NTAB

Attachment A

Summary Data of Batch Run 3/13/98

	AnyState - NRC Elements	Total Cost
1	POTS / ISDN BRI Migration (TSR)	0.21
2	POTS / ISDN BRI Install (TSR)	0.21
3	POTS / ISDN BRI Migration (UNE Platform)	0.21
4	POTS / ISDN BRI Install (UNE Platform)	0.21
5	POTS / ISDN BRI Disconnect (TSR / UNE Platform)	0.21
6	POTS / ISDN BRI Migration (UNE Loop)	1.97
7	POTS / ISDN BRI Install (UNE Loop)	1.90
8	POTS / ISDN BRI Disconnect (UNE Loop)	1.70
9	Feature Changes	0.21
10	4 Wire Migration (UNE Loop)	18.49
11	4 Wire Install (UNE Loop)	11.54
12	4 Wire Disconnect (UNE Loop)	8.91
13	2 Wire Migration at the FDI	19.76
14	2 Wire Disconnect at the FDI	19.02
15	4 Wire Migration at the FDI	53.91
16	4 Wire Disconnect at the FDI	32.91
17	2 Wire Migration at 6 line NID	36.66
18	Channelized DS1 Virtual Feeder to RT Install	17.41
19	Channelized DS1 Virtual Feeder to RT Disconnect	13.55
20	DS1 Interoffice Transport Install	7.37
21	DS1 Interoffice Transport Disconnect	0.42
22	DS3 Interoffice Transport Install	7.37
23	DS3 Interoffice Transport Disconnect	0.42
24	2 Wire Loop, different CO Migration	19.11
25	2 Wire Loop, different CO Install	7.14
26	2 Wire Loop, different CO Disconnect	6.44
27	4 Wire Loop, different CO Migration	19.41
28	4 Wire Loop, different CO Install	7.52
29	4 Wire Loop, different CO Disconnect	7.21
30	DS1 Loop to Customer Premise Migration	31.46
31	DS1 Loop to Customer Premise Install	22.97
32	DS1 Loop to Customer Premise Disconnect	16.02
33	DS3 Loop to Customer Premise Migration	29.76
34	DS3 Loop to Customer Premise Install	17.41
35	DS3 Loop to Customer Premise Disconnect	9.68
36	Line Port (DS0, Analog, ISLU) Install	1.83
37	Line Port (DS0, Analog, ISLU) Disconnect	1.70
38	Channelized DS1 line port (TR-303-IDT) Install	17.41
39	Channelized DS1 line port (TR-303-IDT) Disconnect	12.77
40	Fiber Cross Connects Install (LGX)	8.49
41	Fiber Disconnect (LGX)	9.27
42	SS7 Links (DS0) Install	22.04
43	SS7 Links (DS0) Disconnect	6.90
44	SS7 Links (DS1) Install	20.34
45	SS7 Links (DS1) Disconnect	5.67
46	SS7 STP global title translations 'A Link' only Install	26.53
47	SS7 STP global title translations 'A Link' only Disconnect	26.53
48	SS7 STP message transfer part 'A Link' only (port) Install	18.80
49	SS7 STP message transfer part 'A Link' only (port) Disconnect	18.03

SAMPLE OUTPUT

Input Record

State&Company = AnyState	Batch Run	Date of Run: 3/13/98
Inputs	**Selected Values**	**Default Values**
Copper Loop Percentage:	40%	40%
CO Staffed Percentage:	80%	80%
Average Trip Time (in minutes):	20	20
Fallout Percentages		
POTS:	2.0%	2.0%
Complex:	2.0%	2.0%
Number of Work Activities Per Order:	4	4
Setup Time (in minutes):	10	10
Variable Overhead:	10.4%	10.4%
Percentage Dedicated Facilities:	100%	100%
General Labor Rates ($ per hour)		
BDAC	$32.40	$32.40
CDAC	$32.40	$32.40
CPC	$34.91	$34.91
CSC	$33.27	$33.27
FCC	$36.64	$36.64
FMAC	$41.97	$41.97
SS I&M/OSP	$40.46	$40.46
LACY	$33.87	$33.87
NTEC	$41.97	$41.97
RCMAC	$33.27	$33.27
SCC	$41.97	$41.97
SSC	$41.97	$41.97
Splicing Tech	$40.46	$40.46
ICSC	$33.27	$33.27

