

## Web Site News As Of September 11, 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 known/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:***

- On August 26, 2003, the MPSC ordered SBC to eliminate the K table. This order is retroactive to April 2003 performance measurement results and, as ordered, has been effected on September 5, 2003. This affects Tier 1 remedies for Michigan only. The applicable Michigan Remedy Plan information, accessed via links shown below, has been updated. The Plan has also been updated to reflect the changes to the Appendices which were agreed to in the collaborative, filed on January 17, 2003 (U-11830) and approved in the MPSC Order of February 20, 2003. Appendices 2 & 3 were removed and now reflected as Attachments Two & Three to Appendix 1.
- 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 March 2003 thru 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/Midwest Raw Data Web Site was posted on September 5, 2003 and can be accessed via the link provided at the very bottom of this page (labeled "Raw Data Request Process"). July 2003 data is available for PMs 1.1, 1.3, 5 (EOI & ULT), 5.2, 6, 7, 7.1, 8, 9, 10, 10.4, 11, 13, 13.1, 17, 21.1, 22, 24.1, 25, 27, 28, 29-33, 35, 37, 37.1, 38, 39, 40-50, 52-55.3, 56, 56.1, 58, 59, 60-63, 65, 65.1, 66, 67, 68, 69, 73, 74-76, 78, 91, 92, 93, 95 (deleted), 96, 97, 98, 99-101, 102, 104, 104.1, 105, 106, 107, 108, 109, 110, 111, 112, 113, 115, 115.1, 117-119, CLEC WI 1, CLEC WI 5, CLEC WI 6, CLEC WI 7, CLEC WI 8, CLEC WI 9, CLEC WI 11, MI 2, MI 4, MI 5, MI 9, MI 10, MI 11, MI 12, MI 13, MI 13.1, MI 14, MI 15, MI 16, WI 1, WI 2 and WI 9.

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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](#).

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## **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 SBC Michigan Remedy Plan is available. This Remedy Plan conforms to the Michigan Public Service Commission's ("MPSC") Order of August 26, 2003 in Case No. U-11830.

Michigan Remedy Plan Description - [Microsoft Word 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](#).