NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
21	DS1 Interoffice Transport Disconnect	$ 0.48	<-- with overhead	$ 0.45	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
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*							$ 0.45

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
22	DS3 Interoffice Transport Install	$ 8.92	<-- with overhead	$ 8.34	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ 52.60	$ 2.19
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	$ 52.60	$ 4.38
173	Performance monitoring testing	Provisioning	CPU Time		95.0%		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	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 8.34

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
23	DS3 Interoffice Transport Disconnect	$ 0.48	<-- with overhead	$ 0.45	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
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*							$ 0.45

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
24	2 Wire Loop, different CO Migration	$ 24.38	<-- with overhead	$ 22.81	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
80	Remove jumper from MDF	Provisioning	ILEC manual activity	FCC	50.0%	0.50	R	$ -
120	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100.0%	15.00	$ 52.60	$ 13.15
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	50.0%	1.00	$ 52.60	$ 0.44
129	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	NTEC	50.0%	0.25	$ 52.60	$ 0.11
130	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 wire jumpers)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	$ 52.60	$ 0.88
131	Install cross connect (2 wire wrap, to AD4 ADTS Channel Bank / unitized SMAS)	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
133	Install channel unit at AD4 (Z Office)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	R	$ -
134	DCS CPU Time (A Office)	Provisioning	CPU Time'		50.0%		R	$ -
150	Perform testing (1000 Hz.)	Provisioning	ILEC manual activity	SSC	50.0%	1.00	$ 52.60	$ 0.44
151	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	NTEC	50.0%	0.25	$ 52.60	$ 0.11
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 22.81

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
25	2 Wire Loop, different CO Install	$ 9.74	<-- with overhead	$ 9.11	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
130	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 wire jumpers)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	$ 52.60	$ 0.88
131	Install cross connect (2 wire wrap, to AD4 ADTS Channel Bank / unitized SMAS)	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
133	Install channel unit at AD4 (Z Office)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	R	$ -
134	DCS CPU Time (A Office)	Provisioning	CPU Time		50.0%		R	$ -
150	Perform testing (1000 Hz.)	Provisioning	ILEC manual activity	SSC	50.0%	1.00	$ 52.60	$ 0.44
151	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	NTEC	50.0%	0.25	$ 52.60	$ 0.11
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 9.11

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
26	2 Wire Loop, different CO Disconnect	$ 8.68	<-- with overhead	$ 8.12	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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	$ -
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	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	50.0%	1.00	$ 52.60	$ 0.44
132	Remove (2 wire wrap to AD4 ADTS Channel Bank / unlitized SMAS)	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order, CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 8.12

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
27	4 Wire Loop, different CO Migration	$ 24.85	<-- with overhead	$ 23.25	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
120	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100.0%	15.00	$ 52.60	$ 13.15
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	50.0%	1.00	$ 52.60	$ 0.44
125	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 1 four wire jumper)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	$ 52.60	$ 0.88
133	Install channel unit at AD4 (Z Office)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	R	$ -
134	DCS CPU Time (A Office)	Provisioning	CPU Time		50.0%		R	$ -
137	Install cross connect (4 wire wrap to AD4 Channel Bank / unitized SMAS)	Provisioning	ILEC manual activity	NTEC	50.0%	3.00	$ 52.60	$ 1.32
150	Perform testing (1000 Hz.)	Provisioning	ILEC manual activity	SSC	50.0%	1.00	$ 52.60	$ 0.44
154	Remove SMAS (wire wrap)	Provisioning	ILEC manual activity	NTEC	50.0%	6.00	R	$ -
156	Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	R	$ -
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 23.25

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
28	4 Wire Loop, different CO Install	$ 10.32	<-- with overhead	$ 9.66	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
125	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 1 four wire jumper)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	$ 52.60	$ 0.88
133	Install channel unit at AD4 (Z Office)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	R	$ -
134	DCS CPU Time (A Office)	Provisioning	CPU Time		50.0%		R	$ -
137	Install cross connect (4 wire wrap to AD4 Channel Bank / unitized SMAS)	Provisioning	ILEC manual activity	NTEC	50.0%	3.00	$ 52.60	$ 1.32
150	Perform testing (1000 Hz.)	Provisioning	ILEC manual activity	SSC	50.0%	1.00	$ 52.60	$ 0.44
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 9.66

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
29	4 Wire Loop, different CO Disconnect	$ 9.86	<-- with overhead	$ 9.22	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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	$ -
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	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	50.0%	1.00	$ 52.60	$ 0.44
126	Remove cross connect MDF (COSMIC-like frame, e.g. punch-down, 1 four wire jumper)	Provisioning	ILEC manual activity	NTEC	50.0%	1.00	$ 52.60	$ 0.44
138	Remove cross connect (4 wire wrap to ADI Channel Bank / unitized SMAS)	Provisioning	ILEC manual activity	NTEC	50.0%	3.00	$ 52.60	$ 1.32
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 9.22

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
30	DS1 Loop to Customer Premise Migration	$ 38.44	<-- with overhead	$ 35.96	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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*							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
60	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	FMAC	2.5%	20.00	$ 52.60	$ 0.44
66	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	FMAC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
120	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100.0%	15.00	$ 52.60	$ 13.15
122	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	FMAC	100.0%	1.00	$ 52.60	$ 0.88
139	Install DSX cross connect (5 wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 52.60	$ 8.77
140	Remove DSX wire cross connect (5 wire, existing ILEC service)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	R	$ -
142	Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 52.60	$ 4.38
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 35.96

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
31	DS1 Loop to Customer Premise Install	$ 28.13	<-- with overhead	$ 26.31	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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*							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
60	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	FMAC	2.5%	20.00	$ 52.60	$ 0.44
66	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	FMAC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
139	Install DSX cross connect (5 wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 52.60	$ 8.77
142	Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 52.60	$ 4.38
143	Install plug-in at RT	Provisioning	ILEC manual activity	FMAC	50.0%	2.00	R	$ -
144	Install plug-in at ADM	Provisioning	ILEC manual activity	FMAC	50.0%	2.00	R	$ -
145	Install DS1 Smart Jack (Intelligent RJ48)	Provisioning	ILEC manual activity	FMAC	100.0%	2.00	R	$ -
148	Perform loop back analysis test	Provisioning	ILEC manual activity	SSC	100.0%	5.00	$ 52.60	$ 4.38
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 26.31