SAMPLE OUTPUT

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
1	POTS / ISDN BRI Migration (TSR)	$ 0.21	<- with overhead	$ 0.19	<- without overhead

1

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
198	***Fall Out Steps***							
199	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out Pull and analyze order RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 33.27	$ 0.03
201	Fall Out Resolve fallout RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 33.27	$ 0.17
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 0.19

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
2	POTS / ISDN BRI Install (TSR)	$ 0.21	<-- with overhead	$ 0.19	<-- without overhead

2

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		60.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		60.0%	-	R	$ -
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		60.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		60.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
49	Pull and analyze order FCC, (copper% * (%_Non_Dedicated))	Provisioning	ILEC manual activity	FCC	0.0%	2.50	R	$ -
55	***Travel Time Steps***							
57	Travel time to the central office CO non staffed, # orders per trip, Copper, %_Non_ Dedicate	Provisioning	ILEC manual activity	FCC	0.0%	20.00	R	$ -
71	***Element Type Detail Steps***							
75	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	0.0%	1.00	R	$ -
77	ILEC MLT test and or ISTF test	Provisioning	CPU Time		40.0%		R	$ -
198	***Fall Out Steps***							
199	Fall Out, RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out Pull and analyze order RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 33.27	$ 0.03
201	Fall Out Resolve fallout RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 33.27	$ 0.17
211	Close order FCC Copper%*%_Non_Dedicated	Provisioning	ILEC manual activity	FCC	0.0%	1.50	R	$ -
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 0.19

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
3	POTS / ISDN BRI Migration (UNE Platform)	$ 0.21	<-- with overhead	$ 0.19	<-- without overhead

3

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
198	*Fall Out Steps*							
199	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out Pull and analyze order RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 33.27	$ 0.03
201	Fall Out Resolve fallout RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 33.27	$ 0.17
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
221	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 0.19

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
4	POTS / ISDN BRI Install (UNE Platform)	$ 0.21	<-- with overhead	$ 0.19	<-- without overhead

4

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		60.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		60.0%	-	R	$ -
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		60.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		60.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
49	Pull and analyze order FCC; (copper% * (% Non Dedicated))	Provisioning	ILEC manual activity	FCC	0.0%	2.50	R	$ -
55	***Travel Time Steps***							
57	Travel time to the central office CO non staffed, # orders per trip, Copper, %_Non_ Dedicate	Provisioning	ILEC manual activity	FCC	0.0%	20.00	R	$ -
71	***Element Type Detail Steps***							
75	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	0.0%	1.00	R	$ -
77	ILEC MLT test and or ISTF test	Provisioning	CPU Time		40.0%		R	$ -
198	***Fall Out Steps***							
199	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out Pull and analyze order RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50 $ 33.27		$ 0.03
201	Fall Out Resolve fallout RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00 $ 33.27		$ 0.17
211	Close order FCC Copper%*%_Non_ Dedicated	Provisioning	ILEC manual activity	FCC	0.0%	1.50	R	$ -
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 0.19

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
5	POTS / ISDN BRI Disconnect (TSR / UNE Platform)	$ 0.21	<-- with overhead	$ 0.19	<-- without overhead

5

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
19	SWITCH inventories as spare and shows available for re-assignment (equipment & facility)	Provisioning	SWITCH		100.0%	-	R	$ -
28	SOAC delivers recent change disconnect information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
198	*Fall Out Steps*							
199	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out Pull and analyze order RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 33.27	$ 0.03
201	Fall Out Resolve fallout RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 33.27	$ 0.17
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 0.19

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
6	POTS / ISDN BRI Migration (UNE Loop)	$ 1.97	<-- with overhead	$ 1.79	<-- without overhead

