

Web Site News As Of August 20, 2003

Welcome to the SBC Midwest Performance Measurements web site.

July 2003 performance results for SBC Midwest performance measurements are now available.

Business Rules:

The SBC/Ameritech Performance Measurements User Guide Version 1.8, the color-lined Version 1.9 and the 2002 Six-Month Review Agreed-To Measurement Change Implementation Schedule have been moved to the Historical Business Rules section. The "clean" SBC/Ameritech Performance Measurements User Guide Version 1.9 is accessible via the link shown below. All versions of the User Guide are accessible via the User Guide links at the bottom of the page.

SBC/Ameritech has identified a number of conflicts within the SBC/Ameritech Performance Measurement User Guide Version 1.9. The matrix outlining these know/identified business rules conflicts will be updated as needed and is located at [Conflict Matrix](#). SBC Midwest expects to address these conflicts in the next six-month review collaborative.

Please note:

- Per the SBC/Ameritech Performance Measurements User Guide Version 1.9, PM 35.1 is a diagnostic measure. As such, retail results, previously posted, are not required and the display for this PM has been modified effective with July 2003 results.
- Effective with July 2003 performance results, for PM 2: *% Response Received w/in 60 Sec--OSS Interface--Customer Service Inquiries > 30 WTNs/lines* diagnostic disaggregation, the benchmark display has been modified to show a 95% benchmark as is required by the SBC/Ameritech Performance Measurements User Guide Version 1.9.
- Per the Indiana Administrative Code, Telephone Utilities, Answering Times (170 IAC 7-1.2-16), <http://www.in.gov/legislative/iac/title170.html>, the benchmark for PM 80 (previously 7.7 sec) and PM 82 (previously 3.3 sec), has changed to 20 seconds for both PMs. The change in benchmark is reflected in the posted July 2003 Indiana results.
- The benchmark display for PMs 65 and 65.1 has been changed from a decimal to a percent, as required by the business rules.
- Effective with July 2003 results, Affiliate results will no longer be posted for PMs 4, 14, 20, 21.1, 22, 22.1, 24.1, 25, 79, 80, 81, 82, 83, 124.1, MI 11 and MI 15. Affiliate results are not required to be posted per the PM business rules Report Structure for these PMs.

The SBC/Ameritech Performance Measurements User Guide version 1.9 is available for [download/viewing \(Microsoft Word format\)](#) and [Acrobat pdf format](#).

The [historical business rules](#) are now available for [download/viewing \(Acrobat pdf format\)](#).

The [historical news pages \(including Restatements\)](#) are now available for viewing.

The SBC Midwest Performance Measurements Internal Change Management Process document is now available in [Microsoft Word format](#) and in [Acrobat PDF format](#).

Remedy Plan Information:

ILLINOIS

Remedy Plan - The Illinois Remedy Plan Description (271) as ordered May 13, 2003 in ICC Docket 01-01662 is available.

Illinois Remedy Plan Description (IL271) - [MS Word format](#)

Illinois Remedy Plan Description (IL271) - [Acrobat format](#)

CLEC Opt-In and Payment Information Form - The Illinois Remedy Plan Description (IL271, ICC Docket 01-01662), CLEC Opt-In Form is now available in [MS Word format](#).

INDIANA

Remedy Plan - The SBC Indiana Section 271 Remedy Plan ("271 Remedy Plan") is available. This Remedy Plan conforms to the Indiana Utility Regulatory Commission ("IURC") Compliance Order in Cause No. 41657, approved on July 2, 2003.

Indiana Remedy Plan Description (IN271) - [Microsoft Word format](#)

CLEC Opt-In Form - The Indiana CLEC ID form is now available in [Microsoft Word format](#)

MICHIGAN

Remedy Plan - (The Remedy Plan as ordered July 25, 2001 in MPSC Case No. U-11830 shall be available at this website upon filing of the tariff.)

Michigan Remedy Plan Description - [Acrobat format](#)

Michigan Remedy Plan Appendix 2 - [Acrobat format](#)

Michigan Remedy Plan Appendix 3 - [Acrobat format](#)

CLEC Payment ID Forms - The Michigan Amendment CLEC identification and liquidated damages information form is now available in [Microsoft Word format](#). The Michigan Tariff CLEC Identification and Liquidated Damages Information Form is now available in [Microsoft Word format](#).

OHIO

Remedy Plan - The Ohio Remedy Plan Description is available in [Acrobat format](#).

ALL STATES

The SBC Compromise Midwest Remedy Plans

The Illinois Compromise Remedy Plan is now available in [Microsoft Word format](#).

The Indiana Compromise Remedy Plan is now available in [Microsoft Word format](#).

The Michigan Compromise Remedy Plan is now available in [Microsoft Word format](#).

The Ohio Compromise Remedy Plan is now available in [Microsoft Word format](#).

The Wisconsin Compromise Remedy Plan is now available in [Microsoft Word format](#).

CLEC Payment ID Form - The five-state Compromise Plan Performance Measurements CLEC Identification and Liquidated Damages Information Form is now available in [Microsoft Word format](#).