

## Web Site News As Of February 20, 2003

Welcome to the SBC Midwest Performance Measurements web site.

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

### ***Business Rule Update:***

The SBC Ameritech Performance Measurement Version 1.8 Business Rules are accessible via the Current Business Rules link at the bottom of this page. Any modifications made to the current business rules are listed in the Business Rules Modification Matrix. Previous month Business Rules, along with previous month Business Rule Modifications Matrices can be found in the Historical Business Rules section.

### ***Performance Measures Targeted for Recalculation and Reposting:***

Listed below are the measures for which previously reported results are targeted for reposting on March 5, 2003.

- Misinterpretation of application logic caused service orders to be incorrectly matched for the line share disaggregations for PM 59. The appropriate logic will be applied and the December 2002 results will be recalculated and reposted.
- PM 105, 106 and MI 5 results have been calculated using business days versus calendar days. This misinterpretation of the business rules has been identified and will be applied to the recalculation and reposting of July 2002 thru December 2002 results.
- A coding error affected the way that duplicate orders (i.e., multiple records containing identical values for one instance of an order) were counted for the FDT disaggregations for PM 114, 114.1, 115 and 115.1 . The coding error has been identified and addressed. Recalculated results for August 2002 will be reposted.

### ***Please note:***

- The virus/worm, which attached servers across the US in January 2003 also prevented CLECs from accessing SBC systems. This downtime of 8.5 hours is included in the ARAF disaggregation for PM 4.
- Field Work Service Orders with due dates of less than 5 days (previously considered the standard interval for field work orders) have been excluded from result calculation for PM 28. SBC believes only those orders with requested due dates less than the due date offered on the FOC, for which a supplemental order requesting expedite is received from the CLEC, are appropriate to exclude from PM 28. Accordingly, only Field Work Service Orders where an expedite has been received and the due date requested is less than the offered interval will be excluded.
- As required by the Business Rules, all trouble report rate measures are to be displayed as a rate as opposed to a percentage. The display for November 2001 thru May 2002 for PM 37, 37.1, 54, 54.1, 65 and 65.1 has been modified to comply with this requirement.
- Due to a manual input error, the June 2002 results were reported in July 2002 for PM 120. This affected the displayed results for one CLEC. The June and July 2002 display for the affected CLEC has been corrected.
- Attached please find the Implementation Schedule for the 2002 Six Month Review. : [6 Month review schedule](#)

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

The Current Business Rules Modification Matrix is now available for [download/viewing in Microsoft Word 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 Process flow for Remedies document is now available in [Microsoft Word format](#).  
The Change Management Policy document is now available in [Microsoft Word format](#).

### **Remedy Plan Information:**

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

The Indiana Opt-in Notification Form and Indiana Performance Assurance and Remedy Plan is now available in Microsoft Word format by clicking on the links below.

Indiana Performance Assurance and Remedy Plan (IURC Order dated 10/16/2002) - Plan copy only is now available in [Microsoft Word format](#).

Indiana Opt-in form is now available in [Microsoft Word format](#).