6

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		60.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		60.0%	-	R	$ -
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		60.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		60.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
48	Pull and analyze order FCC, (copper%)	Provisioning	ILEC manual activity	FCC	40.0%	2.50	$ 36.64	$ 0.61
55	*Travel Time Steps*							
56	Travel time to the central office CO non staffed, # orders per trip, Copper	Provisioning	ILEC manual activity	FCC	2.0%	20.00	$ 36.64	$ 0.24
71	*Element Type Detail Steps*							
73	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	FCC	40.0%	0.25	$ 36.64	$ 0.06
74	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	40.0%	1.00	$ 36.64	$ 0.24
76	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	FCC	40.0%	0.25	$ 36.64	$ 0.06
82	Install DSO TSI at RT (CPU time)	Provisioning	CPU Time		60.0%		R	$ -
198	*Fall Out Steps*							
202	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out: Pull and analyze order LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 33.87	$ 0.03
204	Fall Out: Resolve fallout LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 33.87	$ 0.17
209	*Close Order Steps*							
210	Close order FCC Copper%	Provisioning	ILEC manual activity	FCC	40.0%	1.50	$ 36.64	$ 0.37
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 1.79

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
7	POTS / ISDN BRI Install (UNE Loop)	$ 1.90	<-- with overhead	$ 1.72	<-- without overhead

7

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100 0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100 0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100 0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100 0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100 0%	-	R	$ -
16	LFACS makes OSP assignments, e g , cable and pair	Provisioning	LFACS		100 0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100 0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100 0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		60.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		60.0%	-	R	$ -
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		60.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		60.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
48	Pull and analyze order FCC, (copper%)	Provisioning	ILEC manual activity	FCC	40.0%	2 50	$ 36 64	$ 0 61
55	***Travel Time Steps***							
56	Travel time to the central office CO non staffed, # orders per trip, Copper	Provisioning	ILEC manual activity	FCC	2.0%	20.00	$ 36 64	$ 0 24
71	***Element Type Detail Steps***							
74	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	40.0%	1 00	$ 36 64	$ 0 24
76	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	FCC	40.0%	0 25	$ 36 64	$ 0 06
78	CLEC MLT test and or ISTF test	Provisioning	CPU Time		NA			
82	Install DSO TSI at RT (CPU time)	Provisioning	CPU Time		60.0%		R	$ -
198	***Fall Out Steps***							
202	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out Pull and analyze order LAC	Provisioning	ILEC manual activity	LAC	2.0%	2 50	$ 33 87	$ 0 03
204	Fall Out Resolve fallout LAC	Provisioning	ILEC manual activity	LAC	2.0%	15 00	$ 33 87	$ 0 17
209	***Close Order Steps***							
210	Close order FCC Copper%	Provisioning	ILEC manual activity	FCC	40.0%	1 50	$ 36 64	$ 0 37
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100 0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100 0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100 0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 1.72

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
8	POTS / ISDN BRI Disconnect (UNE Loop)	$ 1.70	<-- with overhead	$ 1.54	<-- without overhead

8

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
19	SWITCH inventories as spare and shows available for re-assignment (equipment & facility)	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		80.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		80.0%	-	R	$ -
36	OPS/INE delivers disconnect message to INE	Provisioning	OPS / INE		80.0%	-	R	$ -
38	OPS/INE updates WFA/C	Provisioning	OPS / INE		80.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		80.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
48	Pull and analyze order FCC, (copper%)	Provisioning	ILEC manual activity	FCC	40.0%	2.50	$ 36.64	$ 0.61
55	***Travel Time Steps***							
56	Travel time to the central office CO non staffed, # orders per trip, Copper	Provisioning	ILEC manual activity	FCC	2.0%	20.00	$ 36.64	$ 0.24
71	***Element Type Detail Steps***							
79	Remove jumper from MDF	Provisioning	ILEC manual activity	FCC	40.0%	0.50	$ 36.64	$ 0.12
84	Remove DSO TSI at RT (CPU Time)	Provisioning	CPU Time		80.0%		R	$ -
198	***Fall Out Steps***							
202	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out Pull and analyze order LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 33.87	$ 0.03
204	Fall Out Resolve fallout LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 33.87	$ 0.17
209	***Close Order Steps***							
210	Close order FCC Copper%	Provisioning	ILEC manual activity	FCC	40.0%	1.50	$ 36.64	$ 0.37
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 1.54

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
9	Feature Changes	$ 0.21	← with overhead	$ 0.19	← without overhead

9

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
198	***Fall Out Steps***							
199	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out Pull and analyze order, RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 33.27	$ 0.03
201	Fall Out Resolve fallout RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 33.27	$ 0.17
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 0.19