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
32	DS1 Loop to Customer Premise Disconnect	$ 19.70	<-- with overhead	$ 18.42	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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	$ 52.60	$ 2.19
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
60	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	FMAC	2.5%	20.00	$ 52.60	$ 0.44
66	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	FMAC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
122	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	FMAC	100.0%	1.00	$ 52.60	$ 0.88
141	Remove DSX cross connect (5 wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 52.60	$ 8.77
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 18.42

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
33	DS3 Loop to Customer Premise Migration	$ 36.10	<-- with overhead	$ 33.77	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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*							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
67	Travel time within the staffed central office: CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 52.60	$ 1.75
71	*Element Type Detail Steps*							
120	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100.0%	15.00	$ 52.60	$ 13.15
122	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	FMAC	100.0%	1.00	$ 52.60	$ 0.88
165	Perform DSX1 cross connect	Provisioning	ILEC manual activity	FMAC	100.0%	6.00	$ 52.60	$ 5.26
172	Perform remote PRSB15 test	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 52.60	$ 4.38
173	Performance monitoring testing	Provisioning	CPU Time		95.0%		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	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 33.77

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
34	DS3 Loop to Customer Premise Install	$ 21.10	<-- with overhead	$ 19.74	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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*							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
67	Travel time within the staffed central office: CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 52.60	$ 1.75
71	*Element Type Detail Steps*							
165	Perform DSX3 cross connect	Provisioning	ILEC manual activity	FMAC	100.0%	6.00	$ 52.60	$ 5.26
166	Install card for SONET MUX (high speed - OC48 to STS1 or DS3)	Provisioning	ILEC manual activity	FMAC	100.0%	2.00	R	$ -
167	Install card for SONET MUX (high speed - OC48 to STS1 or DS3)	Provisioning	ILEC manual activity	FMAC	100.0%	2.00	R	$ -
170	Electronic cross connect on SONET MUX	Provisioning	CPU Time		100.0%		R	$ -
171	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	$ 52.60	$ 4.38
173	Performance monitoring testing	Provisioning	CPU Time		95.0%		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	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 19.74

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
35	DS3 Loop to Customer Premise Disconnect	$ 11.73	<-- with overhead	$ 10.97	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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	$ 52.60	$ 2.19
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
67	Travel time within the staffed central office: CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 52.60	$ 1.75
71	*Element Type Detail Steps*							
122	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	FMAC	100.0%	1.00	$ 52.60	$ 0.88
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 10.97

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
36	Line Port (DS0, Analog, ISLU) Install	$ 2.59	<-- with overhead	$ 2.42	<-- without overhead

36

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
15	SOAC analyzes order, generates assignment requests for COE and IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100.0%	-	R	$ -
21	SOAC receives COE and IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
22	COSMOS / SWITCH assigns OE	Provisioning	SWITCH		50.0%	-	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		50.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
48	Pull and analyze order: FCC, (copper%)	Provisioning	ILEC manual activity	FCC	50.0%	2.50	$ 43.29	$ 0.90
55	*Travel Time Steps*							
56	Travel time to the central office: CO non staffed, # orders per trip, Copper	Provisioning	ILEC manual activity	FCC	2.5%	20.00	$ 43.29	$ 0.36
71	*Element Type Detail Steps*							
74	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	50.0%	1.00	$ 43.29	$ 0.36
77	ILEC MLT test and or ISTF test	Provisioning	CPU Time		50.0%		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	$ 44.00	$ 0.04
201	Fall Out: Resolve fallout: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 44.00	$ 0.22
209	*Close Order Steps*							
210	Close order FCC,Copper%	Provisioning	ILEC manual activity	FCC	50.0%	1.50	$ 43.29	$ 0.54
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*							$ 2.42

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
37	Line Port (DS0, Analog, ISLU) Disconnect	$ 2.40	<-- with overhead	$ 2.24	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
15	SOAC analyzes order, generates assignment requests for COE and IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
19	SWITCH inventories as spare and shows available for re-assignment (equipment & facility)	Provisioning	SWITCH		100.0%	-	R	$ -
21	SOAC receives COE and IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
23	COSMOS / SWITCH removes OE	Provisioning	SWITCH		50.0%	-	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		50.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
48	Pull and analyze order: FCC; (copper%)	Provisioning	ILEC manual activity	FCC	50.0%	2.50	$ 43.29	$ 0.90
55	*Travel Time Steps*							
56	Travel time to the central office: CO non staffed, # orders per trip, Copper	Provisioning	ILEC manual activity	FCC	2.5%	20.00	$ 43.29	$ 0.36
71	*Element Type Detail Steps*							
79	Remove jumper from MDF	Provisioning	ILEC manual activity	FCC	50.0%	0.50	$ 43.29	$ 0.18
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	$ 44.00	$ 0.04
201	Fall Out: Resolve fallout: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 44.00	$ 0.22
209	*Close Order Steps*							
210	Close order: FCC:Copper%	Provisioning	ILEC manual activity	FCC	50.0%	1.50	$ 43.29	$ 0.54
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			
								$ 2.24
224	*End of Process Steps*							

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
38	Channelized DS1 line port (TR-303-IDT) Install	$ 21.10	<-- with overhead	$ 19.74	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
15	SOAC analyzes order, generates assignment requests for COE and IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
25	SWITCH assigns call reference values (CRV)	Provisioning	SWITCH		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		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	$ -
47	*Pull and Analyze Order Steps*							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
67	Travel time within the staffed central office: CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 52.60	$ 1.75
71	*Element Type Detail Steps*							
86	Install IDT line port card	Provisioning	ILEC manual activity	SCC	100.0%	2.00	R	
87	Install DSX cross connect (5 Wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 52.60	$ 8.77
88	Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 52.60	$ 4.38
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 19.74

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
39	Channelized DS1 line port (TR-303-IDT) Disconnect	$ 15.48	<-- with overhead	$ 14.48	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
15	SOAC analyzes order, generates assignment requests for COE and IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
24	SWITCH assigns IDT port	Provisioning	SWITCH		50.0%	-	R	$ -
26	SWITCH deletes call reference values (CRV)	Provisioning	SWITCH		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		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	$ -
47	*Pull and Analyze Order Steps*							
50	Pull and analyze order, FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
89	Remove DSX cross connect (5 Wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 52.60	$ 8.77
122	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	FMAC	100.0%	1.00	$ 52.60	$ 0.88
198	*Fall Out Steps*							
203	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 14.48

