

Web Site News As Of May 08, 2007

Welcome to the Performance Measurements web site for Illinois, Indiana, Michigan, Ohio & Wisconsin.

March 2007 results are now available for Illinois, Indiana, Michigan, Ohio & Wisconsin.

Effective April 20:

Please Note:

- For March 2007 results, the Resale submeasure for PMs 21.1 and 22 contains results through March 15, 2007 only. Due to a conversion project affecting the ACD system used for the LSC call centers, the data reporting capabilities of the system were not available for the second half of the month. Normal call-answering service levels were maintained during this time frame.
- As noted here with the April 20, 2006 posting, AT&T has discovered a problem with the Affiliate results for PM 65.1 8dB Loop measurement. The number of loops identified as "in-service" in calculating the Affiliate 8dB Trouble Report Rate has been found to be overstated. While the correct volume is being identified, the following steps have been taken: 1) March 2006 through May 2006 results are reported against the Retail compare only - no Affiliate result has been generated; and 2) Remedies for February 2006 through April 2006 have been calculated against Retail only, as Affiliate performance is expected to improve once the correct volume is determined and restatement is made. Once the correct in-service volume has been determined, February and March 2006 results (and any subsequent months affected) will be restated, with any additional remedies due CLECs, or overpayments made by AT&T, handled according to the terms of the applicable remedy plan.