AT&T Friendly Test - Consumer Metrics
Minnesota Phase I Sub - Final Metrics Specifications
06/10/01 - 11/06/01

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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%**	**99.87%**	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**	**132.55**	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**	**0.00**	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**	**0.47%**	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**	**3.80%**	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**	**23.58%**	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**	**0.03**	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**	**178.00**	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%**	**100.00%**	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%**	**98.84%**	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%**	**99.90%**	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%	1.10%	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	57.10%	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	97.24%	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	2.23	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	2.91	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	85.88%	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%	97.81%	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%	97.36%	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%	97.02%	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%	99.76%	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%	0.24%	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%	85.15%	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%	83.98%	% 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%	83.98%	% 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%	0.35%	% 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%	48.12%	% 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%	48.92%	% 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%	90.72%	% 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%	3.74%	% 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). **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. **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. **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) **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. **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) . **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. **Calculation:** ($$ for UNE-P bill associated with accounts billed correctly)/(Total $$ of UNE-P accounts billed this month)