to Return Manual Rejects that are Received via an Electronic Interface (Hrs)
11.2	Mean Time to Return Manual Rejects that are Received thru the Manual Process (Hrs)

Metric Number	Metric Name
12	Mechanized Provisioning Accuracy
13	Order Process % Flow Through
MI 13	% Loss Notifications w/in 1 Hour of Service Order Completion
MI 13.1	Average Delay Days for Mechanized Line Loss Notifications
MI 9	% Missing FOCs
Provisioning	
27	Mean Installation Interval - POTS
28	% Installations Completed w/in Customer Requested Due Date
29	% SBC/Ameritech Caused Missed Due Dates
35	% Trouble Reports w/in 30 Days of Install
43	Avg Installation Interval - Design - Resold Specials
44	% Installs Completed w/in Cust Req DD - Design - Resold Specials
45	% SBC/Ameritech Caused Missed Due Dates - Design - Resold Specials
46	% Trouble Reports w/in 30 Days of Installation - Design - Resold Specials
55	Avg Installation Interval
55.2	Avg Installation Interval for Loop with LNP
56	% Installs Cmpltd w/in Cust Req DD
56.1	% (UNE) Installs Cmpd w/in Cust Rqstd DD
59	% Installation Trble Rpts w/in 30 Days (I-30) Inst
114	% Premature Disconnects (Coordinated Cutovers)
114.1	CHC/FDT LNP w/ Loop Provisioning Interval
115	% of SBC/Ameritech Caused Delayed Coordinated Cutovers
115.1	% Provisioning Trouble Reports
IN 1	% Loop Acceptance Testing (LAT) Completed on the Due Date - DSL Loops w/out Line Sharing
MI 3	Coordination Conversions Started w/in 1 Hour of Scheduled Time

PERFORMANCE METRICS CATAGORIES

Metric Number	Metric Name
Maintenance	
37	Trouble Report Rate
37.1	Trouble Report Rate Net of Install & Repeat Reports
38	% Missed Repair Commitments
39	Rcpt to Clear Duration
40	% Out Of Service (OOS) < 24 Hrs
41	% Repeat Reports
53	% Repeat Reports - Design - Resold Specials
54	Failure Frequency - Design - Resold Specials
54.1	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials
65	Trouble Report Rate
65.1	Trb Report Rate Net of Installation & Repeat Reports
66	% Missed Repair Commitments - UNE
67	Mean Time to Restore
69	% Repeat Reports
OS/DA	
80	Directory Assistance Avg Speed of Answer (Sec)
82	Operator Services Speed of Answer (Sec)
110	% of Updates Completed into the DA Database w/in 72 Hrs for Facility-Based CLECs
112	% Directory Assistance Database Accuracy for Manual Updates
113	% of Electronic Updates that Flow Through the Update Process w/out Manual Intervention

Metric Number	Metric Name
Collocation	
70	% Trunk Blockage-SBC/Ameritech
70.2	% of Trunk Blockage (Trunk Groups)-SBC/Ameritech
73	% Installations Completed w/in Customer Requested Due Dates-Interconnection Trunks
78	Average Interconnection Trunk Installation Interval
107	% Missed Collocation Due Dates
108	Avg Delay Days for SBC/Ameritech Missed Due Dates
109	% of Requests Processed w/in the Established Timelines
MI 4	Avg Time to Provide a Collocation Arrangement - Physical Collocation (Days)
Miscellaneous	
MI 14	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble
MI 15	Change Management

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MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
Pre-Ordering												
1.1 - 01	Avg Response Time for Manual Loop Make-up Information	0.68	0.68	0.55	0.46	0.57	0.57	0.55	0.49	0.63	0.64	
2 - 34	% Response Received w/in 10 Sec--OSS Interface--Address Verification	98.95%	95.00%	98.68%	95.00%	98.68%	95.00%	98.94%	95.00%	97.18%	95.00%	
2 - 35	% Response Received w/in 10 Sec--OSS Interface--Telephone Number Assignment	98.59%	95.00%	98.26%	95.00%	98.37%	95.00%	99.23%	95.00%	96.92%	95.00%	
2 - 36	% Response Received w/in 15 Sec--OSS Interface--Customer Service Inquiries < or = 30 WTNs/lines	97.59%	95.00%	97.58%	95.00%	98.56%	95.00%	99.30%	95.00%	97.12%	95.00%	
2 - 37	% Response Received w/in 60 Sec--OSS Interface--Customer Service Inquiries > 30 WTNs/lines	73.27%	n/a	73.28%	n/a	94.43%	n/a	92.92%	n/a	83.21%	n/a	
2 - 38	% Response Received w/in 13 Sec--OSS Interface--Service Availability	99.75%	95.00%	99.88%	95.00%	99.74%	95.00%	99.69%	95.00%	99.23%	95.00%	
2 - 39	% Response Received w/in 5 Sec--OSS Interface--Service Appointment Scheduling (Due Date)	99.06%	95.00%	99.02%	95.00%	99.39%	95.00%	99.79%	95.00%	99.06%	95.00%	
2 - 40	% Response Received w/in 19 Sec--OSS Interface--Dispatch Required	98.99%	95.00%	99.87%	95.00%	99.63%	95.00%	99.73%	95.00%	99.83%	95.00%	
2 - 41	% Response Received w/in 25 Sec--OSS Interface--PIC	99.70%	95.00%	96.43%	95.00%	99.42%	95.00%	100%	95.00%	95.17%	95.00%	
2 - 42	%Response Recd w/in 30 Sec--OSS Interface--Actual LMU Information requested (5 or less loops searched)	87.85%	95.00%	76.71%	95.00%	87.79%	95.00%	94.04%	95.00%	98.56%	95.00%	
2 - 43	%Resp Recd w/in 60Sec--OSS Interface--Actual LMU Information requested (greater than 5 loops searched)	n/a	n/a	n/a	n/a	65.67%	95.00%	58.44%	95.00%	65.26%	95.00%	
2 - 44	% Resp Recd w/in 15 Sec--OSS Interface--Design LMU Information requested (incl Pre-Qual transactions)	99.69%	95.00%	98.48%	95.00%	99.64%	95.00%	100%	95.00%	97.03%	95.00%	
2 - 45	% Response Received w/in 4 Sec--OSS Interface--Protocol Translation Time--EDI (input & output)	98.98%	95.00%	98.86%	95.00%	98.90%	95.00%	80.26%	95.00%	96.76%	95.00%	
2 - 46	% Response Received w/in 1 Sec--OSS Interface--Protocol Translation Time--CORBA (input & output)	99.24%	95.00%	99.43%	95.00%	99.62%	95.00%	99.60%	95.00%	99.83%	95.00%	
2 - 47	% Response Received w/in 1 Sec--OSS Interfac--Protocol Translation Time--Web Verigate (input & output)	99.93%	n/a	99.89%	n/a	99.87%	n/a	99.89%	n/a	99.88%	n/a	
4 - 01	OSS Interface Availability - TCNET	100%	99.50%	100%	99.50%	n/a	n/a	n/a	n/a	n/a	n/a	
4 - 02	OSS Interface Availability - AEMS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
4 - 04	OSS Interface Availability - EB/TA	99.47%	99.50%	99.91%	99.50%	99.98%	99.50%	99.79%	99.50%	99.99%	99.50%	

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MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
4 - 05	OSS Interface Availability - EB/TA - GUI	99.36%	99.50%	100%	99.50%	99.97%	99.50%	99.80%	99.50%	100%	99.50%	
4 - 06	OSS Interface Availability - ARIS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
4 - 07	OSS Interface Availability - BOP - GUI	100%	99.50%	100%	99.50%	100%	99.50%	100%	99.50%	100%	99.50%	
4 - 08	OSS Interface Availability - Web Verigate	99.96%	99.50%	99.83%	99.50%	99.57%	99.50%	99.93%	99.50%	99.68%	99.50%	
4 - 09	OSS Interface Availability -- Web LEX	100%	99.50%	99.83%	99.50%	100%	99.50%	100%	99.50%	99.92%	99.50%	
4 - 10	OSS Interface Availability -- EDI LSOG 4	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
4 - 11	OSS Interface Availability -- EDI Protocol (Van)	100%	99.50%	100%	99.50%	100%	99.50%	100%	99.50%	100%	99.50%	
4 - 12	OSS Interface Availability -- EDI Protocol (SSL3)	100%	99.50%	99.98%	99.50%	99.87%	99.50%	99.99%	99.50%	99.98%	99.50%	
4 - 13	OSS Interface Availability -- EDI Protocol (NDM)	100%	99.50%	100%	99.50%	100%	99.50%	100%	99.50%	100%	99.50%	
4 - 14	OSS Interface Availability -- Web Toolbar	99.71%	99.50%	99.89%	99.50%	100%	99.50%	99.94%	99.50%	99.79%	99.50%	
4 - 15	OSS Interface Availability -- ARAF	99.99%	99.50%	100%	99.50%	100%	99.50%	100%	99.50%	100%	99.50%	
4 - 16	OSS Interface Availability -- EDI Pre-Order	99.56%	99.50%	99.86%	99.50%	99.07%	99.50%	99.95%	99.50%	99.44%	99.50%	
4 - 17	OSS Interface Availability -- CORBA Pre-Order	99.56%	99.50%	99.84%	99.50%	99.07%	99.50%	99.95%	99.50%	99.44%	99.50%	
4 - 18	OSS Interface Availability -- AEMS LSOG 4	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Billing												
14 - 01	Billing Accuracy - Resale Monthly Recurring / Non-recurring	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.92%	0.08%	
14 - 02	Billing Accuracy - Resale Usage / Unbundled Local Switching	0.38%	0.38%	0.00%	0.00%	0.21%	0.00%	3.52%	0.06%	0.00%	0.00%	
14 - 03	Billing Accuracy - Other UNEs	0.54%	0.00%	0.12%	0.00%	0.00%	0.00%	0.95%	0.00%	0.79%	0.00%	
15 - 01	% Accurate & Complete Formatted Mechanized Bills--EDI	100%	99.00%	100%	99.00%	100%	99.00%	100%	99.00%	100%	99.00%	
15 - 02	% Accurate & Complete Formatted Mechanized Bills--BDT	100%	99.00%	100%	99.00%	100%	99.00%	100%	99.00%	100%	99.00%	
16 - 01	% Usage Records Transmitted Correctly	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	99.37%	95.00%	
17 - 02	Billing Completeness--Lineshare	n/a	n/a	96.57%	94.47%	95.97%	95.76%	98.26%	97.67%	99.40%	97.68%	
17 - 03	Billing Completeness--UNE-P	n/a	n/a	91.45%	93.01%	94.39%	93.79%	98.93%	98.26%	99.22%	96.98%	
17 - 04	Billing Completeness--Resale	n/a	n/a	88.86%	93.01%	93.81%	93.79%	98.42%	98.26%	98.80%	96.98%	
17 - 05	Billing Completeness--All Other Products (UNE, EOI, ULT, EELs)	n/a	n/a	93.22%	93.01%	97.83%	93.79%	99.54%	98.26%	99.54%	96.98%	
18 - 03	Billing Timeliness (Wholesale Bill)-Electronic	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	
18 - 04	Billing Timeliness (Wholesale Bill)-Paper	93.13%	95.00%	100%	95.00%	99.17%	95.00%	100%	95.00%	100%	95.00%	
19 - 01	Daily Usage Feed Timeliness	96.94%	95.00%	90.97%	95.00%	99.96%	95.00%	99.92%	95.00%	99.96%	95.00%	
Ordering												
5 - 01	% FOCs Returned w/in 5 Bus Hrs - Elec Sub Req - Man Prcsd - Simple Res & Bus	98.11%	95.00%	97.39%	95.00%	98.02%	95.00%	97.24%	95.00%	99.07%	95.00%	