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
40	Fiber Cross Connects Install (LGX)	$ 10.31	<-- with overhead	$ 9.64	<-- without overhead

40

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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*							
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	$ -
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*							
50	Pull and analyze order, FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
67	Travel time within the staffed central office: CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 52.60	$ 1.75
71	*Element Type Detail Steps*							
97	Install 2 Fiber cross connects at LGX (2 minutes x 2 Fiber cross connects at LGX)	Provisioning	ILEC manual activity	FMAC	100.0%	4.00	$ 52.60	$ 3.51
99	OTDR (Optical Time Domain Reflecometer) testing using Fiber Check 5000 type system	Provisioning	CPU Time		100.0%		R	$ -
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisionning 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*							$ 9.64

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
41	Fiber Disconnect (LGX)	$ 11.25	<-- with overhead	$ 10.52	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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*							
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	$ -
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*							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
67	Travel time within the staffed central office: CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 52.60	$ 1.75
71	*Element Type Detail Steps*							
98	Remove 2 Fiber cross connects at LGX (2 minutes x 2 Fiber cross connects at LGX)	Provisioning	ILEC manual activity	FMAC	100.0%	4.00	$ 52.60	$ 3.51
122	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	FMAC	100.0%	1.00	$ 52.60	$ 0.88
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 10.52

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
42	SS7 Links (DS0) Install	$ 27.66	<-- with overhead	$ 25.88	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
113	Install channel unit at AD4 (Z Office)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	R	$ -
134	DCS CPU Time (A Office)	Provisioning	CPU Time		50.0%		R	$ -
135	Install CSU/DSU at STP	Provisioning	ILEC manual activity	SCC	100.0%	2.00	R	$ -
137	Install cross connect (4 wire wrap to AD4 Channel Bank / unlitized SMAS)	Provisioning	ILEC manual activity	NTEC	50.0%	3.00	$ 52.60	$ 1.32
147	Perform DDS testing	Provisioning	ILEC manual activity	SSC	100.0%	15.00	$ 52.60	$ 13.15
149	Perform DDS latching loop back test	Provisioning	ILEC manual activity	SSC	100.0%	5.00	$ 52.60	$ 4.38
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 25.88

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
43	SS7 LLinks (DS0) Disconnect	$ 9.39	<-- with overhead	$ 8.78	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	50.0%	1.00	$ 52.60	$ 0.44
198	Remove cross connect (4 wire wrap to AD4 Channel Bank / unitized SMAS)	Provisioning	ILEC manual activity	NTEC	50.0%	3.00	$ 52.60	$ 1.32
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 8.78

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
44	SS7 Links (DS1) Install	$ 24.85	<-- with overhead	$ 23.25	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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 (TIRK%)	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	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
66	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	FMAC	10.0%	10.00	$ 52.60	$ 0.88
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	$ 52.60	$ 4.38
186	Performance monitoring testing	Provisioning	CPU Time		95.0%		R	$ -
187	Install CSU/DSU at STP	Provisioning	ILEC manual activity	SCC	100.0%	2.00	R	$ -
188	Retrieve and analyze performance monitoring data	Provisioning	CPU Time		100.0%		R	$ -
189	Perform SS7 test	Provisioning	ILEC manual activity	SCC	100.0%	15.00	$ 52.60	$ 13.15
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*							
203	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 23.25

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
45	SS7 Links (DS1) Disconnect	$ 7.04	<-- with overhead	$ 6.59	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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	$ -
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	$ -
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	$ 52.60	$ 2.19
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	$ 52.60	$ 0.88
66	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	FMAC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
122	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	FMAC	100.0%	1.00	$ 52.60	$ 0.88
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	$ -
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	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
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*							$ 6.59

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
46	SS7 STP global title translations 'A Link' only Install	$ 32.19	<-- with overhead	$ 30.11	<-- without overhead

46

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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 ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
47	*Pull and Analyze Order Steps*							
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	ssc	100.0%	2.50	$ 52.60	$ 2.19
71	*Element Type Detail Steps*							
193	Build global title translations - service level (input into SEAS / NET PILOT)	Provisioning	ILEC manual activity	scc	100.0%	30.00	$ 52.60	$ 26.30
198	*Fall Out Steps*							
207	Fall Out: Pull and analyze order: SCC	Provisioning	ILEC manual activity	scc	2.0%	2.50	$ 52.60	$ 0.04
208	Fall Out: Resolve fallout: SCC	Provisioning	ILEC manual activity	scc	2.0%	15.00	$ 52.60	$ 0.26
209	*Close Order Steps*							
216	Close order: SSC	Provisioning	ILEC manual activity	ssc	100.0%	1.50	$ 52.60	$ 1.32
224	*End of Process Steps*							$ 30.11

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
47	SS7 STP global title translations 'A Link' only Disconnect	$ 32.19	<-- with overhead	$ 30.11	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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 ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
47	*Pull and Analyze Order Steps*							
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	ssc	100.0%	2.50	$ 52.60	$ 2.19
71	*Element Type Detail Steps*							
193	Build global title translations - service level (input into SEAS / NET PILOT)	Provisioning	ILEC manual activity	scc	100.0%	30.00	$ 52.60	$ 26.30
198	*Fall Out Steps*							
207	Fall Out: Pull and analyze order: SCC	Provisioning	ILEC manual activity	scc	2.0%	2.50	$ 52.60	$ 0.04
208	Fall Out. Resolve fallout: SCC	Provisioning	ILEC manual activity	scc	2.0%	15.00	$ 52.60	$ 0.26
209	*Close Order Steps*							
216	Close order: SSC	Provisioning	ILEC manual activity	ssc	100.0%	1.50	$ 52.60	$ 1.32
224	*End of Process Steps*							$ 30.11

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
48	SS7 STP message transfer part 'A Link' only (port) Install	$ 22.82	<-- *with overhead*	$ 21.35	<-- *without overhead*

