## AT&T Friendly Test - Consumer Metrics
## Minnesota Phase II Sub - Final Metrics Specifications
## 11/07/01 - 12/31/01

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| Metric | Description | Standard | Result | Definitions/Calculations |
|---|---|---|---|---|
| | | | | |
| **OR** | **Ordering** | | | |
| ATT-MN-OR-1 | Average Acknowledgement Response Time | **<= 15 minutes** | **0.00** | Average response time from receipt of a valid order to the distribution of an acknowledgement **Calculation:** Sum[(Date and time of acknowledgement)-(Date and time of service request receipt)] / Total number of acknowledgements received |
| ATT-MN-OR-2 | % of Orders Acknowledged On Time | **>= 95%** | **100.00%** | Percentage of acknowledgements received within 15 minutes of the order submitted. **Calculation:** (# of acknowledgements received within 15 minutes of order submission / Total number of acknowledgment received) * 100 |
| ATT-MN-OR-3 | Order Acknowledgement Completeness | **100%** | **100.00%** | Percentage of orders that received an acknowledgement. **Calculation:** (# of acknowledgements received / Total number of service requests submitted) * 100 |
| Q-PID-PO-3B-1 | LSR Rejection Notice Interval via EDI (non-mechanized) | **<= 720 business minutes** | **141.55** | Average Non-mechanical LSR rejection notifications received from between order submittal date and time and rejection notification submittal date and time. **Calculation:** Sum[(Date and time of non-mechanical rejection notice transmittal)-(Date and time of LSR receipt)] / (Total number of non-mechanical LSR rejection notifications) |
| Q-PID-PO-3B-2 | LSR Rejection Notice Interval via EDI (mechanized) | **<= 0.3 business minutes** | **235.90** | Average Mechanical LSR rejection notifications received from between order submittal date and time and rejection notification submittal date and time. **Calculation:** Sum[(Date and time of mechanical rejection notice transmittal)-(Date and time of LSR receipt)] / (Total number of mechanical LSR rejection notifications) |
| Q-PID-PO-4B-1 | % LSRs Rejected Sent via EDI (mechanized) | **Diagnostic** | **1.49%** | Percentage of LSRs mechanically rejected after the receipt of a LSR. **Calculation:** ([Total number of LSRs mechanically rejected) / ( Total number of LSRs rejected or FOC'd)] x 100 |
| Q-PID-PO-4B-2 | % LSRs Rejected Sent via EDI (non-mechanized) | **Diagnostic** | **12.80%** | Percentage of LSRs non-mechanically rejected after the receipt of a LSR. **Calculation:** ([Total number of LSRs non-mechanically rejected) / (Total number of LSRs rejected or FOC'd)] x 100 |
| Q-PID-PO-5A-2 | Firm Order Confirmations (FOCs) On Time (Flow-Through) fully electronic response to LSRs/ASRs via EDI | **>= 95% within 20 business minutes** | **63.84%** | Number of FOCs returned within a specified time frame from receipt of a complete and accurate eligible to flow through service request to return of confirmation to CLEC **Calculation:** [Count of LSRs for which the original FOCs "(FOC application date and time) - (LSR received date and time)" is within 20 minutes] / (total number of FOCs) **Note:** FOCs for eligible to flow through orders are assumed to be all flow through FOCs |
| Q-PID-PO-5B-2 | Firm Order Confirmations (FOCs) On Time (Non-Flow-Through) electronic/manual response to LSRs/ASRs via EDI | **>= 90% within 24 business hours** | **No Observations** | Number of FOCs returned within 24 business hours form receipt of a complete and accurate not eligible to flow through service request to return of confirmation to CLEC **Calculation:** [Count of LSRs/ASRs for which the original FOCs "(FOC Notification Date & Time) - (Application Date & Time)" is within 24 business hours] / (total number of FOCs) **Note:** FOCs for not eligible to flow through orders are assumed to be all non flow through FOCs. |

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| Q-PID-PO-8 | Jeopardy Notice Interval | **Parity with Retail POTS** | **No Observations** | The average time lapsed between the date the customer is first notified of an order jeopardy event and the original due date of the order. **Calculation:** [Sum of (Date of the original due date of orders that received jeopardy notification – Date of the first jeopardy notification) / Total orders that received jeopardy notification] |
| Q-PID-PO-9 | Timely Jeopardy Notices | **Parity with Retail POTS** | **0.00** | The percentage of late orders for which advance jeopardy notification is provided. **Calculation**: (Total missed due date orders completed in the reporting period that received jeopardy notification in advance of original due date) / (Total number of missed due date orders) x 100 |
| Q-PID-PO-15 | Number of Due Date Changes per Order | **Diagnostic** | **0.00** | The average number of Qwest due date changes per order. **Calculation**: Sum(Count of Qwest due date changes on all orders) / (Total orders) |
| ATT-MN-OR-6 | Flow-though Firm Order Confirmations (FOCs) Notice Interval | **<= 20 business minutes** | **47.13** | Average interval between eligible to flow through order sent and LSR Confirmation notifications received. **Calculation**: Sum[(Date and time of confirmation notice transmittal)-(Date and time of eligible to flow through LSR transmittal)] / (Total number of LSR Confirmation Notifications) **Note**: FOCs for eligible to flow through orders are assumed to be all flow through FOCs. |
| ATT-MN-OR-7 | Non-Flow-though Firm Order Confirmations (FOCs) Notice Interval | **<= 1440 business minutes** | **No Observations** | Average interval between not eligible to flow through order sent and LSR Confirmation notifications received. **Calculation**: Sum[(Date and time of confirmation notice transmittal)-(Date and time of not eligible to flow through LSR transmittal)] / (Total number of LSR confirmation notifications) **Note**: FOCs for not eligible to flow through orders are assumed to be all non-flow through FOCs. |
| ATT-MN-OR-8 | % On Time LSRs Rejected (Mechanized) | **>= 95%** | **96.67%** | Percentage of orders that receive a mechanized rejection within 720 business minutes of order submission. **Calculation:** (# of orders that receive a mechanized rejection within 720 business minutes of order submission) / (Total # of mechanized rejections received) |
| ATT-MN-OR-9 | % On Time LSRs Rejected (Non-Mechanized) | **>= 95%** | **100.00%** | Percentage of orders that receive a non-mechanized rejection within 720 business minutes of order submission. **Calculation:** (# of orders that receive non-mechanized a rejection within 720 business minutes of order submission) / (Total # of non-mechanized rejections received) * 100 |
| ATT-MN-OR-4 | Order Confirmation or Rejection Response Completeness | **100%** | **99.60%** | Percentage of orders receiving either a confirmation or an error. **Calculation:** (Total # of orders receiving either a confirmation or an error / Total # of service requests submitted) * 100 |

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| ATT-MN-OR-5 | Order Confirmation or Rejection Response Duplication | 0% | 0.20% | Percentage of orders receiving both a confirmation and an error on the same PON/VER. **Calculation:** (Total # of orders receiving both a confirmation and an error / Total # of service requests submitted) * 100 |
| ATT-MN-OR-10 | % Service Requests Rejected In Error by ILEC | No Standard | 89.73% | Percentage of LSRs received which are erroneously rejected by the LEC **Calculation:** (Total # of orders erroneously rejected by the LEC (spurious rejections) / Total # of service requests rejected) * 100 |
| **PR** | **Provisioning** | | | |
| Q-PID-OP-3 | % Installation Commitments Met | Parity with like retail service | 99.49% | Percentage of orders that have been provisioned by the LEC committed due date. **Calculation:** [(Total Orders completed on or before the Original Due Date) / (Total orders Completed in the Reporting Period)] x 100 |
| Q-PID-OP-4 | Installation Timeliness (Average Business Days) | Parity with like retail service | 2.09 | Average Intervals in business days from order application date to order completion date. **Calculation:** Sum [(Order Completion Date) - (Order Application Date)] / Total Number of Orders Completed in the reporting period. |
| Q-PID-OP-6 | Average Number of Days Delayed Beyond CDD (Average Business Days) | Parity with like retail service | 1.25 | Average number of days the orders are late. **Calculation:** Sum[(Actual Completion Date of late orders) - (Original Due Date of late order)] / (Total number of Late Orders) |
| ATT-MN-PR-6 | % New Installs with Missed Provisioning Appointments | No Standard | 2.52% | Percentage of new installations where the order completed after confirmation notification committed due date **Calculation:** (# of new installations where the order completed after confirmation notification committed due date) / (# of new installation orders) * 100 |
| ATT-MN-PR-7 | % Orders Provisioned Accurately | >= 95% | 99.49% | Percentage of orders provisioned correctly according to the original order **Calculation:** (# of orders that passed provision testing) / (# of orders provisioned) * 100 |
| ATT-MN-PR-1-1 | Provisioning Timeliness - LEC Committed Due Date | >= 95% | 99.49% | Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date. **Calculation:** (Total # of "eligible to complete" orders provisioned by the LEC committed due date / Total # of "eligible to complete" orders) * 100 |
| ATT-MN-PR-1-2 | Provisioning Timeliness - Customer Desired Due Date | >= 95% | 99.49% | Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date. **Calculation:** (Total # of "eligible to complete" orders provisioned by the customer desired due date / Total # of "eligible to complete" orders) * 100 |
| ATT-MN-PR-3-1 | Provisioning Completion Notification Completeness | 100% | 53.78% | Percentage of "eligible to complete" orders that have received a Provisioning Completion Notice (PCN). **Calculation:** (Total # of "eligible to complete" orders receiving a PCN / Total # of "eligible to complete" orders) * 100 |
| ATT-MN-PR-4 | Unbillable Orders | 0% | 46.22% | Percentage of "eligible to complete" orders that have not received Completion Notice (CN). **Calculation:** (Total # of "eligible to complete" orders not receiving a CN / Total # of "eligible to complete" orders) * 100 |

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| ATT-MN-PR-5-1 | Provisioning Completion Notification Timeliness | >= 95% | 99.87% | Percentage of orders that have received a Provisioning Completion Notice (PCN) by noon the day following the field provisioning date. **Calculation:** (Total # of orders receiving a PCN by noon the day following the field provisioning date / Total # of provisioned orders) * 100 |
| **BI** | **Billing** | | | |
| ATT-MN-BI-1-1 | % ODUFs Timeliness | >= 95% | 54.77% | % ODUF Records Expected (from FT Call Logs) which arrive within 4 Business days **Calculation:** (# of Records Expected & Received within 4 business days / # of Records Expected & Received from ILEC based on Call Log Records) |
| ATT-MN-BI-1-2 | ODUF Completeness | 100% | 54.77% | % ODUF Records Expected (from FT Call Logs) vs. those received from ILEC. **Calculation:** (# of Records Expected & Received from ILEC / # of Records Expected & Received from ILEC based on Call Log Records) |
| ATT-MN-BI-3-1 | ODUF Accuracy | 100% | 100.00% | % ODUF Records Expected and Received (from Completeness Metric) which are error free **Calculation:** (# of Records received for Expected Call Log records that are Error-Free / # of Call Log records Expected and Received from ILEC) |
| ATT-MN-BI-3-2 | ODUF Erroneous Records | 0% | 2.52% | % Total ODUF Records which are not AT&T customer Records **Calculation:** (# of Records received from ILEC that do not belong to AT&T / Total # of Records Received from ILEC) |
| ATT-MN-BI-2-1 | % ADUFs Timeliness | >= 95% | 59.55% | % ADUF Records Expected (from FT Call Logs) which arrive within 4 business days **Calculation:** (# of Records Expected & Received within 4 business days / # of Records Expected & Received from ILEC based on Call Log Records) |
| ATT-MN-BI-2-2 | ADUF Completeness | 100% | 60.45% | % ADUF Records Expected (from FT Call Logs) vs. those received from ILEC. **Calculation:** (# of Records Expected & Received from ILEC / # of Records Expected & Received from ILEC based on Call Log Records) |
| ATT-MN-BI-4-1 | ADUF Accuracy | 100% | 69.17% | % ADUF Records Expected and Received (from Completeness Metric) which are error free **Calculation:** (# of Records received for Expected Call Log records that are Error-Free / # of Call Log records Expected and Received from ILEC) |
| ATT-MN-BI-4-2 | ADUF Erroneous Records | 0% | 6.90% | % Total ADUF Records which are not AT&T customer Records **Calculation:** (# of Records received from ILEC that do not belong to AT&T / Total # of Records Received from ILEC) |
| ATT-MN-BI-5-1 | Mechanized UNE-P Bill Timeliness | >= 99% | Not Available | Percentage determination if UNE-P mechanized bill was received within 10 calendar days of the monthly bill date (16th). **Calculation:** (# Mechanized Bills received on-time#)/ (Mechanized Bills received) |

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| ATT-MN-BI-5-2 | Paper UNE-P Bill Timeliness | 100% | Not Available | Percentage determination if UNE-P paper bill was received within 10 calendar days of the monthly bill date (16th).<br>**Calculation:** (# Paper Bills received on-time#) / (Paper Bills received) |
| ATT-MN-BI-6-1 | Mechanized UNE-P Bill Accuracy | 100% | Not Available | Percentage of mechanized UNE-P bills received without errors. Accurate bills are those mechanized bills which pass AT&T's validation edit process the first time.<br>**Calculation:** (# of mechanized UNE-P bills received without errors)/(# of mechanized UNE-P bills received, processed) |
| ATT-MN-BI-6-2 | Mechanized UNE-P Bill Account Accuracy | >= 98% | Not Available | Percentage of billed TNs without account errors.<br>**Calculation:** (# of UNE-P accounts not billed in error)/(# of UNE-P accounts billed this month) |
| ATT-MN-BI-6-1a | Paper UNE-P Bill Accuracy (sample) | 100% | Not Available | Percentage of billed TNs without account errors (based on ABM sampling of no more than 100 accounts)<br>**Calculation:** (# of UNE-P accounts not billed in error)/(# of UNE-P accounts billed this month) |
| ATT-MN-BI-6-2a | Paper UNE-P Bill Account Accuracy | >= 98% | Not Available | Percentage of billed TNs without account errors.<br>**Calculation:** (# of UNE-P accounts not billed in error)/(# of UNE-P accounts billed this month) |
| ATT-MN-BI-6-3a | Paper UNE-P Billed Dollar Accuracy | 100% | Not Available | Percentage of paper UNE-P bills received without errors (based on ABM sampling of no more than 100 accounts) .<br>**Calculation:** ($$ for paper UNE-P bills received without bill errors)/ ($$ Total of paper UNE-P bills received, processed) |
| ATT-MN-BI-6-3 | Mechanized UNE-P Billed Dollar Accuracy | 100% | Not Available | Billing Accuracy on Dollars level, based on billed TN account errors.<br>**Calculation:** ($$ for UNE-P bill associated with accounts billed correctly)/(Total $$ of UNE-P accounts billed this month) |