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FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
5 - 02	% FOCs Returned w/in 2 Bus Hrs - Elec Sub Req - Elec Prcsd - Simple Res & Bus	98.11%	95.00%	99.24%	95.00%	98.99%	95.00%	96.95%	95.00%	97.25%	95.00%	
5 - 03	% FOCs Returned w/in 24 Clock Hrs - Elec Sub Req - Complex Bus (1-200 Lines)	98.77%	94.00%	100%	94.00%	100%	94.00%	100%	94.00%	97.00%	94.00%	
5 - 04	% FOCs Returned w/in 48 Clock Hrs - Elec Sub Req - Complex Bus (> 200 Lines)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 05	% FOCs Returned w/in 5 Bus Hrs - Elec Sub Req - Man Prcsd - UNE Loop (1-49 Loops)	99.08%	95.00%	98.89%	95.00%	99.01%	95.00%	97.51%	95.00%	95.02%	95.00%	
5 - 06	% FOCs Returned w/in 2 Bus Hrs - Elec Sub Req - Elec Prcsd - UNE Loop (1-49 Loops)	99.15%	95.00%	98.36%	95.00%	99.28%	95.00%	98.96%	95.00%	99.02%	95.00%	
5 - 07	% FOCs Returned w/in 48 Clock Hrs - Elec Sub Req - UNE Loop (>49 Loops)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 08	% FOCs Returned w/in 5 Bus Hrs - Elec Sub Req - Man Prcsd - Switch Ports	n/a	n/a	100%	95.00%	n/a	n/a	75.00%	95.00%	100%	95.00%	bde
5 - 09	% FOCs Returned w/in 2 Bus Hrs - Elec Sub Req - Elec Prcsd - Switch Ports	n/a	n/a	100%	95.00%	n/a	n/a	100%	95.00%	100%	95.00%	bde
5 - 10	% FOCs Returned w/in 1 Bus Day - Elec Sub Req - Unbundled Local (Dedicated) Transport - DS1	100%	95.00%	100%	95.00%	100%	95.00%	63.64%	95.00%	100%	95.00%	
5 - 11	% FOCs Returned 5 Bus Days - Elec Sub Req - Unbundled Local (Dedicated) Transport - DS3	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	
5 - 12	% FOCs Returned w/in 24 Clock Hrs - Elec Sub Req - CIA Centrex (1-200 Lines)	97.62%	95.00%	100%	95.00%	94.29%	95.00%	100%	95.00%	97.83%	95.00%	
5 - 13	% FOCs Returned w/in 48 Clock Hrs - Elec Sub Req - CIA Centrex (> 200 Lines)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 14	% FOCs Returned w/in 5 Bus Hrs - Elec Sub Req - Man Prcsd - UNE-P Simple Res & Bus	91.41%	95.00%	92.37%	95.00%	97.18%	95.00%	77.00%	95.00%	96.16%	95.00%	
5 - 15	% FOCs Returned w/in 2 Bus Hrs - Elec Sub Req - Elec Prcsd - UNE-P Simple Res & Bus	98.05%	95.00%	97.25%	95.00%	98.82%	95.00%	97.09%	95.00%	88.68%	95.00%	
5 - 16	% FOCs Returned w/in 24 Clock Hrs - Elec Sub Req - UNE-P Complex Bus (1-200 Lines)	98.85%	94.00%	97.54%	94.00%	96.55%	94.00%	99.31%	94.00%	97.04%	94.00%	
5 - 17	% FOCs Returned w/in 48 Clock Hrs - Elec Sub Req - UNE-P Complex Bus (> 200 Lines)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 18	% FOCs Returned w/in 6 Bus Hrs - Elec Sub Req - UNE xDSL Cpbl Lp (1-19 Lps) < 6 Hrs	99.29%	95.00%	99.83%	95.00%	99.77%	95.00%	99.73%	95.00%	99.52%	95.00%	
5 - 19	% FOCs Returned w/in 14 Bus Hrs - Elec Sub Req - UNE xDSL Cpbl Lp (>19 Lps)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 20	% FOCs Returned w/in 6 Bus Hrs - Elec Sub Req - Line Sharing (1-49 Lps)	100%	95.00%	98.82%	95.00%	99.29%	95.00%	99.79%	95.00%	99.38%	95.00%	

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FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
5 - 21	% FOCs Returned w/in 14 Bus Hrs - Elec Sub Req - Line Sharing (>49 Lps)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 22	% FOCs Returned w/in 5 Bus Hrs - Elec Sub Req - Man Prcsd - Simple Res & Bus-LNP Only (1-19 Lines)	98.73%	95.00%	97.95%	95.00%	98.96%	95.00%	98.34%	95.00%	92.75%	95.00%	
5 - 23	% FOCs Returned w/in 2 Bus Hrs - Elec Sub Req - Elec Prcsd - Simple Res & Bus-LNP Only (1-19 Lines)	100%	95.00%	100%	95.00%	99.81%	95.00%	99.32%	95.00%	95.72%	95.00%	
5 - 24	% FOCs Returned w/in 5 Bus Hrs - Elec Sub Req - Man Prcsd - LNP w/Loop (1-19 Loops)	99.31%	95.00%	99.08%	95.00%	99.37%	95.00%	94.70%	95.00%	92.93%	95.00%	
5 - 25	% FOCs Returned w/in 2 Bus Hrs - Elec Sub Req - Elec Prcsd - LNP w/Loop (1-19 Loops)	99.82%	95.00%	97.50%	95.00%	98.78%	95.00%	97.48%	95.00%	95.28%	95.00%	
5 - 26	% FOCs Returned w/in 48 Clock Hrs - Elec Sub Req - Simple Res & Bus - LNP Only (>19 Lines)	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	
5 - 27	% FOCs Returned w/in 48 Clock Hrs - Elec Sub Req - LNP w/Loop (>19 Loops)	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	de
5 - 28	% FOCs Returned w/in 24 Clock Hrs - Elec Sub Req - LNP Complex Bus (1 - 19 Lines)	99.03%	94.00%	100%	94.00%	99.02%	94.00%	99.43%	94.00%	100%	94.00%	
5 - 29	% FOCs Returned w/in 48 Clock Hrs - Elec Sub Req - LNP Complex Bus (>19 Lines)	100%	94.00%	100%	94.00%	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 30	% FOCs Returned w/in 24 Clock Hrs - Elec Sub Req - LNP Complex Bus (50+ Lines)*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 31	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - Simple Res & Bus	98.90%	95.00%	99.42%	95.00%	98.53%	95.00%	90.48%	95.00%	100%	95.00%	
5 - 32	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - Complex Bus (1 - 200 Lines)	50.00%	94.00%	90.00%	94.00%	93.75%	94.00%	95.24%	94.00%	90.91%	94.00%	
5 - 33	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - Complex Bus (> 200 Lines)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 34	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - UNE Loop (1 - 49 Loops)	100%	95.00%	50.00%	95.00%	100%	95.00%	75.00%	95.00%	100%	95.00%	abcde
5 - 35	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - UNE Loop (>= 49 Loops)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 36	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - Switch Ports	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	95.00%	e
5 - 37	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - CIA Centrex (1-200 Lines)	66.67%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	abcde
5 - 38	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - CIA Centrex (> 200 Lines)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	

