Appendix I: Ordering/Provisioning Benchmarks

Measurement

Timely Response for OSS Queries
Percent Timeouts for PreOrder/Ordering

Function

Response Interval for Real-Time OSS Queries. Manual and Electronic loop qualification queries also are measured.

Calculation Methodology

Timeliness of Response Interval = Σ [(Query Response Received in X seconds/hours - Query Submission Date and Time) / (Number of Queries Submitted in Reporting Period)]

Business Rules

The response interval for each query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data (or reject notification) to the CLEC. Elapsed time is accumulated for each major query or transaction type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period.

- The elapsed time for an ILEC query is measured from the point in time when the ILEC customer service agent submits the request for identical or similar information into the ILEC OSS until the time when the ILEC OSS returns the requested information to the ILEC customer service agent, or a hard copy of the information is returned to the ILEC customer service agent.
- As additional functionality is established by the industry, for example with respect to unbundled network elements, the reporting dimensions may be expanded.
- Elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. (Hours for manual loop qualification.)
- Elapsed time is to be measured through automated rather than manual monitoring and logging.
- Timeouts are determined if longest interval for type of query is exceeded. (i.e. timeouts for address validation measured if no response received in 330 seconds, timeouts for CSRs measured if no response received in 60 seconds, etc.

Levels of Disaggregation

Query Type

Performance Standard

Pre-Ordering

Telephone Number Reservations:
1-30 telephone numbers in 2 seconds and none (0%) greater than 5 seconds
31 or more telephone numbers in less than 2 hours
Address Verification: 2 seconds
CSR: 5 seconds
Parsed CSR: 11 seconds
Service Availability: 5 seconds
Due Date: 2 seconds
Dispatch: 8 seconds
PIC: 2 sec
Loop Qualification = 5 seconds

Error/Rejection Interval for all Query Types

Manual Loop Qualification = 48 hours
:Percent Time Out's = 0.10 percent.

Appendix I: Ordering/Provisioning Benchmarks

Measurement and Purpose

Percent of Change Management Notices and Documentation Sent On-Time

Function

Change Management

Calculation Methodology

Percent of Change Management Notices Sent On Time = Σ [(Change Management Notifications Sent Within Required Time Frames) / (Total Number of Change Management Notices Sent)] x 100

Percent of Change Management Final Documentation Sent On Time = Σ [(Change Management Documentation Sent Within Required Time Frames After Notices) / (Total Number of Change Management Documentation Sent)] x 100

Average Delay Dates for Change Notices =Σ [(Date Notice Sent – Date Notice Due) / (Total Number of Notices Sent)]

Average Delay Dates for Final Documentation =Σ [(Date Final Documentation Provided – Final Documentation Due) / (Total Final Change Management Documents Sent)]

Percent ILEC Changes vs. CLEC Changes Made = Σ ([Number of Type 5 CLEC-Initiated Changes Implemented in Period) / (Total Number of CLEC Changes Requested] x 100; and Σ [(Number of Type 4 ILEC-Initiated Changes Implemented in Period) / (Total Number of ILEC Changes Requested)] x 100

- Ratios will be expressed in terms of percentage and compared.
- Counts of rejected and pending requests also will be reported monthly for both Type 4 (ILEC initiated) and Type 5 (CLEC initiated) categories.

Business Rules

- These metrics are designed to measure the percent of change management notices and associated final documentation sent to the CLEC according to notification/documentation standards and timeframes prescribed by the Parties' Change Management Agreement.
- Each type of change management notice is to be reported separately (see Appendix C).
- Timely documentation is to be measured separately to the extent that times for providing documentation after each type of notice differ.
- Documentation that is not accurate and complete to the extent that CLECs can implement change to their interfaces is not considered timely sent.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- The accumulation of elapsed time is based on business days/hours.
- Change notification must comply with agreed upon business rules for notification procedures and definition of type of change.
- Any changes made without notification will be considered "sent late".

Levels of Disaggregation

See Appendix C

Performance Standard

98% on-time notification
98% on-time final documentation

Measurement

Percent Software Problem Resolution Timeliness

Function
OSS Software Change Problems

Calculation Methodology

Percent Software Problems Resolved On-Time = Σ [Number of Times Problem Resolved on Time / Number of Problems Resolved] x 100

Average Delay Hours/Days for Software Problem =Σ [(Date and Time Problem Resolution Confirmed by CLEC –Date and Time Problem Resolution Due) / (Total Number of Problems Resolved)]

Business Rules

- During a 30 day period following release to production, ILEC will track the number of changes required as a result of CLEC experiencing malfunctions during the execution of transactions directly related to the pre-defined conditions in the test desk.
- A transaction is defined as failed if the request cannot be submitted or processed or results in incorrect or improperly formatted data.
- ILEC may exclude any CLEC malfunctions if both parties agree that malfunctions were CLEC's fault. If parties cannot agree on fault, then ILEC must report the number of malfunction incidents in dispute.
- Problem resolution timeliness will reflect the percentage of preorder and order transaction rejections resolved within the timeframe errors with and without work-around.
- Problem resolution time will start being measured from time problem reported to help desk to time CLEC concurs that problem no longer exists as confirmed on resolution notice call from the ILEC's help desk.