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
10	4 Wire Migration (UNE Loop)	$ 18.49	<-- with overhead	$ 16.75	<-- without overhead

10

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre Order	Premis, ALOC, BOSS, CRIS		100 0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre Order	WFA/FORCE, ACTIVIEW		100 0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100 0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100 0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100 0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100 0%	-	R	$ -
16	LFACS makes OSP assignments, e g , cable and pair	Provisioning	LFACS		100 0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100 0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100 0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100 0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
52	Pull and analyze order NTEC, (copper%)	Provisioning	ILEC manual activity	NTEC	40.0%	2 50	$ 41 97	$ 0 70
54	Pull and analyze order SSC	Provisioning	ILEC manual activity	SSC	100 0%	2 50	$ 41.97	$ 1.75
55	*Travel Time Steps*							
61	Travel time to the central office CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.0%	20.00	$ 41 97	$ 0 28
64	Travel time within the staffed central office CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	8.0%	10.00	$ 41.97	$ 0 56
71	*Element Type Detail Steps*							
120	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100 0%	15 00	$ 41 97	$ 10 49
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	40.0%	1.00	$ 41.97	$ 0 28
125	Install cross connect MDF (COSMIC like frame, e g punch-down, 1 four wire jumper)	Provisioning	ILEC manual activity	NTEC	40.0%	2 00	$ 41 97	$ 0.56
150	Perform testing (1000 Hz)	Provisioning	ILEC manual activity	SSC	40.0%	1.00	$ 41.97	$ 0.28
156	Remove cross connect from MDF (Cosmic-like frame, e g punch down, 2 four wire)	Provisioning	ILEC manual activity	NTEC	40.0%	2 00	R	$ -
198	*Fall Out Steps*							
205	Fall Out Pull and analyze order CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34 91	$ 0 03
206	Fall Out Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30 00	$ 34.91	$ 0 35
214	Close order NTEC Copper%	Provisioning	ILEC manual activity	NTEC	40.0%	1 50	$ 41 97	$ 0.42
216	Close order SSC	Provisioning	ILEC manual activity	SSC	100 0%	1.50	$ 41.97	$ 1.05
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100 0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100 0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100 0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 16.75

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
11	4 Wire Install (UNE Loop)	$ 11.54	<-- with overhead	$ 10.45	<-- without overhead

11

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
52	Pull and analyze order: NTEC, (copper%)	Provisioning	ILEC manual activity	NTEC	40.0%	2.50	$ 41.97	$ 0.70
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 41.97	$ 1.75
55	***Travel Time Steps***							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.0%	20.00	$ 41.97	$ 0.28
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	8.0%	10.00	$ 41.97	$ 0.56
71	***Element Type Detail Steps***							
82	Install DSO TSI at RT (CPU time)	Provisioning	CPU Time		80.0%		R	$ -
83	NCTE installation & testing	Provisioning	ILEC manual activity	SSTA/MOSP	100.0%	2.00	R	$ -
127	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 four wire jumpers)	Provisioning	ILEC manual activity	NTEC	40.0%	4.00	$ 41.97	$ 1.12
146	Install Cross connect (4 wire SMAS, wire wrap)	Provisioning	ILEC manual activity	NTEC	40.0%	6.00	$ 41.97	$ 1.68
150	Perform testing (1000 Hz)	Provisioning	ILEC manual activity	SSC	40.0%	1.00	$ 41.97	$ 0.28
152	Perform testing (loss, noise, 3-tone slope, loopback, etc.)	Provisioning	ILEC manual activity	SSC	40.0%	8.00	$ 41.97	$ 2.24
198	***Fall Out Steps***							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	40.0%	1.50	$ 41.97	$ 0.42
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 10.45

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
12	4 Wire Disconnect (UNE Loop)	$ 8.91	<-- with overhead	$ 8.07	<-- without overhead