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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 ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
47	*Pull and Analyze Order Steps*							
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	ssc	100.0%	2.50	$ 52.60	$ 2.19
71	*Element Type Detail Steps*							
195	Build MTP point code to link set translations	Provisioning	ILEC manual activity	scc	100.0%	15.00	$ 52.60	$ 13.15
196	Insert translations to perform diagnostics and place in available and in-service state	Provisioning	ILEC manual activity	scc	100.0%	5.00	$ 52.60	$ 4.38
198	*Fall Out Steps*							
207	Fall Out: Pull and analyze order: SCC	Provisioning	ILEC manual activity	scc	2.0%	2.50	$ 52.60	$ 0.04
208	Fall Out: Resolve fallout: SCC	Provisioning	ILEC manual activity	scc	2.0%	15.00	$ 52.60	$ 0.26
209	*Close Order Steps*							
216	Close order: SSC	Provisioning	ILEC manual activity	ssc	100.0%	1.50	$ 52.60	$ 1.32
224	*End of Process Steps*							$ 21.35

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
49	SS7 STP message transfer part 'A Link' only (port) Disconnect	$ 21.88	<-- with overhead	$ 20.47	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

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 ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
47	*Pull and Analyze Order Steps*							
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	ssc	100.0%	2.50	$ 52.60	$ 2.19
71	*Element Type Detail Steps*							
195	Build MTP point code to link set translations	Provisioning	ILEC manual activity	scc	100.0%	15.00	$ 52.60	$ 13.15
197	Insert translations to place in an out-of-service and available state	Provisioning	ILEC manual activity	scc	100.0%	4.00	$ 52.60	$ 3.51
198	*Fall Out Steps*							
207	Fall Out: Pull and analyze order: SCC	Provisioning	ILEC manual activity	scc	2.0%	2.50	$ 52.60	$ 0.04
208	Fall Out: Resolve fallout: SCC	Provisioning	ILEC manual activity	scc	2.0%	15.00	$ 52.60	$ 0.26
209	*Close Order Steps*							
216	Close order: SSC	Provisioning	ILEC manual activity	ssc	100.0%	1.50	$ 52.60	$ 1.32
224	*End of Process Steps*							$ 20.47

Attachment C

Legend: NA (not applicable) refers to activities performed by the CLEC or where there is no applicability to the column. R refers to the costs of activities that are recovered elsewhere (i.e. other than non-recurring) such as recurring costs.

NRC Model
Activity Descriptions

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
1	**PRE-ORDER STEPS**				
2	CLEC customer contact	Customer service representative obtains the service address, customer name, and customer service requests.	NA	NA	NA
3	CLEC requests customer address data, CSR, and appointment from ILEC	CLEC representative requests service address information from the customer and then inputs that information into the gateway to confirm that the service address is listed in the ILEC's databases. For migrating customers, the CLEC also requests additional customer information that is found in the Customer Service Record which is stored by the ILEC.	NA	NA	NA
4	ILEC gateway requests address data from Administrative Information System and CSR	The gateway processes the CLEC service request by obtaining Customer Service Record information from the Administrative Information System.	100%	-	
5	ILEC gateway formats & returns address, CSR, and appointment data to CLEC	The gateway passes address verification and CSR information back to CLEC.	100%	-	
6	**ORDERING STEPS**				
7	CLEC customer service representative	CLEC creates Local Service Request (LSR) from information gathered from	NA	NA	NA

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
	inputs LSR information into LOS	the customer and ILEC CSR (if available).			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	The gateway receives, validates and logs the Local Service Request (LSR). At this point, if erroneous information was input into the LSR, the gateway would return the order to a CLEC service representative who would have to correct, then re-input the order. If the order is valid, the ILEC confirms that the order is complete by sending the CLEC a Firm Order Commitment to the CLEC. The ILEC then passes the LSR back to its Service Order Generator (SOG) for further down-stream processing.	100.0%	-	
9	CLEC gateway sends LSR to EXACT	EXACT validates service order request and transmits to TUF.	100%	-	
10	ILEC SOG retrieves CSR data, formats and passes to SOP	The ILEC's SOG receives the LSR data from the gateway and generates a service order (e.g., formats the LSR data into a service order) which is passed to the Service Order Processor (SOP) for processing.	100%	-	
11	**PROVISIONING PROCESSING STEPS**				
12	EXACT and TUF sends request to SOP	TUF is the OSS which translates the USOCs and FIDs that are required; then sends to the ILEC SOP.	100%	-	
13	SOP sends request to SOAC	The ILEC Service Order Processor receives a service order and passes the service order to the SOAC-like system. If the service order is not	100%	-	

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
		properly formatted, SOAC will send the service order back to an ILEC service rep for correction.			
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	SOAC analyzes the service order and sends assignment request to the inventory systems e.g., LFACS, SWITCH, and TIRKS	100%	-	
15	SOAC analyzes order, generates assignment requests for COE and IOF, etc.	SOAC analyzes the service order and sends assignment request to the inventory systems e.g., SWITCH, and TIRKS	100%	-	
16	LFACS makes OSP assignments, e.g., cable and pair	LFACS commits OSP facilities for the assignment request and then sends back to SOAC.	100%	-	
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	LFACS spares up OSP facilities for re-assignment.	100%	-	
18	SWITCH provides equipment and facility assignments	SWITCH commits central office equipment for the assignment request and then sends it back to SOAC.	100%	-	
19	SWITCH inventories as spare and shows available for re-assignment (equipment and facility)	SWITCH spares up central office equipment for the reassignment	100%	-	
20	SOAC receives COE, OSP, IOF, etc.	SOAC receives information back from LFACS, SWITCH, and TIRKS.	100%	-	
21	SOAC receives COE and IOF, etc.	SOAC re-assembles the pieces of information and formulates the customer vertical features (call forwarding, call waiting, etc.) based on customer service demands which	100%	-	

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
		are recorded in USOCs and FIDs. SOAC then forwards this information to MARCH.			
22	COSMOS / SWITCH assigns OE	COSMOS/SWITCH commits central office equipment for the assignment request and then sends it back to SOAC.	=Copper_Percent	-	
23	COSMOS / SWITCH removes OE	COSMOS/SWITCH spares up central office equipment for the reassignment	=Copper_Percent	-	
24	SWITCH assigns IDT port	SWITCH commits LDS ports	=Fiber_Percent	-	
25	SWITCH assigns call reference values (CRV)	CPU processing time	100%	-	
26	SWITCH deletes call reference values (CRV)	CPU processing time	100%	-	
27	SOAC delivers recent change translation information	SOAC re-assembles the pieces of information and formulates the customer vertical features (call forwarding, call waiting, etc.) based on customer service demands which are recorded in USOCs and FIDs. SOAC then forwards this information to MARCH.	100%	-	
28	SOAC delivers recent change disconnect information	SOAC notifies MARCH of disconnect	100%	-	
29	MARCH updates LDS	MARCH updates the Local Digital Switch (LDS) with information about the features and services that the customer has requested.	100%	-	