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FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
5 - 39	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - UNE P Simple Res & Bus	98.23%	95.00%	99.31%	95.00%	99.53%	95.00%	99.58%	95.00%	100%	95.00%	
5 - 40	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - UNE P Complex Bus (1-200 Lines)	80.00%	94.00%	88.89%	94.00%	100%	94.00%	66.67%	94.00%	33.33%	94.00%	abcde
5 - 41	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - UNE P Complex Bus (> 200 Lines)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 42	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - UNE xDSL Cpbl Lp (1-49 Lps)	100%	95.00%	100%	94.00%	n/a	n/a	n/a	n/a	n/a	n/a	ab
5 - 43	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - UNE xDSL Cpbl Lp (>49 Lps)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 44	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - Line Sharing (1-49 Lps)	0.00%	95.00%	100%	94.00%	100%	94.00%	100%	94.00%	100%	94.00%	bcde
5 - 45	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - Line Sharing (>49 Lps)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 46	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - Simple Res & Bus - LNP Only (1 - 19 Lines)	n/a	n/a	n/a	n/a	n/a	n/a	100%	95.00%	n/a	n/a	d
5 - 47	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - LNP w/Loop (1-19 Loops)	n/a	n/a	100%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	b
5 - 48	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - Simple Res & Bus - LNP Only (>19 Lines)	100%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	a
5 - 49	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - LNP w/Loop (>19 Loops)	n/a	n/a	100%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	b
5 - 50	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - LNP Complex Bus (1-19 Lines)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 51	% FOCs Returned w/in 48 Clock Hrs - Man Sub Req - LNP Complex Bus (>19 Lines)	n/a	n/a	100%	94.00%	n/a	n/a	n/a	n/a	n/a	n/a	b
5 - 52	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - LNP Complex Bus (50+ Lines)*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
5 - 53	% FOCs Returned w/in 6 Days - Man & Elec Sub Req - Interconnection Trunks (<5 DS1)	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	e
5 - 54	% FOCs Returned w/in 8 Days-Man & Elec Sub Req- Interconnection Trunks (>= 5 DS1)	97.96%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	
7.1 - 01	% Mechanized Completions Returned w/in One Day Of Work Completion - Resale	99.47%	97.00%	99.39%	97.00%	99.48%	97.00%	99.19%	97.00%	99.26%	97.00%	
7.1 - 02	% Mechanized Completions Returned w/in One Day Of Work Completion - UNE	99.28%	97.00%	99.05%	97.00%	99.45%	97.00%	99.02%	97.00%	99.32%	97.00%	
7.1 - 03	% Mechanized Completions Returned w/in One Day Of Work Completion - UNE-P	99.79%	97.00%	99.66%	97.00%	99.66%	97.00%	99.50%	97.00%	99.73%	97.00%	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
7.1 - 04	% Mechanized Completions Returned w/in One Day Of Work Completion - LNP Only	96.00%	97.00%	98.47%	97.00%	97.72%	97.00%	97.47%	97.00%	97.24%	97.00%	
9 - 01	% Rejects - CLEC Caused Rejects	16.86%	n/a	14.38%	n/a	16.92%	n/a	18.27%	n/a	15.18%	n/a	
9 - 02	% Rejects - SBC/Ameritech Caused Rejects (Re-flowed Orders)	0.23%	n/a	0.21%	n/a	0.20%	n/a	0.14%	n/a	0.16%	n/a	
10 - 01	% Mechanized Rejects Returned w/in 1 Hour of Receipt of Reject in MOR	98.84%	97.00%	99.93%	97.00%	n/a	n/a	n/a	n/a	n/a	n/a	
10.1 - 01	% Mechanized Rejects Returned w/in 1 Hour of Receipt of Order	96.56%	97.00%	94.37%	97.00%	n/a	n/a	n/a	n/a	n/a	n/a	
10.2 - 01	% Manual Rejects Received Electronically & Returned w/in 5 Hrs	91.33%	97.00%	93.07%	97.00%	n/a	n/a	n/a	n/a	n/a	n/a	
10.3 - 01	% Manual Rejects Received Manually & Returned w/in 5 Hrs	73.68%	97.00%	68.31%	97.00%	n/a	n/a	n/a	n/a	n/a	n/a	
10.4 - 01	% of Orders Given Jeopardy Notices - POTS - Res - FW	3.98%	1.55%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
10.4 - 02	% of Orders Given Jeopardy Notices - POTS - Res - No FW	1.52%	0.04%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
10.4 - 03	% of Orders Given Jeopardy Notices - POTS - Bus - FW	7.69%	1.28%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
10.4 - 04	% of Orders Given Jeopardy Notices - POTS - Bus - No FW	1.53%	0.03%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
10.4 - 05	% of Orders Given Jeopardy Notices - Resale Specials - FW	0.00%	n/a	0.00%	5.00%	2.67%	5.00%	2.86%	5.00%	5.17%	5.00%	
10.4 - 06	% of Orders Given Jeopardy Notices - Resale Specials - No FW	0.00%	n/a	0.80%	5.00%	4.00%	5.00%	5.52%	5.00%	2.89%	5.00%	a
10.4 - 07	% of Orders Given Jeopardy Notices - Unbundled Loops with LNP	0.44%	1.45%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
10.4 - 08	% of Orders Given Jeopardy Notices - Unbundled Loops without LNP	2.02%	1.45%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
10.4 - 09	% of Orders Given Jeopardy Notices - Unbundled Local Switching	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
10.4 - 10	% of Orders Given Jeopardy Notices - UNE-Ps	0.28%	0.22%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
11 - 01	Mean Time to Return Mechanized Rejects (Hrs)	0.26	n/a	0.21	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
11.1 - 01	Mean Time to Return Manual Rejects that are Received via an Electronic Interface (Hrs)	3.15	5.00	3.26	5.00	n/a	n/a	n/a	n/a	n/a	n/a	
11.2 - 01	Mean Time to Return Manual Rejects that are Received thru the Manual Process (Hrs)	4.09	5.00	4.28	5.00	n/a	n/a	n/a	n/a	n/a	n/a	
12 - 01	Mechanized Provisioning Accuracy	98.11%	98.01%	98.44%	98.71%	98.20%	99.77%	98.17%	98.66%	97.92%	97.13%	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
13 - 01	Order Process % Flow Through - UNE Loops	97.13%	95.00%	94.16%	95.00%	95.22%	95.00%	97.08%	95.00%	96.71%	95.00%	
13 - 02	Order Process % Flow Through - Resale	91.01%	97.87%	88.82%	97.64%	90.13%	96.11%	90.75%	97.28%	87.98%	98.05%	
13 - 03	Order Process % Flow Through - UNE-P	94.12%	97.87%	96.04%	97.64%	96.58%	96.11%	96.72%	97.28%	97.16%	98.05%	
13 - 04	Order Process % Flow Through - LNP	91.94%	97.87%	96.09%	97.64%	97.90%	96.11%	97.44%	97.28%	96.95%	98.05%	
13 - 05	Order Process % Flow Through - LSNP	98.93%	97.87%	98.23%	97.64%	83.60%	96.11%	93.90%	97.28%	97.81%	98.05%	
13 - 06	Order Process % Flow Through - Line Sharing	97.12%	97.87%	96.86%	97.64%	97.46%	96.11%	92.91%	97.28%	90.17%	98.05%	
MI 9 - 01	% Missing FOCs - Resale	0.05%	n/a	0.03%	n/a	0.04%	n/a	0.05%	n/a	0.00%	n/a	
MI 9 - 02	% Missing FOCs - UNE (Loops, LNP, & LSNP)	0.00%	n/a	0.09%	n/a	0.13%	n/a	0.02%	n/a	0.02%	n/a	
MI 9 - 03	% Missing FOCs - UNE-P	0.28%	n/a	0.27%	n/a	0.36%	n/a	0.02%	n/a	0.01%	n/a	
MI 13 - 01	% Loss Notifications w/in 1 Hour of Service Order Completion - Resale	83.72%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
MI 13 - 02	% Loss Notifications w/in 1 Hour of Service Order Completion - UNE Loops	95.65%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
MI 13 - 03	% Loss Notifications w/in 1 Hour of Service Order Completion - LNP	88.14%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
MI 13 - 04	% Loss Notifications w/in 1 Hour of Service Order Completion - UNE P	87.77%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
MI 13 - 05	% Mechanized Line Loss Notifications Returned Within 1 Day of Work Completion--All	n/a	n/a	99.46%	97.00%	98.49%	97.00%	97.69%	97.00%	99.01%	97.00%	
MI 13 - 06	% Mechanized Line Loss Notifications Returned Within 1 Day of Work Completion--SBC Winback	n/a	n/a	99.95%	97.00%	99.91%	97.00%	99.69%	97.00%	99.64%	97.00%	
MI 13 - 07	% Mechanized Line Loss Notifications Returned Within 1 Day of Work Completion--CLEC-to-CLEC	n/a	n/a	99.11%	97.00%	97.34%	97.00%	96.32%	97.00%	98.64%	97.00%	
MI 13.1 - 0	Average Delays Days for Mechanized Line Loss Notifications--All	n/a	n/a	5.53	4.00	8.82	4.00	10.50	4.00	6.14	4.00	
MI 13.1 - 0	Average Delay Days for Mechanized Line Loss Notifications--SBC Winback	n/a	n/a	33.75	4.00	4.56	4.00	11.73	4.00	3.61	4.00	b
MI 13.1 - 0	Average Delay Days for Mechanized Line Loss Notifications--CLEC-to-CLEC	n/a	n/a	4.37	4.00	8.94	4.00	10.43	4.00	6.56	4.00	
Provisioning												
27 - 01	Mean Installation Interval - POTS - Res - FW (Days)	1.55	2.67	1.80	2.62	2.33	2.95	1.96	2.82	1.29	2.78	
27 - 02	Mean Installation Interval - POTS - Res - No FW (Days)	0.20	1.01	0.25	1.03	0.16	1.05	0.18	1.19	0.20	1.16	
27 - 03	Mean Installation Interval - POTS - Bus - FW (Days)	2.19	2.47	2.70	2.64	2.71	3.09	2.93	3.02	2.22	3.07	
27 - 04	Mean Installation Interval - POTS - Bus - No FW (Days)	0.17	0.75	0.12	0.75	0.06	0.81	0.10	0.73	0.13	0.70	
27 - 05	Mean Installation Interval - UNE-P - Res - FW (Days)	2.24	2.67	2.30	2.62	2.73	2.95	2.79	2.82	2.70	2.78	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
27 - 06	Mean Installation Interval - UNE-P - Res - No FW (Days)	0.32	1.01	0.31	1.03	0.33	1.05	0.35	1.19	0.30	1.16	
27 - 07	Mean Installation Interval - UNE-P - Bus - FW (Days)	2.19	2.47	2.19	2.64	2.26	3.09	2.16	3.02	2.59	3.07	
27 - 08	Mean Installation Interval - UNE-P - Bus - No FW (Days)	0.30	0.75	0.42	0.75	0.34	0.81	0.18	0.73	0.20	0.70	
27 - 09	Mean Installation Interval - POTS - CIA Centrex - FW (Days)	0.00	2.05	0.00	2.31	0.00	2.83	0.00	2.81	0.00	2.98	
27 - 10	Mean Installation Interval - POTS - CIA Centrex - No FW (Days)	3.00	4.00	0.00	4.00	0.00	4.00	n/a	n/a	n/a	n/a	abc
28 - 01	% Installations Completed w/in Customer Requested Due Date - POTS - Res - FW	99.91%	97.43%	99.83%	98.09%	99.82%	98.50%	99.82%	98.83%	100%	99.04%	
28 - 02	% Installations Completed w/in Customer Requested Due Date - POTS - Res - No FW	98.67%	97.00%	97.11%	97.00%	98.47%	97.00%	98.18%	97.00%	97.46%	97.00%	
28 - 03	% Installations Completed w/in Customer Requested Due Date - POTS - Bus - FW	97.26%	98.89%	92.65%	98.92%	100%	98.95%	98.53%	99.20%	98.51%	99.22%	
28 - 04	% Installations Completed w/in Customer Requested Due Date - POTS - Bus - No FW	91.57%	97.00%	94.73%	97.00%	91.74%	97.00%	90.81%	97.00%	92.18%	97.00%	
28 - 05	% Installations Completed w/in Customer Requested Due Date - UNE-P - Res - FW	99.64%	97.43%	99.78%	98.09%	99.68%	98.50%	99.71%	98.83%	99.47%	99.04%	
28 - 06	% Installations Completed w/in Customer Requested Due Date - UNE-P - Res - No FW	99.30%	97.00%	99.19%	97.00%	99.33%	97.00%	99.42%	97.00%	99.36%	97.00%	
28 - 07	% Installations Completed w/in Customer Requested Due Date - UNE-P - Bus - FW	98.07%	98.89%	98.14%	98.92%	98.64%	98.95%	98.33%	99.20%	98.53%	99.22%	
28 - 08	% Installations Completed w/in Customer Requested Due Date - UNE-P - Bus - No FW	96.96%	97.00%	97.72%	97.00%	97.52%	97.00%	97.16%	97.00%	96.83%	97.00%	
28 - 09	% Installations Completed w/in Customer Requested Due Date - POTS - CIA Centrex - FW	0.00%	99.36%	0.00%	99.12%	0.00%	99.53%	0.00%	99.64%	0.00%	99.61%	
28 - 10	% Installations Completed w/in Customer Requested Due Date - POTS - CIA Centrex - No FW	100%	95.00%	100%	95.00%	100%	95.00%	n/a	n/a	n/a	n/a	abc
28 - 11	% Installs Completed w/in Customer Requested Due Date - UNE-P - Projects	100%	95.00%	100%	95.00%	100%	95.00%	98.48%	95.00%	100%	95.00%	
29 - 01	% SBC/Ameritech Caused Missed Due Dates - POTS - Res - FW	1.06%	4.48%	0.16%	1.55%	0.21%	1.20%	0.17%	0.99%	0.00%	0.77%	
29 - 02	% SBC/Ameritech Caused Missed Due Dates - POTS - Res - No FW	0.10%	n/a	0.00%	3.00%	0.00%	3.00%	0.00%	3.00%	0.05%	3.00%	
29 - 03	% SBC/Ameritech Caused Missed Due Dates - POTS - Bus - FW	3.53%	2.85%	5.43%	0.93%	0.00%	0.93%	1.10%	0.68%	1.27%	0.70%	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
29 - 04	% SBC/Ameritech Caused Missed Due Dates - POTS - Bus - No FW	0.00%	n/a	0.31%	3.00%	0.00%	3.00%	1.97%	3.00%	0.00%	3.00%	
29 - 05	% SBC/Ameritech Caused Missed Due Dates - UNE-P - Res - FW	0.92%	4.48%	0.22%	1.55%	0.33%	1.20%	0.23%	0.99%	0.40%	0.77%	
29 - 06	% SBC/Ameritech Caused Missed Due Dates - UNE-P - Res - No FW	0.09%	n/a	0.04%	3.00%	0.04%	3.00%	0.03%	3.00%	0.03%	3.00%	
29 - 07	% SBC/Ameritech Caused Missed Due Dates - UNE-P - Bus - FW	3.20%	2.85%	1.56%	0.93%	1.11%	0.93%	1.54%	0.68%	1.20%	0.70%	
29 - 08	% SBC/Ameritech Caused Missed Due Dates - UNE-P - Bus - No FW	0.36%	n/a	0.12%	3.00%	0.11%	3.00%	0.15%	3.00%	0.06%	3.00%	
35 - 01	% Trouble Reports w/in 30 Days of Install - POTS - Res FW	1.58%	9.90%	1.64%	10.57%	1.67%	10.55%	2.05%	10.01%	2.41%	12.12%	
35 - 02	% Trouble Reports w/in 30 Days of Install - POTS - Res No FW	5.58%	4.76%	6.59%	5.15%	4.52%	6.18%	3.43%	5.83%	3.74%	6.26%	
35 - 03	% Trouble Reports w/in 30 Days of Install - POTS - Bus FW	16.47%	5.61%	16.30%	5.92%	12.75%	5.84%	16.48%	5.93%	10.13%	7.47%	
35 - 04	% Trouble Reports w/in 30 Days of Install - POTS - Bus No FW	2.94%	3.23%	1.46%	4.20%	4.26%	3.99%	4.44%	3.71%	5.48%	4.02%	
35 - 05	% Trouble Reports w/in 30 Days of Install - UNE-P Res FW	4.08%	9.90%	6.53%	10.57%	7.94%	10.55%	8.10%	10.01%	7.53%	12.12%	
35 - 06	% Trouble Reports w/in 30 Days of Install - UNE-P Res No FW	1.24%	4.76%	1.52%	5.15%	2.02%	6.18%	1.59%	5.83%	1.55%	6.26%	
35 - 07	% Trouble Reports w/in 30 Days of Install - UNE-P Bus FW	7.99%	5.61%	7.50%	5.92%	7.42%	5.84%	10.19%	5.93%	11.62%	7.47%	
35 - 08	% Trouble Reports w/in 30 Days of Install - UNE-P Bus No FW	1.53%	3.23%	2.13%	4.20%	3.47%	3.99%	3.26%	3.71%	2.67%	4.02%	
43 - 01	Avg Installation Interval - Design - Resold Specials - DDS (days)	6.96	5.18	2.00	7.70	0.00	8.00	5.00	10.00	9.00	9.33	bde
43 - 02	Avg Installation Interval - Design - Resold Specials - DS1 (days)	6.67	10.70	7.86	10.58	9.00	9.75	7.63	10.38	7.00	9.47	abce
43 - 03	Avg Installation Interval - Design - Resold Specials - DS3 (days)	0.00	18.77	0.00	14.88	0.00	12.59	0.00	15.94	0.00	17.93	
43 - 04	Avg Installation Interval - Design - Resold Specials - VGPL (days)	6.43	6.18	5.12	8.55	5.37	8.79	8.67	8.04	5.50	7.04	
43 - 05	Avg Installation Interval - Design - Resold Specials - ISDN BRI (days)	0.00	12.47	0.00	12.30	0.00	14.08	0.00	11.84	7.00	14.45	e
43 - 06	Avg Installation Interval - Design - Resold Specials - ISDN PRI (days)	10.00	12.46	10.00	12.16	7.00	13.39	0.00	11.41	0.00	11.67	abc