Levels of Disaggregation

Software Problems without work-around
Software Problems with work-around

Performance Standard

Software errors with no work-around should be corrected in 24 hours.
Software errors with work-arounds should be corrected in 72 hours.

Appendix I: Ordering/Provisioning Benchmarks

Measurement

Percent Help Desk Responses in X Days to Billing and Order/PreOrder Placement/Status Issues (On-Time)

Function

Timeliness of Responses to CLEC Inquiries blocking them from accessing ordering or preorder information, or in obtaining missing notifiers.

Calculation Methodology

Percent Response Provided in X Days = Σ [(Number of Response Commitments Met) / (Number of Responses Due in Reporting Period)] x 100

Business Rules

ILEC must report on whether or not time a substantive response is provided by account representatives of ILEC's support centers when missing notifiers or problems keeping orders from being accepted or preorder query information from being received.. For instance, if contract requires a response to a billing inquiry in 24 hours, then on-time responses would be those received within 24 hours after the CLEC places a query to the appropriate point of contact and compared to all the responses to billing queries due that reporting period. If an ILEC account representative promises a response in X amount of time, the metric would address whether that commitment was met compared with all the other committed answers due that month. The measurement would be equivalent to an Estimated Time to Repair or Repair Appointment Met metric applied to non-maintenance types of problems. Missed commitments are those days/hours between the time the response was due and the time the response was actually received. For ILEC retail measurement, time to respond to end user bill questions and other business office queries would be measured.

- All queries answered while the CLEC or ILEC retail customer is on the phone will be considered on time for this metric.
- Responses on missing notifiers must provide the notifier or information on when the order will be completed, including close to billing. For inquiries keeping CLECs from obtaining ordering or preorder information, the response must provide informationt that enables the order to be placed or the query information to be accessed.
- Any new response commitment provided during the partial response must be measured for on-time performance as well and will be counted as a new commitment.
- If CLEC poses more than one question on same call, ILEC may provide different response commitments for each query and measure each query separately.
- CLEC and ILEC may devise a priority rating system for measurement by which the CLEC will identify the type of query upon reaching a representative at the CLEC center and the type of response interval required for such a query. (i.e., questions regarding problems with an OSS gateway blocking order placement or pre-order queries may receive a higher priority than a question to explain a business rule that is not impeding order activity.)
- If ILEC is uncertain about whether response qualified as meeting the commitment interval, ILEC may seek CLEC agreement that response commitment has been met. Responses that no action has been taken yet on a query do not count as timely.
- If a question is posed to the wrong center, the center receiving the query will direct the CLEC immediately to the appropriate center to respond to the question.

Levels of Disaggregation

Missing Notifier Status
Billing Issues

Performance Standard

Billing = 100% in 24 hours of request for information
Pre-Ordering/Ordering Help Desk = 98% within 3 days

Appendix I: Ordering/Provisioning Benchmarks

Other = 95% within response commitment provided by ILEC

Appendix I: Ordering/Provisioning Benchmarks

Measurement

Mean Time to Provide Daily Usage Feed

Function
Timeliness of Billing Record Delivery

Calculation Methodology
Percent Recorded Usage Records Provided in X Days of Recording = Σ [(Data Sets Transmitted in 3 Days Recording) / (Count of All Messages Transmitted in Reporting Period)]

Business Rules
This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or by CLEC access customers (by the AMA recording equipment associated with the ILEC switch) and the time when the data set, in a compliant format, is successfully transmitted to the CLEC. For each usage record, the calendar date and time of usage recording is compared to the calendar date and time of successful completion of data set transmission to the CLEC. The number of hours and tenths of hours elapsed between message recording and data set transmission will constitute the elapsed delivery time. The elapsed delivery time is accumulated for each usage record with the resulting total number of hours accumulated being divided by the number of complete usage records in all the data sets transmitted.

- The elapsed time for delivery of ILEC usage records is measured from the time of message recording, as captured on the ILEC's AMA tape, to the time the AMA tape is converted to billing format (EMR format or equivalent).
- Mean time to deliver usage records is to be reported separately for end user usage and access related usage.
- The usage accuracy measure identified here is similar to the type of measures that ILECs commonly institute in service contracts with long distance service suppliers who use ILEC billing services.