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
30	SOAC delivers equipment and facility information to NSDB	TIRKS transmits a formatted electronic "word document" which contains the assignment and other information to the Network and Services Database and to the Work Force Administration Control	=Fiber_Percent	-	
31	SOAC delivers equipment and facility information to NSDB (100%)	TIRKS transmits a formatted electronic "word document" which contains the assignment and other information to the Network and Services Database and to the Work Force Administration Control	100%	-	
32	NSDB downloads assignments to OPS/INE	NSDB stores active record and passes the appropriate assignments to Operations Systems/Intelligent Network Elements (OPS/INE). OPS/INE takes the information from NSDB and updates specific INE's.	=Fiber_Percent	-	
33	NSDB downloads assignments to OPS/INE	NSDB stores active record and passes the appropriate assignments to Operations Systems/Intelligent Network Elements (OPS/INE). OPS/INE takes the information from NSDB and updates specific INE's.	100%	-	
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Operations Systems sends a message to the actual Intelligent Network Element and tells it to make certain changes to establish a circuit.	=Fiber_Percent	-	
35	OPS/INE delivers cross connect and equipment provisioning message to INE	Operations Systems sends a message to the actual Intelligent Network Element and tells it to make certain changes to establish a circuit.	100%	-	

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
36	OPS/INE delivers disconnect message to INE	After the INE has been updated, the INE sends a positive acknowledgment back to OPS/INE which then forwards this acknowledgment back to WFA/C.	=Fiber_Percent	-	
37	OPS/INE delivers disconnect message to INE	After the INE has been updated, the INE sends a positive acknowledgment back to OPS/INE which then forwards this acknowledgment back to WFA/C.	100%	-	
38	OPS/INE updates WFA/C	After the INE has been updated, the INE sends a positive acknowledgment back to WFA/C.	=Fiber_Percent	-	
39	OPS/INE updates WFA/C	After the INE has been updated, the INE sends a positive acknowledgment back to WFA/C.	100%	-	
40	WFA/C updates NSDB	WFA/C forwards acknowledgment received from INE back to NSDB.	=Fiber_Percent	-	
41	WFA/C updates NSDB	WFA/C forwards acknowledgment received from INE back to NSDB.	100%	-	
42	PICS sends plug-in assignments to TIRKS	PICS sends correct plug- in to TIRKS for specific service	100%		
43	TIRKS provides equipment and facility assignments	TIRKS receives request from SOAC for trunk and high capacity service information. TIRKS inventories equipment and assigns the required resources to S.O. This step is only performed for special services, interoffice facilities, high capacity services, etc.	100%	-	
44	TIRKS inventories as spare and shows available for re-assignment (equipment and facility)	TIRKS spares up equipment and facilities to allow for reassignment	100%	-	