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
43 - 07	Avg Installation Interval - Design - UNE Loop & Port - ISDN BRI (days)	0.00	4.04	0.00	3.99	0.00	4.04	1.00	3.89	5.33	5.15	cde
43 - 08	Avg Installation Interval-Design-UNE Loop & Port-ISDN PRI (days)	8.00	12.46	12.00	12.16	14.13	13.39	12.75	11.41	13.91	11.67	abcd
43 - 09	Avg Installation Interval - Design - UNE Loop & Port - Other Combinations (days)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
43 - 10	Avg Installation Interval - Design - Resold Specials - Other Services Avail for Resale (days)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
44 - 01	% Installs Completed w/in Cust Req DD - Design - Resold Specials - DDS	0.00%	100%	0.00%	100%	0.00%	100%	0.00%	100%	0.00%	100%	
44 - 02	% Installs Completed w/in Cust Req DD - Design - Resold Specials - DS1	100%	93.53%	100%	97.18%	100%	97.87%	100%	97.67%	100%	96.36%	abcde
44 - 03	% Installs Completed w/in Cust Req DD - Design - Resold Specials - DS3	0.00%	100%	0.00%	100%	0.00%	100%	0.00%	100%	0.00%	100%	
44 - 04	% Installs Completed w/in Cust Req DD - Design - Resold Specials - VGPL	0.00%	99.47%	0.00%	99.46%	0.00%	100%	0.00%	100%	100%	100%	e
44 - 05	% Installs Completed w/in Cust Req DD - Design - Resold Specials - ISDN BRI	0.00%	100%	0.00%	100%	0.00%	76.47%	0.00%	85.71%	0.00%	87.50%	
44 - 06	% Installs Completed w/in Cust Req DD - Design - Resold Specials - ISDN PRI	100%	100%	100%	90.91%	100%	90.91%	0.00%	97.01%	0.00%	75.90%	abc
44 - 07	% Installs Completed w/in Cust Req DD-UNE Loop & Port-ISDN BRI	0.00%	94.76%	0.00%	97.67%	0.00%	98.91%	0.00%	98.95%	100%	98.91%	e
44 - 08	% Installs Completed w/in Cust Req DD-UNE Loop & Port-ISDN PRI	100%	100%	100%	90.91%	100%	90.91%	100%	97.01%	64.29%	75.90%	abcd
44 - 09	% Installs Completed w/in Cust Req DD - Design - UNE Loop & Port - Other Combinations	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
44 - 10	% Installs Completed w/in Cust Req DD - Design - Resold Specials - Other Svcs Avail for Resale	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
45 - 01	% SBC/Ameritech Caused Missed Due Dates - Design - Resold Specials - DDS	0.00%	5.13%	0.00%	0.00%	0.00%	3.70%	0.00%	0.00%	0.00%	0.00%	d
45 - 02	% SBC/Ameritech Caused Missed Due Dates - Design - Resold Specials - DS1	0.00%	8.37%	0.00%	3.46%	0.00%	4.19%	25.00%	3.08%	0.00%	4.24%	abcde
45 - 03	% SBC/Ameritech Caused Missed Due Dates - Design - Resold Specials - DS3	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	e
45 - 04	% SBC/Ameritech Caused Missed Due Dates - Design - Resold Specials - VGPL	0.00%	0.57%	0.00%	0.86%	0.00%	0.17%	0.00%	0.00%	0.00%	0.00%	acde
45 - 05	% SBC/Ameritech Caused Missed Due Dates - Design - Resold Specials - ISDN BRI	0.00%	0.00%	0.00%	0.00%	0.00%	11.32%	0.00%	3.45%	0.00%	6.25%	e

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
45 - 06	% SBC/Ameritech Caused Missed Due Dates - Design - Resold Specials - ISDN PRI	0.00%	0.00%	0.00%	4.55%	0.00%	2.53%	0.00%	1.68%	0.00%	17.39%	ab
45 - 07	% SBC/Ameritech Caused Missed Due Dates - Design - UNE Loop & Port - ISDN BRI	0.00%	2.54%	0.00%	1.23%	0.00%	0.84%	0.00%	0.75%	0.00%	0.74%	cde
45 - 08	% SBC/Ameritech Caused Missed Due Dates-Design-UNE Loop & Port-ISDN PRI	0.00%	0.00%	0.00%	4.55%	0.00%	2.53%	0.00%	1.68%	33.33%	17.39%	b
46 - 01	% Trouble Reports w/in 30 Days of Installation - Design-Resold Specials - DDS	17.86%	5.26%	0.00%	10.26%	0.00%	15.38%	0.00%	3.23%	0.00%	42.86%	d
46 - 02	% Trouble Reports w/in 30 Days of Installation - Design-Resold Specials - DS1	0.00%	13.33%	0.00%	8.43%	0.00%	10.78%	0.00%	14.44%	50.00%	10.59%	abcde
46 - 03	% Trouble Reports w/in 30 Days of Installation - Design-Resold Specials - DS3	0.00%	7.69%	0.00%	2.56%	0.00%	0.00%	0.00%	2.94%	0.00%	0.00%	e
46 - 04	% Trouble Reports w/in 30 Days of Installation - Design-Resold Specials - VGPL	0.00%	1.76%	0.00%	3.85%	0.00%	4.03%	25.00%	4.04%	0.00%	5.98%	acde
46 - 05	% Trouble Reports w/in 30 Days of Installation - Design-Resold Specials - ISDN BRI	0.00%	30.43%	0.00%	23.33%	0.00%	2.04%	0.00%	38.46%	0.00%	7.14%	e
46 - 06	% Trouble Reports w/in 30 Days of Installation - Design-Resold Specials - ISDN PRI	0.00%	1.96%	0.00%	5.06%	0.00%	4.29%	0.00%	4.63%	0.00%	4.08%	ab
46 - 07	% Trouble Reports w/in 30 Days of Installation - Design-UNE Loop & Port - ISDN BRI	0.00%	4.13%	0.00%	4.06%	0.00%	5.06%	0.00%	4.72%	0.00%	5.65%	cde
46 - 08	% Trbl Rpts w/in 30 Days of Install - Design - UNE Loop & Port - ISDN PRI	7.69%	1.96%	16.67%	5.06%	0.00%	4.29%	0.00%	4.63%	0.00%	4.08%	b
55 - 01.1	Avg Installation Interval - UNE - 2 Wire Analog (1-10) (days)	2.96	3.00	2.90	3.00	3.32	3.00	3.02	3.00	2.89	3.00	
55 - 01.2	Avg Installation Interval - UNE - 2 Wire Analog (11-20) (days)	6.40	7.00	7.00	7.00	8.45	7.00	6.18	7.00	5.02	7.00	
55 - 01.3	Avg Installation Interval - UNE - 2 Wire Analog (20+) (days)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
55 - 02.1	Avg Installation Interval - UNE - Digital (1-10) (days)	4.19	3.00	2.41	3.00	2.36	3.00	3.50	3.00	3.00	3.00	
55 - 02.2	Avg Installation Interval - UNE - Digital (11-20) (days)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
55 - 02.3	Avg Installation Interval - UNE - Digital (20+) (days)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
55 - 03	Avg Installation Interval - UNE - DS1 loop (includes PRI) (days)	3.61	3.00	4.29	3.00	4.22	3.00	5.03	3.00	3.57	3.00	
55 - 09.1	Avg Installation Interval - UNE - Dedicated Transport - DS1 (1-10) (days)	2.00	3.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	a
55 - 10.1	Avg Installation Interval - UNE - Dedicated Transport - DS3 (1-10) (days)	2.00	3.00	n/a	n/a	3.00	3.00	n/a	n/a	n/a	n/a	ac

