

7/11/01

Draft Proposed TWTC – ILEC  
Special Access Business Rules

<b>Title:</b>		
<b>Provisioning On Time Performance - Met Commitments SA 1 (aka CDDD)</b>		
<b>Definition:</b>		
This metric measures the Percent of Orders completed as verified by TWTC on or before the first confirmed customer desired due date, or a subsequent TWTC initiated and verified change in the order due date.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• ILEC Test Orders</li> <li>• Disconnect Orders</li> <li>• ILEC Administrative orders</li> <li>• Record Orders</li> <li>• Orders that are not complete. (Orders are included in the month that they are completed)</li> </ul>		
<b>Performance Standard:</b>		
Greater Than or Equal to 96% within confirmed customer desired due date.		
<b>Report Dimensions</b>		
Report By:	Geography:	
<ul style="list-style-type: none"> <li>• TWTC Specific</li> <li>• ILEC Retail</li> <li>• ILEC Affiliate (if applicable)</li> <li>• CLEC Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• <b>State Level</b></li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>Business Rule</b>	The percent of orders completed on or before the <b>Customer Desired</b> due date. A requested change in order due date is communicated by a supplemental issue of the ASR ("SUPP").	
<b>Products</b>	ILEC Retail: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCx</li> </ul>	Special Access: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OcX</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Orders where the Order completion date is on or before the customer desired due date.	Number of orders completed for product group.

<b>Title:</b>		
<b>Installation Quality (SA 2) aka New Ckt Failure Rate</b>		
<b>Definition:</b>		
This metric measures the percent of new TWTC circuits installed by ILEC where a reported trouble was found in the network within 30 days of order completion. Includes Test OK and found OK trouble disposition codes.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble.</li> <li>• Customer Premises Equipment (CPE) troubles verified by the customer</li> <li>• <b>Independent Company Circuits</b></li> </ul>		
<b>Performance Standard:</b>		
Less than or equal to 1.0 trouble reports within 30 days per 100 circuits installed during the reporting calendar month by product type (1% or less).		
<b>Report Dimensions</b>		
Report By:	Geography:	
<ul style="list-style-type: none"> <li>• TWTC Specific</li> <li>• ILEC Retail</li> <li>• ILEC Affiliate (if applicable)</li> <li>• ILEC aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• <b>State Level</b></li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>Business Rule</b>	Includes trouble reports received on the same day, or the day following ILEC completion of TWTC's order within 30 calendar days of order completion. Data is captured by product type.	
<b>Products</b>	ILEC Retail: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCx</li> </ul>	Special Access: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OcX</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of trouble reports on circuits installed within 30 days of trouble report.	Total circuits installed in calendar month.

<b>Title:</b>		
<b>Order Confirmation Timeliness (SA 3-01) aka FOC Timeliness</b>		
<b>Definition:</b>		
This metric measures the percentage of ILEC Firm Order Confirmations (FOC), <b>including electronic facility checks</b> , within the specified timeframes.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• ILEC Test Orders.</li> <li>• Weekend and holiday hours (other than flow-through):</li> <li>• Weekend hours (<b>Midnight</b> Friday <b>through Midnight Sunday</b>).</li> <li>• Holiday hours (<b>Midnight</b> of the business day preceding the holiday to <b>Midnight</b> of the holiday).</li> </ul>		
<b>Performance Standard:</b>		
<b>Firm Order Confirmation:</b>		
<ul style="list-style-type: none"> <li>• Electronically submitted or Manually submitted Orders with <b>electronic facility checks</b>: <ul style="list-style-type: none"> <li>• <b>95% within 48 hours.</b></li> </ul> </li> </ul>		
<b>Report Dimensions</b>		
Report By:	Geography:	
<ul style="list-style-type: none"> <li>• TWTC Specific</li> <li>• ILEC Affiliate (if applicable)</li> <li>• CLEC Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• <b>By appropriate ordering center</b></li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>Business Rule</b>	The amount of elapsed time in business days between ILEC receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC), with <b>electronic facility checks</b> to TWTC. Measures percentage on-time FOCs returned to TWTC. <b>Note:</b> The received date is restarted for rejected orders, and for each SUPP to change address, connecting facility assignment (CFA), or anything that materially affects the design of the circuit.	
<b>SA 4 - 01</b>	<b>% On Time FOC - Electronic facility checks (Electronically or Manually submitted)</b>	
<b>Products</b>	Special Access Services: <ul style="list-style-type: none"> <li>• DSO</li> <li>• DS1</li> <li>• DS3</li> <li>• Ocx</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic or manual ASRs <b>with electronic facility checks</b> , sent where confirmation date and time minus <b>received</b> date and time is less than standard for specified product.	Total number of electronic or manual ASRs <b>with electronic facility checks confirmed in measurement month.</b>