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
45	TIRKS updates SOAC	After TIRKS has assigned equipment, it sends an assignment completion status to SOAC and forwards an electronic "word document" to WFA/DI (DO) and NSDB.	100%	-	
46	CPU time for NMA for PM data from test	NMA monitors certain network elements for reliability purposes	100%	-	
47	**PULL AND ANALYZE ORDER STEPS**				
48	Pull and analyze order: FCC; (copper %)	Technician in the CO prints and analyzes the order	=Copper_Percent	2.50	FCC
49	Pull and analyze order: FCC; (copper %*(%_Non_Dedicated))	Technician in the CO prints and analyzes the order	=Copper_Percent*Percent_Non_Dedicated	2.50	FCC
50	Pull and analyze order: FMAC	Technician in the CO prints and analyzes the order	100%	2.50	FMAC
51	Pull and analyze order: SS I & M/OSP	Installation Technician prints and analyzes the order	100%	2.50	SS I&M/OSP
52	Pull and analyze order: NTEC; (copper %)	Technician in the CO prints and analyzes the order	=Copper_Percent	2.50	NTEC
53	Pull and analyze order: NTEC	Technician in the CO prints and analyzes the order	100%	2.50	NTEC
54	Pull and analyze order: SSC	Technician in the SSC analyzes the order	100%	2.50	SSC
55	**TRAVEL TIME STEPS**				
56	Travel time to the central office: CO Unstaffed, # Orders per Trip, Copper	When a CO is not staffed a technician must be dispatched to the CO (assumes the technician will perform a # of functions at the same CO)	=CO_Non_Staffed/Number_of_Orders_Per_Trip*Copper_Percent	20.00	FCC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
57	Travel time to the central office: CO Unstaffed, # Orders per Trip, Copper , %_Non_ Dedicated	When a CO is **not** staffed a technician must be dispatched to the CO (assumes the technician will perform a # of functions at the same CO)	=CO_Non_Staffed/Number_of_Orders_Per_Trip*Copper_Percent*Percent_Non_Dedicated	20.00	FCC
58	Travel time to the central office: CO Unstaffed, # Orders per Trip	When a CO is **not** staffed a technician must be dispatched to the CO (assumes the technician will perform a # of functions at the same CO)	=CO_Non_Staffed/Number_of_Orders_Per_Trip	20.00	FMAC
59	Travel time to the central office: CO Unstaffed, # Orders per Trip: "R"	When a CO is **not** staffed a technician must be dispatched to the CO (assumes the technician will perform a # of functions at the same CO)	=CO_Non_Staffed/Number_of_Orders_Per_Trip	20.00	FMAC
60	Travel time to the central office: CO Non Staffed/ Orders per Trip* Copper %	When a CO is **not** staffed a technician must be dispatched to the CO (assumes the technician will perform a # of functions at the same CO)	=CO_Non_Staffed/Number_of_Orders_Per_Trip*Copper_Percent	20.00	FMAC
61	Travel time to the central office: CO Non Staffed/ Orders per Trip* Copper %	When a CO is **not** staffed a technician must be dispatched to the CO (assumes the technician will perform a # of functions at the same CO)	=CO_Non_Staffed/Number_of_Orders_Per_Trip*Copper_Percent	20.00	NTEC
62	Travel time to the central office: CO Non Staffed/ Orders per Trip* Copper %: "R"	When a CO is **not** staffed a technician must be dispatched to the CO (assumes the technician will perform a # of functions at the same CO)	=CO_Non_Staffed/Number_of_Orders_Per_Trip*Copper_Percent	20.00	NTEC
63	Travel time to the central office: CO Non Staffed/ Orders per Trip* Copper %	When a CO is **not** staffed a technician must be dispatched to the CO (assumes the technician will perform a # of functions at the same CO)	=CO_Non_Staffed/Number_of_Orders_Per_Trip*Copper_Percent	20.00	NTEC
64	Travel time within the staffed central office: CO Staffed/ # Orders per Trip* Copper %	This time includes moving from floor to floor within the same building	=CO_Staffed/Number_of_Orders_Per_Trip*Copper_Percent	10.00	NTEC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
65	Travel time within the staffed central office: CO Staffed/ # Orders per Trip* Copper %: "R"	This time includes moving from floor to floor within the same building	=CO_Staffed/Number_of_Orders_Per_Trip*Copper_Percent	10.00	NTEC
66	Travel time within the staffed central office: CO Staffed/ # Orders per Trip* Copper %	FMAC technicians go from frame to frame which are located on different floors of the same building	=CO_Staffed/Number_of_Orders_Per_Trip*Copper_Percent	10.00	FMAC
67	Travel time within the staffed central office: CO Staffed/ # Orders per Trip	FMAC technicians go from frame to frame which are located on different floors of the same building	=CO_Staffed/Number_of_Orders_Per_Trip	10.00	FMAC
68	Travel time to FDI / 2 work activities	This includes the time to travel to the FDI	50%	20.00	SS I&M /OSP
69	Travel time to FDI / 1 work activities	This includes the time to travel to the FDI	100%	20.00	SS I&M /OSP
70	Travel time to customer premises / 1 work activity	This is the time to travel to the customers location	100%	20.00	SS I&M /OSP
71	**ELEMENT TYPE DETAIL STEPS**				
72	**2 WIRE LOOP: Copper**				
73	Perform continuity test (check dial tone and ANI)	Before disconnecting from ILEC switch, test for accurate TN.	=Copper_Percent	0.25	FCC
74	Install cross connect from MDF to CFA appearance	Frame technician runs cross connect in CO	=Copper_Percent	1.00	FCC
75	Install cross connect from MDF to CFA appearance	Frame technician runs cross connect in CO	=Copper_Percent*Percent_Non_Dedicated	1.00	FCC
76	Perform continuity	After running new Cross Connect	=Copper_Percent	0.25	FCC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
	test (check dial tone and ANI)	perform continuity test and ANI.			
77	ILEC MLT test and or ISTF test	ILEC performs MLT and ISTF test	=Copper_Percent		
78	CLEC MLT test and or ISTF test	CLEC performs it's own MLT and ISTF test	NA	NA	NA
79	Remove jumper from MDF	Frame technician removes cross connect jumper that connects to ILEC switch	=Copper_Percent	0.50	FCC
80	Remove jumper from MDF	Frame technician removes cross connect jumper that connects to ILEC switch	=Copper_Percent	0.50	FCC
81	**2 WIRE LOOP: IDLC (GR-303)**				
82	Install DSO TSI at RT (CPU time)	This is CPU time only and is done by OPS/INE to the INE at the RT	=Fiber_Percent	-	
83	NCTE installation and testing	ILEC I&M Technician tests circuit	100%	2.00	
84	Remove DSO TSI at RT (CPU Time)	This is CPU time only and is done by OPS/INE to the INE at the RT	=Fiber_Percent	-	
85	**CHANNELIZED DS1 CAPACITY FOR THE VRT (TR-303)**				
86	Install IDT line port card	Place card in LDS	100%	2.00	SCC
87	Install DSX cross connect (5 Wire)	Technician places the 5 wire cross connect at the DSX frame in the CO to the CLEC collocation.	100%	10.00	FMAC
88	Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU	TL1 command sent from ITS	100%	5.00	FMAC
89	Remove DSX cross	Technician removes the 5 wire cross	100%	10.00	FMAC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
	connect (5 Wire)	connect at the DSX frame			
90	CPU time at SONET MUX (DS1)	This is CPU time only and is done by OPS/INE in the CO	100%		
91	CPU time at RT (DS1 TSI)	This is CPU time only and is done by OPS/INE at the RT	100%		
92	Perform remote quasi random signaling source (QRSS) test via remote ITS-DTAU	TL1 command sent from ITS	100%	5.00	FMAC
93	CPU Time at SONET MUX (DS1)	This is CPU time only and is done by OPS/INE in the CO	100%		
94	CPU Time at RT (DS1 TSI)	This is CPU time only and is done by OPS/INE at the RT	100%		
95	Remove DSX cross connect (5 Wire)	Technician removes the 5 wire cross connect jumper at the DSX frame in the CO	100%	10.00	FMAC
96	**FIBER CROSS CONNECT**				
97	Install 2 Fiber cross connects at LGX (2 min X 2 Fiber cross connects at LGX)	This functions is performed by FMAC Technician.	100%	4.00	FMAC
98	Remove 2 Fiber cross connects at LGX (2 min X 2 Fiber cross connects at LGX)	This function is performed by FMAC Technician.	100%	4.00	FMAC
99	OTDR (Optical Time Domain Reflecometer) testing using Fiber Check 5000 type system	This function is performed when a fiber cross connect is tested. NMA/ITS CPU Time	100%		
100	**2 WIRE CROSS**	The 2 wire Cross Connect that is done			

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
	CONNECT AT THE FDI	at the Feeder Distribution Interface			
101	Setup time / 2 work activities	This includes setting safety cones, opening FDI, getting required tools	50%	10.00	SS I&M /OSP
102	Perform continuity test for ILEC	This test is done to insure that the correct Cross Connects are identified	100%	0.25	SS I&M /OSP
103	Install cross connect (Binding Post)	Perform Cross Connect functions using Binding Posts	100%	2.00	SS I&M /OSP
104	Tear down setup / 2 work activities	This function is performed by the Installation Technician and entails closing the Cross Connect box, replacing tools, and collecting safety cones	50%	10.00	SS I&M /OSP
105	Setup time / 2 work activities	This includes setting safety cones, opening FDI, getting required tools	50%	10.00	SS I&M /OSP
106	Perform continuity test for ILEC	When the Cross Connect is completed, a continuity test is performed	100%	0.25	SS I&M /OSP
107	Remove existing cross connect (Binding Post)	Disconnect performed at Binding Post	100%	1.00	SS I&M /OSP
108	Tear down setup / 2 work activities	This function is performed by the Installation Technician and entails closing the Cross Connect box replacing tools and collecting safety cones	50%	10.00	SS I&M /OSP
109	**4 WIRE CROSS CONNECT AT THE FDI**	The 4 wire Cross Connect that is done at the Feeder Distribution Interface by the Installation Technician			
110	Negotiate customer release (CLEC to ILEC)	SSC contacts the customer (CLEC) to negotiate a time when service can be interrupted.	100%	15.00	SSC
111	Setup time / 1 work activity	This includes setting safety cones, opening FDI, getting required tools	100%	10.00	SS I&M /OSP
112	Install cross connect	This is connecting a Cross Connect at	100%	4.00	SS I&M /OSP