Levels of Disaggregation
Interface Type

Performance Standard
99.94% in 24 hours
100% in 48 hours

Appendix I: Ordering/Provisioning Benchmarks

Measurement

Mean Time to Deliver Invoices

Function
Timeliness of Billing Record Delivery

Calculation Methodology
Percent Delivered in 4 Days of Close of Billing Cycles = Σ [(Invoice Transmission of Invoice in 4 Days or Less of Close of Billing Cycle / (Count of Invoices Transmitted in Reporting Period) x 100]

Business Rules
This measure captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC. For each invoice, the calendar date of the scheduled close of Bill Cycle is compared to the calendar date that successful invoice transmission to the CLEC completes. The number of calendar days elapsed between scheduled Bill Cycle close and completion of invoice transmission will constitute the elapsed delivery time. The elapsed delivery time is accumulated for each invoice with the resulting total number of days accumulated divided by the number of complete invoices sent in the reporting period.

- The elapsed time for ILEC invoice delivery is measured from the scheduled close date of the retail customer bill cycle to the transmission of the customer bill to CLEC in a format appropriate for delivery to retail customers.
- Excluded situations:
  - Any invoices rejected due to formatting or content errors

Levels of Disaggregation
See Appendix D

Performance Standard
100% in 48 hours

Appendix I: Ordering/Provisioning Benchmarks

Measurement and Purpose

Percent Billing Errors Corrected in X Days

Function

Timeliness of Billing Error Corrections

Calculation Methodology

Percent Billing Errors Corrected in X Days = Σ [(Number of ILEC Responses in X Days/Hours) / (Total Number of Queries in Reporting Period)] x 100

Business Rules

- This measurement applies to the daily usage feed and carrier bills.
- Performance for this measurement is measured at two levels:
  - Severity 1 Bill Affecting where X = 24 hours with a maximum of 5 business days to correct error
  - Severity 2 Non-Bill Affecting where X = 3 business days with a maximum of 10 business days to correct error
- Elapsed time is measured in business days/hours. Clock starts when ILEC receives the CLEC's query or request for an adjustment (whether in electronic, written or voice form) and the clock stops when the CLEC receives the correct usage record and fully adjusted carrier bill from the ILEC.
- The ILEC shall send correct usage record within X days/hours of receipt of a query.
- Only usage records fully corrected to the CLEC's specifications will be considered timely.
- This measurement applies to the daily usage feed and carrier wholesale bill adjustments.
- Performance for the DUF measurement is measured at two levels:
  - Severity 1 Bill Affecting where X = 24 hours with a maximum of 5 business days to correct error
  - Severity 2 Non-Bill Affecting where X = 3 business days with a maximum of 10 business days to correct error
- Elapsed time is measured in business days/hours. Clock starts when ILEC receives the CLEC's query or request for an adjustment (whether in electronic, written or voice form) and the clock stops when the CLEC receives the correct usage record or adjusted carrier bill from the ILEC.
- The ILEC will adjust bill within X days (generally next CLEC bill unless adjustment request received after middle of the month)..

- Excluded situations:
  - CLEC may agree to exclude adjustments disputed by ILEC from metric. If ILEC does not wish to accept mutual agreement with CLECs on such exclusion, ILEC must report separately the number of queries in dispute at end of the month as separate sub-metric

Levels of Disaggregation

DUF Errors Severity 1
DUF Errors Severity 2
Carrier Invoice Errors
Amounts and percent of adjustment requests pending (disputed)

Performance Standard

DUF Errors

Severity 1 = 90% corrected in 24 hours and 100% in 5 business days
Severity 2 = 90% corrected in 3 business days and 100% in 10 business days

Appendix I: Ordering/Provisioning Benchmarks

Carrier Bill Errors

98% by next carrier bill

Installation and FOC/LSRC Intervals

Measurement Description	MCIW Business Need	
	Installation Interval (In Business Days Unless Otherwise Noted)	FOC/LSRC (In Business Days Unless Otherwise Noted)
UNE-P/Resale	1	1 hour (fully electronic); 4 hours (partially electronic) 14 hours manual
UNBUNDLED LOOP PROVISIONING		
2 and 4 Wire analog voice grade loop	3	See above (more time may be provided if facilities checks are done)
2 wire digital (other than xDSL) 2-wire xDSL 4 wire digital 4 wire HDSL Line Sharing Line Splitting EELs	3 (1-5) 5 (6-14) 7 (15+) Parity or no more than 3 days. New EELs On Ring = 3 days Off Ring = 10 days Special Access to EELs conversion 10 days including billing change	See above (more time may be provided if facilities checks are done)