12

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D=(A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		60.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		60.0%	-	R	$ -
36	OPS/INE delivers disconnect message to INE	Provisioning	OPS / INE		60.0%	-	R	$ -
38	OPS/INE updates WFA/C	Provisioning	OPS / INE		60.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		60.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
44	TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility)	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
52	Pull and analyze order NTEC, (copper%)	Provisioning	ILEC manual activity	NTEC	40.0%	2.50	$ 41.97	$ 0.70
54	Pull and analyze order SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 41.97	$ 1.75
55	***Travel Time Steps***							
63	Travel time to the central office CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.0%	20.00	$ 41.97	$ 0.28
64	Travel time within the staffed central office CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	8.0%	10.00	$ 41.97	$ 0.56
71	***Element Type Detail Steps***							
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	40.0%	1.00	$ 41.97	$ 0.28
123	NTEC contacts SSC to verify valid disconnect	Provisioning	ILEC manual activity	NTEC	40.0%	1.50	$ 41.97	$ 0.42
153	Remove SMAS (wire wrap)	Provisioning	ILEC manual activity	NTEC	40.0%	6.00	$ 41.97	$ 1.68
155	Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire)	Provisioning	ILEC manual activity	NTEC	40.0%	2.00	$ 41.97	$ 0.56
198	***Fall Out Steps***							
205	Fall Out: Pull and analyze order CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out: Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
214	Close order: NTEC Copper%	Provisioning	ILEC manual activity	NTEC	40.0%	1.50	$ 41.97	$ 0.42
216	Close order SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 8.07

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
13	2 Wire Migration at the FDI	$ 19.76	<-- with overhead	$ 17.90	<-- without overhead

13

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	2.50	$ 40.46	$ 1.69
55	*Travel Time Steps*							
68	Travel time to FDI / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	20.00	$ 40.46	$ 6.74
71	*Element Type Detail Steps*							
101	Setup time / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	10.00	$ 40.46	$ 3.37
102	Perform continuity test for ILEC	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	0.25	$ 40.46	$ 0.17
103	Install cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	2.00	$ 40.46	$ 1.35
104	Tear down setup / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	10.00	$ 40.46	$ 3.37
198	*Fall Out Steps*							
202	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out Pull and analyze order LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 33.87	$ 0.03
204	Fall Out Resolve fallout LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 33.87	$ 0.17
213	Close order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.50	$ 40.46	$ 1.01
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 17.90

Item #	AnyState - NRC Elements	Total Cost		Total Cost	
14	2 Wire Disconnect at the FDI	$ 19.02	← with overhead	$ 17.22	← without overhead

14

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step #	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	2.50	$ 40.46	$ 1.69
55	*Travel Time Steps*							
68	Travel time to FDI / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	20.00	$ 40.46	$ 6.74
71	*Element Type Detail Steps*							
105	Setup time / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	10.00	$ 40.46	$ 3.37
106	Perform continuity test for ILEC	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	0.25	$ 40.46	$ 0.17
107	Remove existing cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.00	$ 40.46	$ 0.67
108	Tear down setup / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	10.00	$ 40.46	$ 3.37
198	*Fall Out Steps*							
202	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out: Pull and analyze order: LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 33.87	$ 0.03
204	Fall Out: Resolve fallout: LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 33.87	$ 0.17
213	Close order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.50	$ 40.46	$ 1.01
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 17.22

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
15	4 Wire Migration at the FDI	$ 53.91	<-- with overhead	$ 48.83	<-- without overhead

15

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Prentis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
51	Pull and analyze order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	2.50	$ 40.46	$ 1.69
53	Pull and analyze order NTEC	Provisioning	ILEC manual activity	NTEC	100.0%	2.50	$ 41.97	$ 1.75
54	Pull and analyze order SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 41.97	$ 1.75
55	***Travel Time Steps***							
62	Travel time to the central office CO non staffed/orders per trip*Copper % "R"	Provisioning	ILEC manual activity	NTEC	2.0%	20.00	R	$ -
65	Travel time within the staffed central office CO staffed/#orders per trip*Copper % "R"	Provisioning	ILEC manual activity	NTEC	8.0%	10.00	R	$ -
69	Travel time to FDI / 1 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	20.00	$ 40.46	$ 13.49
71	***Element Type Detail Steps***							
110	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100.0%	15.00	$ 41.97	$ 10.49
111	Setup time / 1 work activity	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	10.00	$ 40.46	$ 6.74
112	Install cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	4.00	$ 40.46	$ 2.70
113	Tear down setup / 1 work activity	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	10.00	$ 40.46	$ 6.74
114	Remove SMAS (wire wrap)	Provisioning	ILEC manual activity	NTEC	40.0%	6.00	R	$ -
115	Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire)	Provisioning	ILEC manual activity	NTEC	40.0%	2.00	R	$ -
198	***Fall Out Steps***							
205	Fall Out. Pull and analyze order CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
213	Close order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.50	$ 40.46	$ 1.01
215	Close order NTEC	Provisioning	ILEC manual activity	NTEC	100.0%	1.50	$ 41.97	$ 1.05
216	Close order SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 48.83