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
	(Binding Post)	the FDI			
113	Tear down setup / 1 work activity	This function is performed by the Installation Technician and entails closing the Cross Connect box replacing tools and collecting safety cones	100%	10.00	SS I&M /OSP
114	Remove SMAS (wire wrap)	CO technician performs wire wrap disconnects in order to disconnect the SMAS points	=Copper_Percent	6.00	NTEC
115	Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire)	Frame technician removes cross connect jumper that connects to ILEC switch	=Copper_Percent	2.00	NTEC
116	Setup time / 2 work activities	This includes setting safety cones, opening FDI, getting required tools	50%	10.00	SS I&M /OSP
117	Remove existing cross connect (Binding Post)	Disconnect performed at Binding Post	100%	4.00	SS I&M /OSP
118	Tear down setup / 2 work activities	This function is performed by the Installation Technician and entails closing the Cross Connect box replacing tools and collecting safety cones	50%	10.00	SS I&M /OSP
119	**4 WIRE LOOP and OTHER DESIGNED SERVICES**				
120	Negotiate customer release (CLEC to ILEC)	SSC contacts the customer (CLEC) to negotiate a time when service can be interrupted	100%	15.00	SSC
121	Monitor circuit for traffic busy and correct assignment	NTEC technician bridges on circuit to insure no traffic on line and that the correct line is being worked on	=Copper_Percent	1.00	NTEC
122	Monitor circuit for traffic busy and	FMAC technician bridges on circuit to insure no traffic on line and that the	100%	1.00	FMAC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
	correct assignment	correct line is being worked on			
123	NTEC contacts SSC to verify valid disconnect	NTEC technician contacts the SSC to ensure that the circuit is ready for disconnect	=Copper_Percent	1.50	NTEC
124	SS I&M OSP contacts SSC to verify valid disconnect	S S I&M / OSP technician contacts the SSC to ensure that the circuit is ready for disconnect	100%	1.50	SS I&M /OSP
125	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 1 four wire jumper)	NTEC technician runs cross connect in CO	=Copper_Percent	2.00	NTEC
126	Remove cross connect MDF (COSMIC-like frame, e.g. punch-down, 1 four wire jumper)	NTEC technician disconnects jumper in CO	=Copper_Percent	1.00	NTEC
127	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 four wire jumpers)	NTEC technician runs cross connect in CO	=Copper_Percent	4.00	NTEC
128	Remove cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 four wire jumpers)	NTEC technician disconnects jumper in CO	=Copper_Percent	2.00	NTEC
129	Perform continuity test (check dial tone and ANI)	When the Cross Connect is completed, a continuity test is performed	=Copper_Percent	0.25	NTEC
130	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 wire jumpers)	NTEC technician runs cross connect in CO	=Copper_Percent	2.00	NTEC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
131	Install cross connect (2 wire wrap, to AD4 ADTS Channel Bank / unitized SMAS)	NTEC technician runs cross connect in CO	=Copper_Percent	1.50	NTEC
132	Remove (2 wire wrap to AD4 ADTS Channel Bank / unitized SMAS)	NTEC technician disconnects jumper in CO	=Copper_Percent	1.50	NTEC
133	Install channel unit at AD4 (Z Office)	NTEC places channel unit in AD4 bank	=Copper_Percent	2.00	NTEC
134	DCS CPU Time (A Office)	CPU Time	=Copper_Percent		
135	Install CSU/DSU at STP		100%	2.00	SCC
136	Remove cross connect (COSMIC-like frame, e.g. punch-down, 2 four wire jumpers)	NTEC technician disconnects jumpers in CO	=Copper_Percent	2.00	NTEC
137	Install cross connect (4 wire wrap to AD4 Channel Bank / unitized SMAS)	NTEC technician disconnects jumpers in CO	=Copper_Percent	3.00	NTEC
138	Remove cross connect (4 wire wrap to AD4 Channel Bank / unitized SMAS)	NTEC technician runs cross connect in CO	=Copper_Percent	3.00	NTEC
139	Install DSX cross connect (5 wire)	FMAC technician connects jumpers in CO	100%	10.00	FMAC
140	Remove DSX wire cross connect (5 wire, existing ILEC service)	NTEC technician disconnects jumpers in CO	100%	10.00	FMAC
141	Remove DSX cross connect (5 wire)	FMAC technician disconnects jumpers in CO	100%	10.00	FMAC
142	Perform remote quasi	TL1 command sent from ITS	100%	5.00	FMAC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
	random signaling source (QRSS) test via remote ITS - DTAU				
143	Install plug-in at RT	FMAC places plug-in at Remote Terminal	=Fiber_Percent	2.00	FMAC
144	Install plug-in at ADM	FMAC technician places plug-ins at Add Drop Mux	=Fiber_Percent	2.00	FMAC
145	Install DS1 Smart Jack (Intelligent RJ48)	I&M Technician installs RJ48 jack at customer premise	100%	2.00	FMAC
146	Install cross connect (4 wire SMAS, wire wrap)	NTEC technician performs wire wrap connections in order to connect the SMAS points	=Copper_Percent	6.00	NTEC
147	Perform DDS testing	SSC performs test	100%	15.00	SSC
148	Perform loop back analysis test	SSC performs test	100%	5.00	SSC
149	Perform DDS latching loop back test	SSC performs test	100%	5.00	SSC
150	Perform testing (1000 Hz.)	SSC performs test	=Copper_Percent	1.00	SSC
151	Perform continuity test (check dial tone and ANI)	When the Cross Connect is completed, a continuity test is performed	=Copper_Percent	0.25	NTEC
152	Perform testing (loss, noise, 3-tone slope, loopback, etc.)	SSC coordinates testing	=Copper_Percent	8.00	SSC
153	Remove SMAS (wire wrap)	NTEC technician performs disconnect to the SMAS points	=Copper_Percent	6.00	NTEC
154	Remove SMAS (wire wrap)	NTEC technician performs disconnect to the SMAS points	=Copper_Percent	6.00	NTEC
155	Remove cross connect from MDF (COSMIC-like frame, e.g. punch-down, 2 four wire)	NTEC technician disconnects jumpers in CO	=Copper_Percent	2.00	NTEC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
156	Remove cross connect from MDF (COSMIC-like frame, e.g. punch-down, 2 four wire)	NTEC technician disconnects jumpers in CO	=Copper_Percent	2.00	NTEC
157	**SIMPLE CROSS CONNECT AT THE NID**	This Cross Connect is done at the customer premise Network Interface Device			
158	Customer contact to gain access	I&M Technician contacts customer to gain access to premises	100%	3.00	SS I&M /OSP
159	Setup time / 1 work activity	Technician sets up cones at customer premise	100%	10.00	SS I&M /OSP
160	Rearrange cross wire at NID	Rearrange wiring and perform the Cross Connect function	100%	2.00	SS I&M /OSP
161	Perform continuity test (check dial tone and ANI)	After the wiring is rearranged the Installation Technician conducts test	100%	0.25	SS I&M /OSP
162	Tear down set up / 1 work activity	This function is performed by the Installation Technician and entails replacing tools, and collecting safety cones	100%	10.00	SS I&M /OSP
163	**DS3 FACILITIES (Loop and Transport)**				
164	Install card for DCS	Install plug-in card	25%	2.00	FMAC
165	Perform DSX3 cross connect	FMAC technician makes cross connections	100%	6.00	FMAC
166	Install card for SONET MUX (high speed - OC48 to STS1 or DS3)	Install plug-in card	100%	2.00	FMAC
167	Install card for SONET MUX (high speed - OC48 to STS1 or DS3)	Install plug-in card	100%	2.00	FMAC