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
55.2 - 01.1	Avg Installation Interval for Loop with LNP - CHC - Loop with LNP (1-10)	4.96	n/a	5.06	n/a	5.20	n/a	5.07	n/a	4.87	n/a	
55.2 - 01.2	Avg Installation Interval for Loop with LNP - CHC - Loop with LNP (11-20)	6.00	n/a	5.30	n/a	6.52	n/a	6.30	n/a	6.70	n/a	
55.2 - 01.3	Avg Installation Interval for Loop with LNP - CHC - Loop with LNP (21-24)	6.00	n/a	n/a	n/a	9.52	n/a	n/a	n/a	7.00	n/a	
55.2 - 02.1	Avg Installation Interval for Loop with LNP - Non CHC - Loop with LNP (1-10)	3.82	n/a	3.53	n/a	7.42	n/a	3.09	n/a	3.20	n/a	
55.2 - 02.2	Avg Installation Interval for Loop with LNP - Non CHC - Loop with LNP (11-20)	9.74	n/a	6.81	n/a	7.41	n/a	7.00	n/a	6.98	n/a	
55.2 - 02.3	Avg Installation Interval for Loop with LNP - Non CHC - Loop with LNP (21+)	n/a	n/a	17.00	n/a	n/a	n/a	6.00	n/a	10.00	n/a	
55.2 - 03.1	Avg Installation Interval for Loop with LNP - FDT - Loop with LNP (1-10)	5.18	n/a	5.41	n/a	5.17	n/a	4.45	n/a	3.97	n/a	
55.2 - 03.2	Avg Installation Interval for Loop with LNP - FDT - Loop with LNP(11-20)	n/a	n/a	n/a	n/a	5.00	n/a	n/a	n/a	n/a	n/a	
55.2 - 03.3	Avg Installation Interval for Loop with LNP - FDT - Loop with LNP (21-24)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
56 - 01.1	% Installs Cmpltd w/in Cust Req DD-UNE-2 Wire Analog (1-10)-3 Days	99.65%	95.00%	100%	95.00%	99.95%	95.00%	99.32%	95.00%	99.65%	95.00%	
56 - 01.2	% Installs Cmpltd w/in Cust Req DD-UNE -2 Wire Analog (11-20)-7 Days	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	
56 - 01.3	% Installs Cmpltd w/in Cust Req DD- UNE - 2 Wire Analog (20+)-10 Days	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
56 - 02.1	% Installs Cmpltd w/in Cust Req DD-UNE-Digital (1-10)-3 Days	98.21%	95.00%	99.16%	95.00%	98.52%	95.00%	99.25%	95.00%	100%	95.00%	
56 - 03	% Installs Cmpltd w/in Cust Req DD-UNE-DS1 Loop (includes PRI)-3 Days	96.61%	95.00%	95.09%	95.00%	95.63%	95.00%	99.60%	95.00%	96.09%	95.00%	
56 - 10.1	% Installs Cmpltd w/in Cust Req DD-UNE-Dedicated Transport-DS3 (1-10)-3 Days	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	n/a	n/a	abcd
56 - 11	% Installs Cmpltd w/in Cust Req DD-UNE Loop Projects	n/a	n/a	100%	95.00%	94.74%	95.00%	95.24%	95.00%	98.41%	95.00%	b
56 - 12.1	% Installs Cmpltd w/in Cust Req DD-DSL w/No Line Share-Conditioned -10 days	90.00%	95.00%	96.00%	95.00%	100%	95.00%	96.55%	95.00%	100%	95.00%	
56 - 12.2	% Installs Cmpltd w/in Cust Req DD-DSL w/No Line Share-Non Conditioned-5 Days	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	99.42%	95.00%	
56 - 13	% Installs Cmpltd w/in Cust Req DD-DSL w/Line Sharing-Parity w/ASI	100%	99.85%	100%	99.81%	100%	99.54%	100%	99.61%	n/a	n/a	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
56.1 - 01.1	% (UNE) Installs Cmptd w/in Cust Rqstd DD-Aggregate Loop w/LNP (1-10)	100%	95.00%	100%	95.00%	100%	95.00%	99.94%	95.00%	99.89%	95.00%	
56.1 - 01.2	% (UNE) Installs Cmptd w/in Cust Rqstd DD-Aggregate Loop w/LNP (11-20)	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	
56.1 - 01.3	% (UNE) Installs Cmptd w/in Cust Rqstd DD-Aggregate Loop w/LNP (>20)	n/a	n/a	100%	95.00%	n/a	n/a	n/a	n/a	100%	95.00%	
56.1 - 02.1	% (UNE) Installs Cmptd w/in Cust Rqstd DD-CHC Loop w/LNP (1-10)	100%	n/a	100%	n/a	100%	n/a	100%	n/a	100%	n/a	
56.1 - 02.2	% (UNE) Installs Cmptd w/in Cust Rqstd DD-CHC Loop w/LNP (11-20)	100%	n/a	100%	n/a	100%	n/a	100%	n/a	100%	n/a	
56.1 - 02.3	% (UNE) Installs Cmptd w/in Cust Rqstd DD-CHC Loop w/LNP (21-24)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
56.1 - 03.1	% (UNE) Installs Cmptd w/in Cust Rqstd DD-FDT Loop w/LNP (1-10)	100%	n/a	100%	n/a	100%	n/a	100%	n/a	100%	n/a	
56.1 - 03.2	% (UNE) Installs Cmptd w/in Cust Rqstd DD-FDT Loop w/LNP (11-20)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
56.1 - 03.3	% (UNE) Installs Cmptd w/in Cust Rqstd DD-FDT Loop w/LNP (21-24)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
56.1 - 04	% (UNE) Installs Cmptd w/in Cust Rqstd DD-Projects Loop w/LNP (>100)	100%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	a
59 - 01	% Installation Trble Rpts w/in 30 Days (I-30) Inst - UNE - Broadband DSL - Line Sharing	0.00%	2.15%	0.00%	2.01%	0.00%	1.90%	0.00%	0.98%	0.00%	1.29%	cd
59 - 02	% Installation Trble Rpts w/in 30 Days (I-30) - UNE - Broadband DSL - No Line Sharing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
59 - 03	% Installation Trouble Reports w/in 30 Days (I-30) of Installation - UNE - DSL Loops - Line Sharing	4.28%	1.76%	2.04%	1.58%	1.95%	1.53%	0.72%	1.63%	2.52%	1.75%	
59 - 04	% Installation Trouble Reports w/in 30 Days (I-30) of Install - UNE - DSL Loops - No Line Share	2.35%	6.00%	1.82%	6.00%	2.34%	6.00%	1.62%	6.00%	3.26%	6.00%	
59 - 05	% Installation Trb Reports W/in 30 Days (I-30) of Installation - UNE - 8.0 dB Loop W/out Test Access	4.14%	10.03%	3.95%	10.73%	3.97%	10.63%	3.30%	10.32%	3.21%	12.14%	
59 - 06	% Installation Trouble Reports W/in 30 Days (I-30) of Installation - UNE - BRI Loop With Test Access	8.26%	11.79%	5.60%	9.74%	9.86%	8.90%	9.49%	12.12%	9.65%	9.64%	
59 - 07	% Trouble Reports w/in 30 Days (I-30) of Installation - UNE - ISDN BRI Port	0.00%	30.43%	0.00%	23.33%	0.00%	2.04%	0.00%	38.46%	0.00%	7.14%	
59 - 08	% Installation Trble Reports w/in 30 Days (I-30) of Installation - UNE - DS1 Loop With Test Access	3.83%	10.08%	4.34%	7.62%	4.30%	9.12%	4.76%	11.69%	4.61%	8.78%	
59 - 09	% Installation Trb Rpts W/in 30 Days (I-30) of Installation - UNE - DS1 Dedicated Transport	0.00%	13.33%	0.00%	8.43%	0.00%	10.78%	0.00%	14.44%	0.00%	10.59%	a