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
16	4 Wire Disconnect at the FDI	$ 32.91	<-- with overhead	$ 29.81	<-- without overhead

16

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
51	Pull and analyze order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	2.50	$ 40.46	$ 1.69
54	Pull and analyze order SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 41.97	$ 1.75
55	***Travel Time Steps***							
69	Travel time to FDI / 1 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	20.00	$ 40.46	$ 13.49
71	***Element Type Detail Steps***							
116	Setup time / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	10.00	$ 40.46	$ 3.37
117	Remove existing cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	4.00	$ 40.46	$ 2.70
118	Tear down setup / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	10.00	$ 40.46	$ 3.37
124	SS I&M OSP contacts SSC to verify valid disconnect	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.50	$ 40.46	$ 1.01
198	***Fall Out Steps***							
205	Fall Out Pull and analyze order CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
213	Close order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.50	$ 40.46	$ 1.01
216	Close order SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 29.81

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
17	2 Wire Migration at 6 line NID	$ 36.66	<-- with overhead	$ 33.21	<-- without overhead

17

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	2.50	$ 40.46	$ 1.69
70	Travel time to customer premises / 1 work activity	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	20.00	$ 40.46	$ 13.49
71	*Element Type Detail Steps*							
158	Customer contact to gain access	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	3.00	$ 40.46	$ 2.02
159	Setup time / 1 work activity	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	10.00	$ 40.46	$ 6.74
160	Rearrange cross wire at NID	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	2.00	$ 40.46	$ 1.35
161	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	0.25	$ 40.46	$ 0.17
162	Tear down setup / 1 work activity	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	10.00	$ 40.46	$ 6.74
213	Close order SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.50	$ 40.46	$ 1.01
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 33.21

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
18	Channelized DS1 Virtual Feeder to RT Install	$ 17.41	<-- with overhead	$ 15.77	<-- without overhead

18

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
9	CLEC gateway sends LSR to EXACT	Order	CLEC gateway		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
12	EXACT and TUF sends request to SOP	Provisioning	EXACT, TUF		100.0%	-	R	$ -
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
35	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
46	CPU time for NMA for PM data from test	Provisioning	NMA		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
50	Pull and analyze order FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 41.97	$ 1.75
55	***Travel Time Steps***							
58	Travel time to the central office CO non staffed, # orders per trip	Provisioning	ILEC manual activity	FMAC	5.0%	20.00	$ 41.97	$ 0.70
67	Travel time within the staffed central office CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 41.97	$ 1.40
71	***Element Type Detail Steps***							
87	Install DSX cross connect (5 Wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 41.97	$ 7.00
90	CPU time at SONET MUX (DS1)	Provisioning	CPU Time		100.0%		R	$ -
91	CPU time at RT (DS1 TSI)	Provisioning	CPU Time		100.0%		R	$ -
92	Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 41.97	$ 3.50
186	Performance monitoring testing	Provisioning	CPU Time		95.0%		R	$ -
188	Retrieve and analyze performance monitoring data	Provisioning	CPU Time		100.0%		R	$ -
190	Intrusive test (ITS)	Provisioning	CPU Time		5.0%		R	$ -
191	CPU time for registers	Provisioning	CPU Time		1.0%		R	$ -
198	***Fall Out Steps***							
205	Fall Out Pull and analyze order CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
209	***Close Order Steps***							
212	Close order FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 15.77

Matrix #	AnyState - NRC Elements	Total Cost		Total Cost	
19	Channelized DS1 Virtual Feeder to RT Disconnect	$ 13.55	<- with overhead	$ 12.27	<- without overhead