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
168	Electronic cross connect on DCS	CPU time at the DCS	100%		
169	Electronic disconnect on DCS	CPU time at the DCS	100%		
170	Electronic cross connect on SONET MUX	CPU time at the MUX	100%		
171	Electronic cross connect on SONET MUX		100%		
172	Perform remote PRSB15 test	Perform remote PRSB15 test via ITS and external signaling source	100%	5.00	FMAC
173	Performance monitoring testing	This function includes setting up for the test and all associated criteria, monitoring the test	95%		
174	Retrieve and analyze performance monitoring data	The function includes setting up the PM testing capability and routing to the PM center	100%		
175	Intrusive Test (ITS)	This a 15 minute,30 minute, or 1 hour test and monitoring	5%		
176	CPU time for registers	CPU processing time	1%		
177	**DS1 INTEROFFICE TRANSPORT**				
178	Install card for DCS	Install plug-in card	25%	2.00	FMAC
179	Install card for SONET MUX (high speed - OC48 to STS1 or DS3)	Install plug-in card	100%	2.00	FMAC
180	Install plug in for low speed DS1 (low speed STS1 to DS1)	Install plug-in card	25%	2.00	FMAC
181	Electronic cross connect on DCS	CPU time at the DCS	100%		

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
182	Electronic disconnect on DCS	CPU time at the DCS	100%		
183	Electronic cross connect on low speed DS1 (low speed DS1)	CPU time at the DS1 cross connect	100%		
184	Electronic disconnect on low speed DS1 (low speed DS1)	CPU time at the DS1 cross connect	100%		
185	Perform remote quasi random signaling source (QRSS) test via remote ITS -DTAU	Keep alive signal applied to prevent alarms from activating	100%	5.00	FMAC
186	Performance monitoring testing	The function includes setting up the PM testing capability and routing to the PM center	Results from 95% of initial tests are acceptable. - SME		
187	Install CSU/DSU at STP	Install plug-in equipment	100%	2.00	SCC
188	Retrieve and analyze performance monitoring data	This function includes setting up for the test and all associated criteria monitoring the test	100%		
189	Perform SS7 test	Overall continuity test	100%	15. 00	SCC
190	Intrusive Test (ITS)	This a 15 minute, 30 minute, or 1 hour performance test and monitoring	Unacceptable results from initial test (5% of time) require intrusive tests - SME		
191	CPU time for registers	Internal system performance monitoring and calculations	1% require investigation. SME		
192	**SS7 STP GLOBAL TITLE TRANSLATIONS**				
193	Build global title translations - service level (input into SEAS / NET PILOT)	Input GTT into SEAS	100%	30.00	SCC
194	**SS7 STP MESSAGE**				

Step	Task / Activity	Task / Activity Description	Probability Rationale / Formula	Time (Min.)	Rate (Work Center)
	TRANSFER PART				
195	Build MTP point code to link set translations	Build MTP to point code to link set translation at ILEC STP	100%	15.00	SCC
196	Insert translations to perform diagnostics and place in available and in-service state	Perform translations remotely via SEAS / NET PILOT	100%	5.00	SCC
197	Insert translations to place in an out-of-service and available state	Perform translations remotely via SEAS / NET PILOT	100%	4.00	SCC
198	FALL OUT STEPS				
199	Fall Out: RMAs forwarded to PAWS for reconciliation	Some orders are cleared by PAWS while others require RMA	=FO_POTS		
200	Fall Out: Pull and analyze order: RCMAC	This entails analyzing the order and manually clearing the RMA and re-entering the order back into the mechanized process.	=FO_POTS	2.50	RCMAC
201	Fall Out: Resolve fallout: RCMAC	RCMAC clears jeopardy	=FO_POTS	15.00	RCMAC
202	Fall Out: RMA's forwarded to PAWS for reconciliation	CPU	=FO_POTS		
203	Fall Out: Pull and analyze order: LAC	LAC analyzes the order and makes corrections	=FO_POTS	2.50	LAC
204	Fall Out: Resolve fallout: LAC	LAC updates LFACS	=FO_POTS	15.00	LAC
205	Fall Out: Pull and analyze order: CPC	CPC analyzes order	=FO_Complex	2.50	CPC
206	Fall Out: Resolve fallout: CPC	CPC resolves problems with order	=FO_Complex	30.00	CPC
207	Fall Out: Pull and analyze order: SCC	SCC analyzes order	=FO_Complex	2.50	SCC