<b>Title:</b>	
<b><u><a href="#">DLR Timeliness (SA 3-02)</a></u></b>	
<b>Definition:</b>	
This metric measures the delivery of a Design Layout Record (DLR), within the specified timeframes.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• ILEC Test Orders.</li> <li>• Weekend and holiday hours (other than flow-through):</li> <li>• Weekend hours (<b>Midnight</b> Friday <b>through Midnight Sunday</b>).</li> <li>• Holiday hours (<b>Midnight</b> of the business day preceding the holiday to <b>Midnight</b> of the holiday).</li> <li>•</li> </ul>	
<b>Performance Standard:</b>	
<b>Design Layout Record:</b>	
<ul style="list-style-type: none"> <li>• <b>DLR delivery target is dependent upon the service interval and assumes TWTC has populated the DRC field on the ASR.</b></li> </ul>	
<b>Report Dimensions</b>	
Report By:	Geography:
<ul style="list-style-type: none"> <li>• TWTC Specific</li> <li>• ILEC Affiliate (if applicable)</li> <li>• CLEC Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• <b>By Appropriate Ordering Center</b></li> </ul>
<b>Metric Calculation Specifics</b>	
<b>Business Rule</b>	Measures percentage on-time <b>DLRs</b> returned to TWTC <b>within the timeframe defined by the service order interval</b> . <b>Note:</b> The received date is restarted for rejected orders, and for each SUPP to change address, connecting facility assignment (CFA), or anything that materially affects the design of the circuit.
<b>SA 4-02</b>	<b>% On Time Design Layout Record (DLR)</b>
<b>Products</b>	Special Access Services: <ul style="list-style-type: none"> <li>• <b>Message Trunks</b></li> <li>• DS1</li> <li>• DS3</li> <li>• Ocx</li> </ul>
<b>Calculation</b>	<b>Numerator</b>
	<b>Denominator</b>
	Number of DLRs completed on or before <b>system driven DLR Delivery Date</b>
	Number of DLRs due in month.

<b>Title:</b>
<b>Percent Missed <u>Customer Desired Due Dates (CDDD)</u> Due to a Lack of Facilities (SA 4)</b>
<b>Definition:</b>
This metric measures the percent of missed <u>CDDD's</u> due to ILEC <u>placing the order in Pending Facility (PF) status</u> .

- ILEC Test Orders
- Disconnect Orders
- ILEC Administrative orders
- Ret64.582n17 Tc6423rj 74.25 0 TD 0 Tc 0.24L

603582n17 Tc2523rj 74TD 0 Tthat a/F4not complete. TD TD 0 Ta/F4in 0 dg -30litymonthTthat lityTa/F4completed5 1.5 r387

<b>Title:</b>		
<b>Trouble Duration Intervals (SA 5) aka MTTR</b>		
<b>Definition:</b>		
This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) measures the average duration time from trouble receipt to trouble clearance. It includes Test-OK and Found-OK. Measured on a running clock basis, but excludes customer validated no access time.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Subsequent reports (additional customer calls while the trouble is pending)</li> <li>• Customer Premises Equipment (CPE) troubles</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by BST employees in the course of performing preventative maintenance, where no customer reported a trouble.</li> <li>• <b>Independent Company Circuits</b></li> </ul>		
<b>Performance Standard:</b>		
<p><b>For DSO and DS1 products, MTTR is</b></p> <ul style="list-style-type: none"> <li>• Not to exceed 4 hours.</li> </ul> <p><b>For DS3 and OCx, MTTR is:</b></p> <ul style="list-style-type: none"> <li>• Not to exceed 4 hours.</li> </ul>		
<b>Report Dimensions</b>		
Report By:	Geography:	
<ul style="list-style-type: none"> <li>• TWTC Specific</li> <li>• CLEC Aggregate</li> <li>• ILEC Affiliate (if applicable)</li> <li>• ILEC Retail</li> </ul>	<ul style="list-style-type: none"> <li>• <b>State Level</b></li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>Business Rule</b>	The restoral interval for resolution of TWTC requested maintenance and repair is the elapsed time, measured in hours and tenths of hours, from TWTC's submission of a customer trouble to ILEC regardless of the ultimate resolution of the trouble, to the time ILEC confirms trouble resolution with TWTC. The elapsed time is accumulated by service type and trouble disposition code for the reporting period. The accumulated time is divided by the count of maintenance tickets reported as resolved by ILEC (by service type and trouble type) during the period.	
<b>Products</b>	ILEC Retail: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCx</li> </ul>	Special Access: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCx</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of trouble clear date and time minus trouble receipt date and time for product group	Number of trouble reports for product group.