19

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
37	OPS/INE delivers disconnect message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
44	TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility)	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
50	Pull and analyze order FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 41.97	$ 1.75
55	***Travel Time Steps***							
58	Travel time to the central office CO non staffed, # orders per trip	Provisioning	ILEC manual activity	FMAC	5.0%	20.00	$ 41.97	$ 0.70
67	Travel time within the staffed central office CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 41.97	$ 1.40
71	***Element Type Detail Steps***							
93	CPU Time at SONET MUX (DS1)	Provisioning	CPU Time		100.0%		R	$ -
94	CPU Time at RT (DS1 TSI)	Provisioning	CPU Time		100.0%		R	$ -
95	Remove DSX cross connect (5 Wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 41.97	$ 7.00
198	***Fall Out Steps***							
205	Fall Out Pull and analyze order CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
212	Close order FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 12.27

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
20	DS1 Interoffice Transport Install	$ 7.37	<-- with overhead	$ 6.67	<-- without overhead

20

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
9	CLEC gateway sends LSR to EXACT	Order	CLEC gateway		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
12	EXACT and TUF sends request to SOP	Provisioning	EXACT, TUF		100.0%	-	R	$ -
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
35	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
42	PICS sends plug in assignments to TIRKS	Provisioning	PICS		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
46	CPU time for NMA for PM data from test	Provisioning	NMA		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
50	Pull and analyze order FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 41.97	$ 1.75
55	***Travel Time Steps***							
59	Travel time to the central office. CO non staffed, # orders per trip "R"	Provisioning	ILEC manual activity	FMAC	5.0%	20.00	R	$ -
71	***Element Type Detail Steps***							
178	Install card for DCS	Provisioning	ILEC manual activity	FMAC	25.0%	2.00	R	$ -
179	Install card for SONET MUX (high speed - OC48 to STS1 or DS3)	Provisioning	ILEC manual activity	FMAC	100.0%	2.00	R	$ -
180	Install plug in for low speed DS1 (low speed STS1 to DS1)	Provisioning	ILEC manual activity	FMAC	25.0%	2.00	R	$ -
181	Electronic cross connect on DCS	Provisioning	CPU Time		100.0%		R	$ -
183	Electronic cross connect on low speed DS1 (low speed DS1)	Provisioning	CPU Time		100.0%		R	$ -
185	Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 41.97	$ 3.50
186	Performance monitoring testing	Provisioning	CPU Time		95.0%		R	$ -
188	Retrieve and analyze performance monitoring data	Provisioning	CPU Time		100.0%		R	$ -
190	Intrusive test (ITS)	Provisioning	CPU Time		5.0%		R	$ -
191	CPU time for registers	Provisioning	CPU Time		1.0%		R	$ -
198	***Fall Out Steps***							
205	Fall Out Pull and analyze order. CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
209	***Close Order Steps***							
212	Close order. FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
220	SOAC updates WFA, NSDB, and CABS	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 6.67

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
21	DS1 Interoffice Transport Disconnect	$ 0.42	<-- with overhead	$ 0.38	<-- without overhead

21

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
9	CLEC gateway sends LSR to EXACT	Order	CLEC gateway		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
12	EXACT and TUF sends request to SOP	Provisioning	EXACT, TUF		100.0%	-	R	$ -
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
37	OPS/INE delivers disconnect message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
44	TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility)	Provisioning	TIRKS		100.0%	-	R	$ -
71	***Element Type Detail Steps***							
182	Electronic disconnect on DCS	Provisioning	CPU Time		100.0%		R	$ -
184	Electronic disconnect on low speed DS1 (low speed DS1)	Provisioning	CPU Time		100.0%		R	$ -
198	***Fall Out Steps***							
205	Fall Out Pull and analyze order CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
220	SOAC updates WFA, NSDB, and CABS	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 0.38

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
22	DS3 Interoffice Transport Install	$ 7.37	<-- with overhead	$ 6.67	<-- without overhead

22

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
9	CLEC gateway sends LSR to EXACT	Order	CLEC gateway		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
12	EXACT and TUF sends request to SOP	Provisioning	EXACT, TUF		100.0%	-	R	$ -
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
35	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
42	PICS sends plug-in assignments to TIRKS	Provisioning	PICS		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
46	CPU time for NMA for PM data from test	Provisioning	NMA		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
50	Pull and analyze order FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 41.97	$ 1.75
55	***Travel Time Steps***							
59	Travel time to the central office CO non staffed, # orders per trip "R"	Provisioning	ILEC manual activity	FMAC	5.0%	20.00	R	$ -
71	***Element Type Detail Steps***							
164	Install card for DCS	Provisioning	ILEC manual activity	FMAC	25.0%	2.00	R	$ -
166	Install card for SONET MUX (high speed - OC48 to STS1 or DS3)	Provisioning	ILEC manual activity	FMAC	100.0%	2.00	R	$ -
168	Electronic cross connect on DCS	Provisioning	CPU Time		100.0%		R	$ -
170	Electronic cross connect on SONET MUX	Provisioning	CPU Time		100.0%		R	$ -
172	Perform remote PRSB15 test	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 41.97	$ 3.50
173	Performance monitoring testing	Provisioning	CPU Time		85.0%		R	$ -
174	Retrieve and analyze performance monitoring data	Provisioning	CPU Time		100.0%		R	$ -
175	Intrusive test (ITS)	Provisioning	CPU Time		5.0%		R	$ -
176	CPU time for registers	Provisioning	CPU Time		1.0%		R	$ -
198	***Fall Out Steps***							
205	Fall Out Pull and analyze order CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out Resolve fallout CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
209	***Close Order Steps***							
212	Close order FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
220	SOAC updates WFA, NSDB, and CABS	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 6.67

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
23	DS3 Interoffice Transport Disconnect	$ 0.42	<-- with overhead	$ 0.38	<-- without overhead

23

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D=(A x B x C)/60 Cost w/out Overhead ($)
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
9	CLEC gateway sends LSR to EXACT	Order	CLEC gateway		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
12	EXACT and TUF sends request to SOP	Provisioning	EXACT, TUF		100.0%	-	R	$ -
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
37	OPS/INE delivers disconnect message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
44	TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility)	Provisioning	TIRKS		100.0%	-	R	$ -
71	*Element Type Detail Steps*							
169	Electronic disconnect on DCS	Provisioning	CPU Time		100.0%		R	$ -
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 34.91	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 34.91	$ 0.35
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
220	SOAC updates WFA, NSDB, and CABS	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 0.38

NRC #	AnyState - NRC Elements	Total Cost		Total Cost	
24	2 Wire Loop, different CO Migration	$ 19.11	<-- with overhead	$ 17.31	<-- without overhead

24

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

SAMPLE OUTPUT

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
41	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
52	Pull and analyze order: NTEC, (copper%)	Provisioning	ILEC manual activity	NTEC	40.0%	2.50 $	41.97	$ 0.70
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50 $	41.97	$ 1.75
55	***Travel Time Steps***							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.0%	20.00 $	41.97	$ 0.28
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	8.0%	10.00 $	41.97	$ 0.56
71	***Element Type Detail Steps***							
80	Remove jumper from MDF	Provisioning	ILEC manual activity	FCC	40.0%	0.50	R	$ -
120	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100.0%	15.00 $	41.97	$ 10.49
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	40.0%	1.00 $	41.97	$ 0.28
129	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	NTEC	40.0%	0.25 $	41.97	$ 0.07
130	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 wire jumpers)	Provisioning	ILEC manual activity	NTEC	40.0%	2.00 $	41.97	$ 0.56
131	Install cross connect (2 wire wrap, to AD4 ADTS Channel Bank / unitized SMAS)	Provisioning	ILEC manual activity	NTEC	40.0%	1.50 $	41.97	$ 0.42
133	Install channel unit at AD4 (Z Office)	Provisioning	ILEC manual activity	NTEC	40.0%	2.00	R	$ -
134	DCS CPU Time (A Office)	Provisioning	CPU Time		40.0%		R	$ -
150	Perform testing (1000 Hz)	Provisioning	ILEC manual activity	SSC	40.0%	1.00 $	41.97	$ 0.28
151	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	NTEC	40.0%	0.25 $	41.97	$ 0.07
198	***Fall Out Steps***							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50 $	34.91	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00 $	34.91	$ 0.35
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	40.0%	1.50 $	41.97	$ 0.42
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50 $	41.97	$ 1.05
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 17.31