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
59 - 12	% Trouble Reports w/in 30 Days (I-30) of Installation - UNE - Analog Trunk Port	0.00%	1.76%	0.00%	3.85%	0.00%	4.03%	0.00%	4.04%	0.00%	5.98%	
59 - 13	% Trb Rpts W/in 30 Days (I-30) of Installation - UNE - Subtending Digital Direct Combination Trunks	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
59 - 14	% Installation Trouble Reports w/in 30 Days (I-30) of Installation - UNE - DS3 Dedicated Transport	0.00%	7.69%	0.00%	2.56%	0.00%	0.00%	0.00%	2.94%	0.00%	0.00%	abcde
59 - 15	% Installation Trouble Reports w/in 30 Days (I-30) of Installation - UNE - Dark Fiber	n/a	n/a	n/a	n/a	0.00%	0.00%	0.00%	2.94%	0.00%	0.00%	
114 - 01	% Premature Disconnects (Coordinated Cutovers)-FDT-LNP W/Loop	1.66%	2.00%	3.07%	2.00%	3.51%	2.00%	0.43%	2.00%	0.84%	2.00%	
114 - 02	% Premature Disconnects (Coordinated Cutovers)-CHC-LNP W/Loop	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.12%	2.00%	
114.1 - 01	CHC/FDT LNP w/ Loop Provisioning Interval - FDT - LNP with Loop (< 10 Lines)	100%	90.00%	99.21%	90.00%	99.34%	90.00%	99.59%	90.00%	99.22%	90.00%	
114.1 - 02	CHC/FDT LNP w/Loop Provisioning Interval - FDT - LNP with Loop (10-24 Lines)	n/a	n/a	n/a	n/a	100%	90.00%	n/a	n/a	n/a	n/a	
114.1 - 03	CHC/FDT LNP w/ Loop Provisioning Interval - CHC - LNP with Loop (<10 lines)	98.88%	90.00%	98.60%	90.00%	99.72%	90.00%	99.04%	90.00%	99.73%	90.00%	
114.1 - 04	CHC/FDT LNP w/ Loop Provisioning Interval - CHC - LNP with Loop (10-24 Lines)	100%	90.00%	100%	90.00%	100%	90.00%	100%	90.00%	100%	90.00%	
115 - 01	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-FDT-LNP W/Loop	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	
115 - 01.1	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-FDT-LNP W/Loop (>30 Min)	0.33%	8.00%	0.88%	8.00%	0.70%	8.00%	0.85%	8.00%	3.37%	8.00%	
115 - 01.2	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-FDT-LNP W/Loop (>60 Min)	0.00%	2.00%	0.44%	2.00%	0.00%	2.00%	0.21%	2.00%	0.34%	2.00%	
115 - 01.3	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-FDT- LNP W/Loop (>120 Min)	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	
115 - 02	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-CHC- LNP W/Loop	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	
115 - 02.1	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-CHC-LNP W/Loop (>30 Min)	0.00%	8.00%	0.00%	8.00%	0.00%	8.00%	0.16%	8.00%	0.00%	8.00%	
115 - 02.2	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-CHC-LNP W/Loop (>60 Min)	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	
115 - 02.3	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-CHC-LNP W/Loop (>120 Min)	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	0.00%	1.00%	
115.1 - 01	% Provisioning Trouble Reports -- FDT	0.00%	n/a	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	
115.1 - 02	% Provisioning Trouble Reports - CHC	0.00%	n/a	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
IN 1 - 01	% Loop Acceptance Testing (LAT) Completed on the Due Date - DSL Loops w/out Line Sharing	100%	90.00%	100%	90.00%	86.96%	90.00%	100%	90.00%	92.00%	90.00%	
MI 3 - 01	Coordination Conversions Started w/in 1 Hour of Scheduled Time	100%	n/a	100%	n/a	99.77%	n/a	99.16%	n/a	99.77%	n/a	
Maintenance												
37 - 01	Trouble Report Rate - POTS - Res	1.77	1.74	2.07	2.24	3.13	2.93	3.26	2.83	3.21	2.73	
37 - 02	Trouble Report Rate - POTS - Bus	0.60	0.66	0.72	0.81	0.79	0.87	0.89	0.91	0.87	0.84	
37 - 03	Trouble Report Rate - UNE-P Res	1.00	1.74	1.51	2.24	1.93	2.93	1.76	2.83	1.65	2.73	
37 - 04	Trouble Report Rate - UNE-P Bus	0.71	0.66	0.97	0.81	1.06	0.87	1.08	0.91	0.94	0.84	
37.1 - 01	Trouble Report Rate Net of Install & Repeat Reports-POTS-Res	0.79	1.65	1.11	2.22	2.03	3.05	2.05	2.78	2.14	2.74	
37.1 - 02	Trouble Report Rate Net of Install & Repeat Reports-POTS-Bus	0.55	0.70	0.60	0.84	0.70	0.95	0.75	0.96	0.76	0.90	
37.1 - 03	Trouble Report Rate Net of Install & Repeat Reports-UNE-P-Res	0.75	1.65	1.15	2.22	1.57	3.05	1.41	2.78	1.29	2.74	
37.1 - 04	Trouble Report Rate Net of Install & Repeat Reports-UNE-P Bus	0.61	0.70	0.79	0.84	0.88	0.95	0.95	0.96	0.81	0.90	
38 - 01	% Missed Repair Commitments - POTS - Res - Dispatch	4.55%	5.08%	7.05%	6.14%	10.00%	11.52%	7.35%	7.74%	6.77%	8.68%	
38 - 02	% Missed Repair Commitments - POTS - Res - No Dispatch	0.00%	0.64%	2.00%	0.52%	0.00%	0.87%	0.00%	0.85%	2.33%	0.94%	
38 - 03	% Missed Repair Commitments - POTS - Bus - Dispatch	9.71%	9.20%	3.65%	8.66%	7.41%	11.68%	6.85%	12.00%	9.49%	11.80%	
38 - 04	% Missed Repair Commitments - POTS - Bus - No Dispatch	3.03%	3.09%	0.00%	2.58%	3.33%	2.73%	0.00%	3.22%	2.78%	2.26%	
38 - 05	% Missed Repair Commitments - UNE-P Res - Dispatch	5.12%	5.08%	5.65%	6.14%	12.38%	11.52%	5.71%	7.74%	6.83%	8.68%	
38 - 06	% Missed Repair Commitments - UNE-P Res - No Dispatch	1.71%	0.64%	0.79%	0.52%	0.77%	0.87%	0.50%	0.85%	0.99%	0.94%	
38 - 07	% Missed Repair Commitments - UNE-P Bus - Dispatch	4.10%	9.20%	5.10%	8.66%	7.22%	11.68%	5.07%	12.00%	6.04%	11.80%	
38 - 08	% Missed Repair Commitments - UNE-P Bus - No Dispatch	1.33%	3.09%	0.00%	2.58%	1.30%	2.73%	1.86%	3.22%	0.51%	2.26%	
39 - 01	Rcpt to Clear Duration-POTS- Res - Dispatch - Affecting Service (Hrs)	12.58	21.48	15.01	26.03	15.80	33.34	17.38	28.26	13.20	30.70	
39 - 02	Rcpt to Clear Duration-POTS- Res - Dispatch - Out of Service (Hrs)	11.07	16.93	12.47	20.08	19.86	32.25	13.41	19.63	14.35	21.40	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
39 - 03	Rcpt to Clear Duration-POTS- Res - No Dispatch - Affecting Service (Hrs)	1.92	3.25	2.08	3.59	1.79	3.80	2.99	3.49	0.63	3.83	
39 - 04	Rcpt to Clear Duration-POTS- Res - No Dispatch - Out of Service (Hrs)	1.95	2.36	2.53	2.89	3.16	4.99	2.15	3.40	2.84	3.85	
39 - 05	Rcpt to Clear Duration-POTS-Bus-Dispatch-Affecting Service (Hrs)	11.56	13.61	10.74	14.10	19.23	19.28	12.71	15.83	17.26	21.66	
39 - 06	Rcpt to Clear Duration-POTS- Bus - Dispatch - Out of Service (Hrs)	16.37	14.02	13.51	15.82	15.95	22.13	13.19	17.07	17.40	18.68	
39 - 07	Rcpt to Clear Duration-POTS- Bus - No Dispatch - Affecting Service (Hrs)	6.10	2.71	1.58	2.87	2.66	3.44	1.33	2.91	2.75	4.08	
39 - 08	Rcpt to Clear Duration-POTS- Bus - No Dispatch - Out of Service (Hrs)	1.57	2.30	2.12	2.36	2.64	3.36	1.71	2.99	3.23	3.03	
39 - 09	Rcpt to Clear Duration - UNE-P Res - Dispatch - Affecting Service (Hrs)	12.39	21.48	12.58	26.03	17.34	33.34	13.52	28.26	15.11	30.70	
39 - 10	Rcpt to Clear Duration - UNE-P Res - Dispatch - Out of Service (Hrs)	12.48	16.93	12.85	20.08	21.25	32.25	13.35	19.63	13.89	21.40	
39 - 11	Rcpt to Clear Duration - UNE-P Res - No Dispatch - Affecting Service (Hrs)	2.21	3.25	1.57	3.59	1.41	3.80	1.45	3.49	0.97	3.83	
39 - 12	Rcpt to Clear Duration - UNE-P Res - No Dispatch - Out of Service (Hrs)	2.79	2.36	3.16	2.89	4.00	4.99	3.40	3.40	3.54	3.85	
39 - 13	Rcpt to Clear Duration - UNE-P Bus - Dispatch - Affecting Service (Hrs)	13.24	13.61	11.43	14.10	14.87	19.28	13.63	15.83	15.65	21.66	
39 - 14	Rcpt to Clear Duration - UNE-P Bus - Dispatch - Out of Service (Hrs)	11.14	14.02	11.20	15.82	16.56	22.13	13.71	17.07	14.20	18.68	
39 - 15	Rcpt to Clear Duration - UNE-P Bus - No Dispatch - Affecting Service (Hrs)	2.82	2.71	0.88	2.87	1.37	3.44	0.64	2.91	1.04	4.08	
39 - 16	Rcpt to Clear Duration - UNE-P Bus - No Dispatch - Out of Service (Hrs)	2.50	2.30	2.30	2.36	2.60	3.36	2.54	2.99	3.06	3.03	
40 - 01	% Out Of Service (OOS) < 24 Hrs - POTS - Residence	96.71%	89.40%	96.00%	82.51%	94.44%	82.82%	95.88%	83.56%	95.24%	79.61%	
40 - 02	% Out Of Service (OOS) < 24 Hrs - POTS - Business	95.74%	92.31%	98.26%	89.18%	94.78%	86.40%	93.65%	87.33%	96.15%	85.59%	
40 - 03	% Out Of Service (OOS) < 24 Hrs - UNE-P Res	96.46%	89.40%	95.57%	82.51%	93.80%	82.82%	95.35%	83.56%	94.59%	79.61%	
40 - 04	% Out Of Service (OOS) < 24 Hrs - UNE-P Bus	97.51%	92.31%	97.63%	89.18%	94.05%	86.40%	95.94%	87.33%	94.72%	85.59%	
41 - 01	% Repeat Reports - POTS - Res	4.79%	10.56%	6.32%	11.26%	4.94%	10.22%	5.56%	11.32%	5.10%	11.29%	
41 - 02	% Repeat Reports - POTS - Bus	3.68%	8.85%	10.29%	9.89%	5.45%	9.17%	9.89%	9.59%	8.67%	9.69%	
41 - 03	% Repeat Reports - UNE-P Res	5.40%	10.56%	6.19%	11.26%	6.25%	10.22%	6.61%	11.32%	6.24%	11.29%	
41 - 04	% Repeat Reports - UNE-P Bus	6.13%	8.85%	5.81%	9.89%	7.07%	9.17%	5.66%	9.59%	6.78%	9.69%	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
53 - 01	% Repeat Reports - Design - Resold Specials - DDS	0.00%	18.75%	0.00%	20.87%	50.00%	22.01%	100%	15.83%	0.00%	17.86%	abcde
53 - 02	% Repeat Reports - Design - Resold Specials - DS1	38.46%	20.72%	0.00%	19.49%	16.67%	21.46%	16.67%	19.04%	40.00%	21.47%	bcde
53 - 03	% Repeat Reports - Design - Resold Specials - DS3	0.00%	6.25%	0.00%	17.86%	0.00%	10.34%	0.00%	6.25%	0.00%	11.11%	
53 - 04	% Repeat Reports - Design - Resold Specials - VGPL	50.00%	13.93%	0.00%	10.73%	0.00%	16.20%	0.00%	13.52%	0.00%	14.91%	abcde
53 - 05	% Repeat Reports - Design - Resold Specials - ISDN BRI	0.00%	33.86%	0.00%	18.30%	0.00%	18.25%	0.00%	20.00%	0.00%	24.35%	
53 - 06	% Repeat Reports - Design - Resold Specials - ISDN PRI	0.00%	5.26%	0.00%	6.67%	0.00%	9.30%	0.00%	0.00%	0.00%	6.06%	ab
53 - 07	% Repeat Reports - Design - UNE Loop & Port - ISDN BRI	0.00%	15.01%	0.00%	12.36%	0.00%	16.00%	0.00%	13.35%	0.00%	10.51%	
53 - 08	% Repeat Reports - Design - UNE Loop & Port - ISDN PRI	0.00%	5.26%	0.00%	6.67%	0.00%	9.30%	0.00%	0.00%	0.00%	6.06%	abde
54 - 01	Failure Frequency - Design - Resold Specials - DDS	8.45	1.82	2.86	2.52	2.86	2.69	1.49	2.57	4.41	2.77	
54 - 02	Failure Frequency - Design - Resold Specials - DS1	15.48	2.76	7.14	3.68	6.98	3.64	6.25	3.98	5.00	3.89	
54 - 03	Failure Frequency - Design - Resold Specials - DS3	0.00	0.74	0.00	1.29	0.00	1.35	0.00	0.74	0.00	0.88	abcde
54 - 04	Failure Frequency - Design - Resold Specials - VGPL	0.50	0.44	0.49	0.56	0.50	0.52	0.97	0.56	1.45	0.53	
54 - 05	Failure Frequency - Design - Resold Specials - ISDN BRI	0.00	2.32	0.00	2.81	0.00	2.33	0.00	2.80	0.00	2.17	
54 - 06	Failure Frequency - Design - Resold Specials - ISDN PRI	2.94	0.56	3.57	0.66	0.00	0.70	0.00	0.43	0.00	0.55	
54 - 07	Failure Frequency - Design - UNE Loop & Port - ISDN BRI	0.00	1.20	0.00	1.18	0.00	1.40	0.00	1.18	0.00	0.99	abcd
54 - 08	Failure Frequency - Design - UNE Loop & Port - ISDN PRI	133.33	0.56	40.00	0.66	0.00	0.70	20.00	0.43	20.00	0.55	abcde
54.1 - 01	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DDS	2.82	1.46	2.86	1.95	1.43	2.06	0.00	2.15	4.41	2.21	
54.1 - 02	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DS1	9.52	2.10	7.14	2.86	5.81	2.74	5.21	3.00	2.00	2.90	
54.1 - 03	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DS3	0.00	0.65	0.00	1.02	0.00	1.21	0.00	0.65	0.00	0.78	abcde
54.1 - 04	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-VGPL	0.25	0.37	0.49	0.49	0.50	0.42	0.73	0.47	1.45	0.44	