<b>Title:</b>		
<b>Reject/Query Timeliness (SA 6) aka Clarification Timeliness</b>		
<b>Definition:</b>		
Reject/Query Timeliness measures the time from ILEC receipt of TWTC ASR to the return of a reject/order clarification.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• ILEC Test Orders</li> <li>• Duplicate Rejects/Queries</li> <li>• Weekend and holiday hours (other than flow-through):</li> <li>• Weekend hours (<b>Midnight</b> Friday <b>through Midnight Sunday</b>).</li> <li>• Holiday hours (<b>Midnight</b> of the business day preceding the holiday to <b>Midnight</b> of the holiday).</li> </ul>		
<b>Performance Standard:</b>		
<b>Electronically or Manually Submitted Orders:</b> 95% within 24 hours.		
<b>Report Dimensions</b>		
Report By:	Geography:	
<ul style="list-style-type: none"> <li>• TWTC Specific</li> <li>• ILEC Affiliate (if applicable)</li> <li>• CLEC Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• <b>By Appropriate Ordering Center</b></li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>Business Rule</b>	The amount of elapsed time (in hours and minutes) between receipt of an ASR and distribution of an ASR reject/query.	
<b>Products</b>	Special Access: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• Ocx</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic or faxed rejects/queries sent where reject date and time minus the submission date and time is within the standard for the specified product.	Total number of ASRs electronically or faxed submitted rejected/queried for a specified product.

<b>Title:</b>		
<b>Customer Trouble Report Rate (SA 7) aka Failure Frequency</b>		
<b>Definition:</b>		
<p>This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network or a trouble condition was not found (Found OK and Test OK), per 100 circuits in service.</p> <p><b>Subsequent Reports:</b> Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information, will be permitted but will not be counted against the initial trouble report.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Troubles reported on ILEC official (administrative) lines.</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Customer Premises Equipment (CPE) troubles</li> <li>• Subsequent trouble reports while the initial trouble report is pending.</li> <li>• <b>Independent Company Circuits</b></li> </ul>		
<b>Performance Standard:</b>		
Not greater than 1.0 trouble reports per 100 circuits (1% CTRR).		
<b>Report Dimensions</b>		
Report By:	Geography:	
<ul style="list-style-type: none"> <li>• TWTC Specific</li> <li>• ILEC Retail</li> <li>• ILEC Affiliate (if applicable)</li> <li>• CLEC Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• <b>State Level</b></li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>Business Rule</b>	TWTC and ILEC repair reports are entered into and tracked via ILEC WFA (work force administration). Repair reports are downloaded nightly into ILEC TMS (trouble management system). Reports are counted in the month they post to ILEC TMS.	
<b>Products</b>	ILEC Retail: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCx</li> </ul>	Special Access: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OcX</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of all trouble reports with found network troubles or not-found troubles.	Number of circuits in service.

<b>Title:</b>		
<b>Repeat Trouble Reports (SA 8) aka Repeat Report Rate</b>		
<b>Definition:</b>		
<p>This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble is found. A repeat trouble report is defined as a trouble on the same circuit as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeats will be classified as a repeat report.</p> <p>The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble.</li> <li>• Excluded from the repeat reports are: subsequent reports (additional customer calls while the trouble is pending).</li> <li>• Customer Premises Equipment (CPE) troubles when verified by the customer.</li> <li>• Troubles reported but not found (Found OK and Test OK).</li> <li>• Troubles closed due to customer actions.</li> <li>• <b>Independent Company Circuits</b></li> </ul>		
<b>Performance Standard:</b>		
<ul style="list-style-type: none"> <li>• Not to exceed 3.5% by product type.</li> </ul>		
<b>Report Dimensions</b>		
Report By:	Geography:	
<ul style="list-style-type: none"> <li>• ILEC Retail</li> <li>• CLEC Aggregate</li> <li>• TWTC Specific</li> <li>• ILEC Affiliate (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>State Level</b></li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>Business Rule</b>	Includes customer trouble reports (by product type) received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an original of a repeat report, and the second report is marked as a repeat. If a third report is received within 30 days, the second report is marked as an original of a repeat report as well as being a repeat, and the third report is marked as a repeat. In this instance, there would be 2 repeat reports.	
<b>Products</b>	ILEC Retail: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCx</li> </ul>	Special Access: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCx</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of troubles by product type that had previous troubles closed within the last 30 days.	Number of troubles by product type reported within the <b>previous</b> calendar month.

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Title: