Date provided: 10/1/98
Contact: M. Klasen
Phone number: 414-270-5936
Coordinator: S. VanderSanden
Phone number: 608-252-2800

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SEP 30 1998
TELECOMMUNICATIONS DIVISION

Ameritech - Wisconsin
Trouble Reports - % Cleared by 24 Hour Increment

Data for month:	Jun 1 st - Aug 15th 1995	Sep-95	Oct-95	Nov-95	Dec-95	Jan-96	Feb-96	Mar-96	Apr-96	May-96	Jun-96
OOS Data											
Within 24 hours	62%	63%	73%	74%	78%	77%	82%	92%	88%	83%	58%
48 hours	79%	86%	91%	90%	92%	94%	96%	98%	97%	97%	78%
72 hours	89%	92%	96%	95%	96%	97%	98%	99%	99%	99%	89%
96 hours	94%	95%	98%	97%	97%	98%	99%	100%	99%	99%	96%
120 hours	97%	97%	98%	98%	98%	99%	100%	100%	100%	100%	98%
144 hours	98%	98%	99%	99%	99%	99%	100%	100%	100%	100%	99%
168 hours	99%	99%	99%	99%	99%	100%	100%	100%	100%	100%	100%
192 hours				100%	100%	100%	100%	100%	100%	100%	100%
216 hours		Nov '95 first full month for		100%	100%	100%	100%	100%	100%	100%	100%
240 hours		reporting beyond 168 hours.		100%	100%	100%	100%	100%	100%	100%	100%
264 hours				100%	100%	100%	100%	100%	100%	100%	100%
288 hours				100%	100%	100%	100%	100%	100%	100%	100%
312 hours				100%	100%	100%	100%	100%	100%	100%	100%
336 hours				100%	100%	100%	100%	100%	100%	100%	100%
Service Affecting Data											
NOOS											
Within 24 hours		Nov '95 first full month for		68%	70%	78%	78%	81%	78%	75%	63%
48 hours		reporting Service Affecting data.		79%	81%	85%	88%	91%	88%	87%	73%
72 hours				85%	88%	89%	93%	96%	93%	93%	81%
96 hours				90%	91%	92%	97%	98%	96%	96%	88%
120 hours				93%	94%	95%	98%	99%	98%	98%	93%
144 hours				96%	96%	96%	99%	99%	99%	99%	96%
168 hours				98%	97%	98%	100%	100%	99%	99%	98%
192 hours				98%	98%	99%	100%	100%	100%	100%	99%
216 hours				99%	99%	99%	100%	100%	100%	100%	99%
240 hours				99%	99%	100%	100%	100%	100%	100%	100%
264 hours				99%	99%	100%	100%	100%	100%	100%	100%
288 hours				100%	100%	100%	100%	100%	100%	100%	100%
312 hours				100%	100%	100%	100%	100%	100%	100%	100%
336 hours				100%	100%	100%	100%	100%	100%	100%	100%

Note: The above data is based on all customer trouble reports. No effort has been made to classify troubles by "routine" versus "non-routine".

APPENDIX L

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Ameritech - Wisconsin
Trouble Reports - % Cleared by 24 Hour Increment

Data for month:	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97
OOS Data												
Within 24 hours	78%	78%	90%	90%	88%	88%	80%	86%	92%	86%	89%	61%
48 hours	95%	95%	98%	98%	97%	97%	93%	97%	99%	97%	98%	78%
72 hours	98%	98%	99%	99%	99%	99%	98%	99%	100%	99%	99%	88%
96 hours	99%	99%	100%	100%	100%	99%	99%	100%	100%	100%	100%	94%
120 hours	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%
144 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
168 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
192 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
216 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
240 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
264 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
288 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
312 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
336 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Service Affecting												
NOOS												
Within 24 hours	70%	71%	80%	78%	78%	83%	79%	85%	86%	78%	82%	72%
48 hours	81%	83%	91%	90%	88%	92%	87%	94%	95%	90%	92%	84%
72 hours	88%	90%	95%	94%	94%	96%	92%	98%	98%	96%	96%	91%
96 hours	92%	94%	97%	97%	96%	98%	96%	99%	99%	99%	98%	95%
120 hours	95%	96%	98%	98%	98%	99%	99%	99%	99%	99%	99%	97%
144 hours	97%	98%	99%	99%	99%	99%	99%	100%	100%	100%	100%	99%
168 hours	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
192 hours	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
216 hours	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
240 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
264 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
288 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
312 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
336 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Ameritech - Wisconsin
Trouble Reports - % Cleared by 24 Hour Increment

Data for month:	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98
OOS Data												
Within 24 hours	58%	70%	81%	85%	90%	89%	71%	81%	81%	82%	89%	64%
48 hours	80%	89%	93%	97%	98%	98%	88%	96%	96%	97%	99%	85%
72 hours	91%	97%	97%	99%	99%	99%	95%	99%	99%	99%	100%	94%
96 hours	97%	99%	99%	100%	100%	100%	98%	99%	100%	100%	100%	98%
120 hours	98%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%
144 hours	99%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%
168 hours	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
192 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
216 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
240 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
264 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
288 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
312 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
336 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Service Affecting												
NOOS												
Within 24 hours	63%	65%	73%	75%	78%	76%	65%	69%	67%	67%	70%	55%
48 hours	74%	77%	84%	87%	88%	86%	76%	80%	79%	82%	86%	71%
72 hours	83%	86%	89%	94%	94%	92%	83%	86%	85%	92%	95%	82%
96 hours	89%	91%	94%	97%	97%	95%	88%	90%	89%	97%	99%	90%
120 hours	93%	95%	97%	98%	99%	97%	92%	93%	92%	99%	100%	94%
144 hours	94%	97%	98%	99%	99%	98%	94%	96%	94%	99%	100%	97%
168 hours	96%	99%	99%	99%	100%	99%	96%	98%	97%	100%	100%	99%
192 hours	98%	99%	100%	100%	100%	100%	97%	99%	99%	100%	100%	99%
216 hours	99%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%
240 hours	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%
264 hours	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%
288 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
312 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
336 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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