54.1 - 05	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-ISDN BRI	0.00	1.50	0.00	2.17	0.00	1.89	0.00	2.05	0.00	1.60	
54.1 - 06	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-ISDN PRI	2.94	0.53	3.57	0.56	0.00	0.58	0.00	0.35	0.00	0.45	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
54.1 - 07	Trouble Report Rate Net of Instal & Repeat Rpts-UNE Loop & Port-ISDN BRI	0.00	0.95	0.00	0.96	0.00	1.10	0.00	0.94	0.00	0.81	abcd
54.1 - 08	Trouble Report Rate Net of Instal & Repeat Rpts-UNE Loop & Port-ISDN PRI	100.00	0.53	20.00	0.56	0.00	0.58	20.00	0.35	20.00	0.45	abcde
65 - 01	Trouble Report Rate - UNE - Broadband DSL - Line Sharing	0.00	0.54	0.00	0.47	0.00	0.64	0.00	0.40	0.00	0.39	
65 - 02	Trouble Report Rate - UNE - Broadband DSL - No Line Sharing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65 - 03	Trouble Report Rate - UNE - DSL Loops - Line Sharing	0.44	0.30	0.35	0.32	0.33	0.29	0.32	0.33	0.39	0.34	
65 - 04	Trouble Report Rate - UNE - DSL Loops - No Line Sharing	0.52	3.00	0.51	3.00	0.65	3.00	0.55	3.00	0.71	3.00	
65 - 05	Trouble Report Rate - UNE - 8.0 dB Loop Without Test Access	0.59	0.66	0.79	0.81	0.86	0.87	0.81	0.91	0.85	0.84	
65 - 06	Trouble Report Rate - UNE - BRI Loop With Test Access	1.15	1.35	0.86	1.40	1.58	1.50	1.44	1.39	1.15	1.14	
65 - 07	Trouble Report Rate - UNE - ISDN BRI Port	0.00	2.32	0.00	2.81	0.00	2.33	0.00	2.80	0.00	2.17	
65 - 08	Trouble Report Rate - UNE - DS1 Loop With Test Access	2.17	2.20	3.94	2.91	2.30	2.93	2.61	3.13	2.58	3.05	
65 - 09	Trouble Report Rate - UNE - DS1 Dedicated Transport	0.00	2.76	0.00	3.68	0.00	3.64	0.00	3.98	0.00	3.89	
65 - 12	Trouble Report Rate - UNE - Analog Trunk Port	0.00	0.44	0.00	0.56	0.00	0.52	0.00	0.56	0.00	0.53	abcde
65 - 13	Trouble Report Rate - UNE - Subtending Digital Direct Combination Trunks	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65 - 14	Trouble Report Rate - UNE - DS3 Dedicated Transport	0.57	0.74	0.57	1.29	0.00	1.35	0.00	0.74	0.00	0.88	
65 - 15	Trouble Report Rate - UNE - Dark Fiber	n/a	n/a	n/a	n/a	0.00	1.35	0.00	0.74	0.00	0.88	
65 - 16	Trouble Report Rate - UNE - Interconnection Trunks	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.01	
65.1 - 01	Trb Report Rate Net of Installation & Repeat Reports-Broadband DSL-Line Sharing	0.00	0.51	0.00	0.44	0.00	0.64	0.00	0.28	0.00	0.20	
65.1 - 02	Trb Report Rate Net of Installation & Repeat Reports-Broadband DSL-No Line Sharing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65.1 - 03	Trb Report Rate Net of Installation & Repeat Reports - DSL Loops - Line Sharing	0.44	0.29	0.35	0.30	0.33	0.29	0.21	0.18	0.21	0.14	
65.1 - 04	Trb Report Rate Net of Installation & Repeat Reports-DSL Loops - No line Sharing	0.46	3.00	0.42	3.00	0.52	3.00	0.46	3.00	0.54	3.00	
65.1 - 05	Trb Report Rate Net of Installation & Repeat Reports - 8.0 dB Loop W/out Test Access	0.48	0.53	0.63	0.65	0.69	0.70	0.65	0.72	0.65	0.66	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
65.1 - 06	Trb Report Rate Net of Installation & Repeat Reports - BRI Loop with Test Access	0.79	1.02	0.57	1.12	1.05	1.18	0.93	1.09	0.78	0.91	
65.1 - 07	Trb Report Rate Net of Installation & Repeat Reports - ISDN BRI Port	0.00	1.50	0.00	2.17	0.00	1.89	0.00	2.05	0.00	1.60	
65.1 - 08	Trb Report Rate Net of Installation & Repeat Reports - DS1 Loop with Test Access	1.80	1.70	2.77	2.27	1.59	2.23	1.91	2.37	1.79	2.28	
65.1 - 09	Trb Report Rate Net of Installation & Repeat Reports - DS1 Dedicated Transport	0.00	2.10	0.00	2.86	0.00	2.74	0.00	3.00	0.00	2.90	
65.1 - 12	Trb Report Rate Net of Installation & Repeat Reports - Analog Trunk Port	0.00	0.37	0.00	0.49	0.00	0.42	0.00	0.47	0.00	0.44	abcde
65.1 - 14	Trb Report Rate Net of Installation & Repeat Reports - DS3 Dedicated Transport	0.57	0.65	0.57	1.02	0.00	1.21	0.00	0.65	0.00	0.78	
65.1 - 15	Trb Report Rate Net of Installation & Repeat Reports - Dark Fiber	n/a	n/a	n/a	n/a	0.00	1.21	0.00	0.65	0.00	0.78	
65.1 - 16	Trb Report Rate Net of Installation & Repeat Reports - Interconnection Trunks	0.01	0.01	0.00	0.01	0.01	0.01	0.01	0.02	0.01	0.01	
66 - 01	% Missed Repair Commitments - UNE - Broadband DSL - Line Sharing	0.00%	9.76%	0.00%	12.00%	0.00%	11.74%	0.00%	9.35%	0.00%	8.51%	
66 - 02	% Missed Repair Commitments - UNE - Broadband DSL - No Line Sharing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
66 - 03	% Missed Repair Commitments - UNE - DSL - Line Sharing	0.00%	6.25%	0.00%	11.34%	8.33%	10.43%	8.33%	14.49%	13.33%	11.42%	
66 - 04	% Missed Repair Commitments - UNE - 2 Wire Analog 8db Loop	6.94%	7.47%	4.54%	7.35%	9.13%	9.36%	6.55%	10.15%	4.49%	9.65%	
67 - 01	Mean Time to Restore - UNE - Broadband DSL - Line Sharing - Dispatch (Hrs)	0.00	17.95	0.00	17.16	0.00	17.80	0.00	12.91	0.00	13.60	
67 - 02	Mean Time to Restore - UNE - Broadband DSL - No Line Sharing - Dispatch (Hrs)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
67 - 03	Mean Time to Restore - UNE - DSL Loops (Hrs) - Line Sharing - Dispatch	3.97	11.24	7.73	15.82	18.08	13.85	11.10	15.74	14.95	14.35	acde
67 - 04	Mean Time to Restore - UNE - DSL Loops (Hrs) - No Line Sharing - Dispatch	5.70	9.00	5.00	9.00	7.61	9.00	3.96	9.00	9.16	9.00	
67 - 05	Mean Time to Restore - UNE - 8.0 dB Loop without Test Access (Hrs)-Dispatch	9.49	15.63	8.02	18.81	11.45	28.10	10.01	19.25	8.41	21.48	
67 - 06	Mean Time to Restore - UNE - BRI Loop with Test Access (Hrs)-Dispatch	14.44	19.48	13.50	16.62	14.44	24.52	13.41	17.58	13.43	18.75	
67 - 07	Mean Time to Restore - UNE - ISDN BRI Port (Hrs)-Dispatch	0.00	8.64	0.00	7.86	0.00	9.28	0.00	9.04	0.00	8.98	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
67 - 08	Mean Time to Restore - UNE - DS1 Loop with Test Access (Hrs)-Dispatch	4.11	6.27	5.52	6.35	8.05	7.63	4.95	6.26	4.56	8.04	
67 - 09	Mean Time to Restore - UNE - DS1 Dedicated Transport (Hrs)-Dispatch	0.00	6.27	0.00	6.34	0.00	7.65	0.00	6.26	0.00	8.04	
67 - 12	Mean Time to Restore - UNE - Analog Trunk Port (Hrs)-Dispatch	0.00	6.41	0.00	6.36	0.00	6.59	0.00	6.58	0.00	6.99	
67 - 14	Mean Time to Restore - UNE - DS3 Dedicated Transport (Hrs)-Dispatch	0.00	3.59	0.00	5.19	0.00	13.45	0.00	1.97	0.00	4.04	
67 - 15	Mean Time to Restore - UNE - Dark Fiber (Hrs)-Dispatch	n/a	n/a	n/a	n/a	0.00	13.45	0.00	1.97	0.00	4.04	
67 - 16	Mean Time to Restore - UNE - Broadband DSL - Line Sharing - No Dispatch (Hrs)	0.00	3.18	0.00	1.77	0.00	2.45	0.00	1.86	0.00	1.57	
67 - 17	Mean Time to Restore - UNE - Broadband DSL - No Line Sharing - No Dispatch (Hrs)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
67 - 18	Mean Time to Restore - UNE - DSL Loops (Hrs) - Line Sharing - No Dispatch	3.23	2.54	2.30	2.09	1.73	2.25	2.68	5.49	4.50	2.96	bcde
67 - 19	Mean Time to Restore - UNE - DSL Loops (Hrs) - No Line Sharing - No Dispatch	1.40	9.00	2.09	9.00	1.89	9.00	2.82	9.00	2.13	9.00	abcd
67 - 20	Mean Time to Restore - UNE - 8.0 dB Loop without Test Access (Hrs)-No Dispatch	1.79	2.99	1.26	3.32	1.79	4.92	2.44	3.78	1.65	4.52	
67 - 21	Mean Time to Restore - UNE - BRI Loop with Test Access (Hrs)-No Dispatch	1.36	4.87	1.62	4.76	1.24	3.99	1.44	3.83	1.56	4.84	abcde
67 - 22	Mean Time to Restore - UNE - ISDN BRI Port (Hrs)-No Dispatch	0.00	3.92	0.00	2.74	0.00	2.45	0.00	2.11	0.00	2.91	
67 - 23	Mean Time to Restore - UNE - DS1 Loop with Test Access (Hrs)-No Dispatch	2.11	1.58	1.24	1.70	1.92	1.65	1.57	1.66	2.04	1.79	
67 - 24	Mean Time to Restore - UNE - DS1 Dedicated Transport (Hrs)-No Dispatch	0.00	1.51	0.00	1.58	0.00	1.55	0.00	1.62	0.00	1.72	
67 - 25	Mean Time to Restore - UNE - Subtending Channel (23B) (Hrs)-No Dispatch	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
67 - 27	Mean Time to Restore - UNE - Analog Trunk Port (Hrs)-No Dispatch	0.00	2.21	0.00	2.38	0.00	2.03	0.00	1.84	0.00	2.37	
67 - 29	Mean Time to Restore - UNE - DS3 Dedicated Transport (Hrs)-No Dispatch	3.42	1.80	6.85	1.43	0.00	1.72	0.00	0.61	0.00	1.25	ab
67 - 30	Mean Time to Restore - UNE - Dark Fiber (Hrs)-No Dispatch	n/a	n/a	n/a	n/a	0.00	1.72	0.00	0.61	0.00	1.25	
69 - 01	% Repeat Reports - UNE - Broadband DSL - Line Sharing	0.00%	4.27%	0.00%	6.67%	0.00%	0.00%	0.00%	7.19%	0.00%	5.67%	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
69 - 02	% Repeat Reports - UNE - Broadband DSL - No Line Sharing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
69 - 03	% Repeat Reports - UNE - DSL Loops - Line Sharing	0.00%	3.57%	0.00%	4.05%	0.00%	0.00%	16.67%	6.88%	0.00%	2.42%	
69 - 04	% Repeat Reports - UNE - DSL Loops - No Line Sharing	1.75%	12.00%	5.26%	12.00%	5.95%	12.00%	6.17%	12.00%	5.26%	12.00%	
69 - 05	% Repeat Reports - UNE - 8.0 dB Loop Without Test Access	5.91%	10.46%	6.24%	11.24%	5.83%	9.99%	5.76%	10.99%	5.82%	10.98%	
69 - 06	% Repeat Reports - UNE - BRI Loop With Test Access	17.65%	19.92%	15.79%	14.23%	13.04%	16.76%	14.29%	15.48%	10.00%	14.54%	
69 - 07	% Repeat Reports - UNE - ISDN BRI Port	0.00%	33.86%	0.00%	18.30%	0.00%	18.25%	0.00%	20.00%	0.00%	24.35%	
69 - 08	% Repeat Reports - UNE - DS1 Loop With Test Access	14.15%	19.73%	20.38%	18.75%	18.87%	20.77%	15.45%	18.41%	20.47%	20.77%	
69 - 09	% Repeat Reports - UNE - DS1 Dedicated Transport	0.00%	20.72%	0.00%	19.49%	0.00%	21.46%	0.00%	19.04%	0.00%	21.47%	
69 - 12	% Repeat Reports - UNE - Analog Trunk Port	0.00%	13.93%	0.00%	10.73%	0.00%	16.20%	0.00%	13.52%	0.00%	14.91%	
69 - 14	% Repeat Reports - UNE - DS3 Dedicated Transport	0.00%	6.25%	0.00%	17.86%	0.00%	10.34%	0.00%	6.25%	0.00%	11.11%	ab
69 - 15	% Repeat Reportss - UNE - Dark Fiber	n/a	n/a	n/a	n/a	0.00%	10.34%	0.00%	6.25%	0.00%	11.11%	
69 - 16	% Repeat Reports - UNE - Interconnection Trunks	0.00%	15.91%	0.00%	21.54%	7.41%	11.67%	5.26%	15.27%	5.00%	9.80%	
OS/DA												
80 - 01	Directory Assistance Avg Speed of Answer (Sec)	7.25	10.00	6.59	10.00	7.24	10.00	7.35	10.00	7.47	10.00	
82 - 01	Operator Services Speed of Answer (Sec)	6.73	10.00	6.73	10.00	7.45	10.00	6.93	10.00	7.74	10.00	
110 - 01	% of Updates Completed into the DA Database w/in 72 Hrs for Facility-Based CLECs	99.89%	95.00%	99.88%	95.00%	99.90%	95.00%	99.90%	95.00%	99.97%	95.00%	
112 - 01	% Directory Assistance Database Accuracy for Manual Updates	100%	97.00%	99.81%	97.00%	99.76%	97.00%	98.75%	97.00%	99.56%	97.00%	
113 - 01	% of Electronic Updates that Flow Through the Update Process w/out Manual Intervention	99.09%	97.00%	99.24%	97.00%	99.69%	97.00%	99.72%	97.00%	99.71%	97.00%	
Collocation												
70 - 01	% Trunk Blockage-SBC/Ameritech End Office to CLEC End Office	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
70 - 02	% Trunk Blockage-SBC/Ameritech Tandem to CLEC End Office	0.01%	1.00%	0.01%	1.00%	0.01%	1.00%	0.01%	1.00%	0.01%	1.00%	
70.2 - 01	% of Trunk Blockage (Trunk Groups)-SBC/Ameritech Tandem to CLEC End Office	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	

Federal Communications Commission

FCC 03-228

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
70.2 - 02	% of Trunk Blockage (Trunk Groups)-SBC/Ameritech End Office to CLEC End Office	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
73 - 01	% Installations Completed w/in Customer Requested Due Dates-Interconnection Trunks-911	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
73 - 02	% Installations Completed w/in Customer Requested Due Dates-Interconnection Trunks-OS/DA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
73 - 03	% Installations Completed w/in Customer Requested Due Dates-Interconnection Trunks-SS7	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
73 - 04	% Installations Completed w/in Customer Requested Due Dates-Interconnection Trunks-Non-Projects	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	
73 - 05	% Installations Completed w/in Customer Requested Due Dates-Interconnection Trunks-Projects	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	100%	95.00%	
78 - 01	Avg Interconnection Trunk Installation Interval - 911 Trunks (days)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	19.00	20.00	e
78 - 02	Avg Interconnection Trunk Installation Interval - OS/DA (days)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
78 - 03	Avg Interconnection Trunk Installation Interval - SS7 Links (days)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
78 - 04	Avg Interconnection Trunk Installation Interval - Interconnection Trunks (days)	15.57	20.00	13.38	20.00	12.94	20.00	12.04	20.00	14.55	20.00	
107 - 01	% Missed Collocation Due Dates - Caged	n/a	n/a	n/a	n/a	0.00%	5.00%	n/a	n/a	n/a	n/a	c
107 - 02	% Missed Collocation Due Dates - Shared Caged	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
107 - 03	% Missed Collocation Due Dates - Caged Common	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
107 - 04	% Missed Collocation Due Dates - Cageless	n/a	n/a	0.00%	5.00%	0.00%	5.00%	0.00%	5.00%	0.00%	5.00%	bcd
107 - 05	% Missed Collocation Due Dates - Adjacent On-Site	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
107 - 06	% Missed Collocation Due Dates - Adjacent Off-Site	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
107 - 07	% Missed Collocation Due Dates - Virtual	n/a	n/a	0.00%	5.00%	n/a	n/a	0.00%	5.00%	0.00%	5.00%	e
107 - 08	% Missed Collocation Due Dates - Augments to Physical Collocation	0.00%	5.00%	0.00%	5.00%	0.00%	5.00%	0.00%	5.00%	0.00%	5.00%	ad

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
107 - 09	% Missed Collocation Due Dates - Augments to Virtual	0.00%	5.00%	0.00%	5.00%	n/a	n/a	0.00%	5.00%	0.00%	5.00%	ab
108 - 01	Avg Delay Days for SBC/Ameritech Missed Due Dates - Physical	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108 - 02	Avg Delay Days for SBC/Ameritech Missed Due Dates - Virtual	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108 - 03	Avg Delay Days for SBC/Ameritech Missed Due Dates - Additions	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108 - 04	Avg Delay Days for SBC/Ameritech Missed Due Dates - Cageless	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
109 - 01	% of Requests Processed w/in the Established Timelines - Physical	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
109 - 02	% of Requests Processed w/in the Established Timelines - Virtual	n/a	n/a	100%	90.00%	0.00%	90.00%	0.00%	90.00%	0.00%	90.00%	b
109 - 03	% of Requests Processed w/in the Established Timelines - Additions	100%	90.00%	100%	90.00%	100%	90.00%	100%	90.00%	100%	90.00%	
109 - 04	% of Requests Processed w/in the Established Timelines - Cageless	100%	90.00%	100%	90.00%	100%	90.00%	n/a	n/a	100%	90.00%	abce
MI 4 - 01	Avg Time to Provide a Collocation Arrangement - Physical Collocation (Days)	52.11	n/a	60.50	n/a	59.73	n/a	71.88	n/a	50.00	n/a	a
Miscellaneous												
96 - 01	% Pre-Mature Disconnects for LNP Orders - LNP Only	2.88%	2.00%	0.02%	2.00%	0.00%	2.00%	0.33%	2.00%	1.25%	2.00%	
96 - 02	% Pre-Mature Disconnects for LNP Orders - LNP w/ Loop	0.00%	2.00%	0.00%	2.00%	0.19%	2.00%	0.37%	2.00%	0.04%	2.00%	
MI 14 - 01	% Cmplion Nofctns Rtrnd w/in "X" Hrs of Cmplion of Mntnce Trble Tckt-Resale Manual-Next Day	94.44%	95.00%	90.36%	95.00%	95.77%	95.00%	97.11%	95.00%	85.31%	95.00%	
MI 14 - 02	% Cmplion Nofctns Rtrnd w/in 2 Hrs of Cmplion of Mntnce Trble Tckt - Resale Electronic	98.31%	95.00%	97.98%	95.00%	98.21%	95.00%	94.23%	95.00%	100%	95.00%	
MI 14 - 03	% Cmplion Nofctns Rtrnd w/in "X" Hrs of Cmplion of Mntnce Trble Tckt-UNE Loops Manual-Next Day	99.29%	95.00%	99.58%	95.00%	99.13%	95.00%	98.76%	95.00%	92.26%	95.00%	
MI 14 - 04	% Cmplion Nofctns Rtrnd w/in 2 Hrs of Cmplion of Mntnce Trble Tckt - UNE Loops Electronic	92.77%	95.00%	96.35%	95.00%	94.74%	95.00%	93.87%	95.00%	99.76%	95.00%	

MICHIGAN PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	CLEC	SBC	
MI 14 - 05	% Cmpltn Nofctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt-UNE P Manual-Next Day	93.90%	95.00%	87.65%	95.00%	93.28%	95.00%	95.85%	95.00%	87.00%	95.00%	
MI 14 - 06	% Cmpltn Nofctns Rtrnd w/in 2 Hrs of Cmpltn of Mntnce Trble Tckt - UNE P Electronic	99.19%	95.00%	99.16%	95.00%	98.66%	95.00%	98.40%	95.00%	99.95%	95.00%	
MI 15 - 01	Change Management - Changes to Existing Interfaces (days) - Gateway	100%	95.00%	n/a	n/a	n/a	n/a	100%	95.00%	n/a	n/a	ad
MI 15 - 02	Change Management - Changes to Existing Interfaces (days) - GUI	100%	95.00%	n/a	n/a	100%	95.00%	100%	95.00%	100%	95.00%	acde
MI 15 - 03	Change Management - Introductions of New Interfaces (days) - Gateway	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
MI 15 - 04	Change Management - Introductions of New Interfaces (days) - GUI	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
MI 15 - 05	Change Management - Retirements of Existing Interfaces (days) - Wholesale Interfaces - Gateway	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
MI 15 - 06	Change Management - Retirements of Existing Interfaces (days) - Wholesale Interfaces - GUI	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	

Abbreviations:

n/a = No Activity.

Notes: a = Sample Size under 10 for February.
b = Sample Size under 10 for March.
c = Sample Size under 10 for April.
d = Sample Size under 10 for May.
e = Sample Size under 10 for June.