PO-2 – Electronic Flow-through

Purpose: Monitors the extent Qwest's processing of CLEC Local Service Requests (LSRs) is completely electronic, focusing on the degree that electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping.	
Description: PO-2A - Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without any human intervention. • Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below. PO-2B – Measures the percentage of all flow-through-eligible LSRs that flow from the specified electronic gateway interface to the SOP without any human intervention. • Includes all flow-through-eligible LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below.	
Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state).
	 Results for PO-2A and PO-2B will be reported according to the gateway interface used to submit the LSR:
	     1 LSRs received via IMA
	     2 LSRs received via EDI

Formula: PO-2A = [(Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention) / (Total Number of Electronic LSRs that pass through the Gateway Interface)] x 100 PO-2B = [(Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention) / (Number of flow-through-eligible Electronic LSRs received through the Gateway Interface)] x 100	
Exclusions: Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).	
Product Reporting: • Resale • Unbundled Loops (with or without Local Number Portability) • Local Number Portability • UNE-P (POTS)	**Standard:** PO-2A: Diagnostic PO-2B: Resale: Diagnostic (Parity expectation) Unbundled Loops: Diagnostic (85 percent expectation) LNP: Diagnostic UNE-P (POTS): Diagnostic
Availability: Available: Performance results and statistical parameters (except as noted below)[1] Under Development: • UNE-P (POTS) – beginning with Aug 00 data on Sept 00 report [1] PO-2A & B-1 (IMA) and –2A & B-2 (EDI) will be reported combined until Sep 00 data on Oct 00 report	**Notes:** 1. The list of LSR types classified as eligible for flow through is contained in the "LSRs Eligible for Flow Through" section at the end of this PID document.

PO-5 – Firm Order Confirmations (FOCs) On Time

Purpose: Monitors the timeliness with which Qwest returns Firm Order Confirmations (FOCs) to CLECs in response to LSRs/ASRs received from CLECs, focusing on the degree to which FOCs are provided within specified intervals.
Description: Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under "Standards" below for FOC notifications. • Includes all LSRs/ASRs that are submitted through the specified interface or in the specified manner (i.e., facsimile) that receive an FOC during the reporting period, subject to exclusions specified below. (Acknowledgments sent separately from an FOC (e.g., EDI 997 transactions are not included.) • The interval measured is the period between the application date and time, as defined herein, and Qwest's response with a FOC notification (notification date and time). • "Fully electronic" LSRs are those (1) that are received via IMA or EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC. • "Electronic/manual" LSRs are received electronically via IMA or EDI and involve manual processing. • "Manual" LSRs are received manually (via facsimile) and processed manually. • ASRs are measured only in business days. • LSRs will be evaluated according to the FOC interval categories shown in the "Standards" section below, based on the number of lines/services requested on the LSR or, where multiple LSRs from the same CLEC are related, based on the combined number of lines/services requested on the related LSRs.

Reporting Period: One month	Unit of Measure: Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state).
	Results for this indicator are reported as follows:
	• PO-5A:* FOCs provided for <u>fully electronic</u> LSRs received via:
	   – PO-5A-1 IMA
	   – PO-5A-2 EDI
	• PO-5B:* FOCs provided for <u>electronic/manual</u> LSRs received via:
	   – PO-5B-1 IMA
	   – PO-5B-2 EDI
	• PO-5C:* FOCs provided for <u>manual</u> LSRs received via Facsimile.
	• PO-5D: FOCs provided for ASRs requesting LIS Trunks.
	
	   * Each of the PO-5A, PO-5B and PO-5C measurements listed above will be further disaggregated as follows:
	   – (a) FOCs provided for Resale services and UNE-P
	   – (b) FOCs provided for Unbundled Loops
	   – (c) FOCs provided for LNP

Formula: [Count of LSRs/ASRs for which the original FOCs "(FOC Notification Date & Time) - (Application Date & Time)" is within the intervals specified for the service category involved] / (Total Number of original FOC Notifications transmitted for the service category in the reporting period).

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

Exclusions:
• LSRs/ASRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the "Standards" section below, or service/request types, deemed to be projects.
• Hours on Weekends and holidays.
• LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements.

Product Reporting:	**Standards:**	
• For PO-5A, -5B and -5C: (a) Resale services and UNE-P (POTS) (b) Unbundled Loops (all types). (c) LNP • For PO-5D: LIS Trunks.	• For PO-5A (all): **95%** within 20 minutes	
	• For PO-5B (all): **90%** within standard FOC intervals (specified below)	
	• For PO-5C (manual): **90%** within standard FOC intervals specified below PLUS 24 hours	
	• For PO-5D (LIS Trunks): **85%** within eight business days	
	Standard FOC Intervals for PO-5B and PO-5C [Note 2]	
	Product Group [Note 1]	**FOC Interval**

	Resale
	Residence and Business POTS 1-39 lines
	 ISDN-Basic 1-10 lines
	   Conversion As Is
	   Adding/Changing features
	   Add primary directory listing to established loop
	   Add call appearance
	 Centrex Non-Design 1-19 lines
	   with no Common Block Configuration
	Centrex line feature changes/adds/removals (all)
		24 hours

	LNP 1-24 lines	
	Unbundled Loops (all types) 1-24 loops	
	Unbundled Network Element–Platform (UNE-P POTS) UNE-P to UNE-P conversion and Resale to UNE-P conversion) 1-39 lines	

	Resale
	 ISDN-Basic 1-10 lines
	   Conversion As Specified
	   New Installs
	   Address Changes
	   Change to add Loop
	 ISDN-PRI (Facility) 1-3
	
	 PBX 1-24 trunks
	 DS0 or Voice Grade Equivalent 1-24
	 DS1 Facility 1-24
	 DS3 Facility 1-3
		48 hours

	LNP 25-49 lines	

	Resale
	Centrex (including Centrex 21,
	Non-design, Centrex 21 Basic ISDN,
	Centrex-Plus, Centron, Centrex Primes) 1-10 lines
	− With Common Block Configuration required
	− Initial establishment of Centrex CMS services
	− Tie lines or NARs activity
	− Subsequent to initial Common Block
	        Station lines
	        Automatic Route Selection
	        Uniform Call Distribution
	        Additional numbers
			72 hours

	Resale ISDN-PRI (Trunks)	1-12 trunks	**96 hours**
	For PO-5D: LIS Trunks	1-240 trunk circuits	**8 business days**

Availability	**Notes:**
• Available − PO-5D − With **no** Product level reporting: − PO-5A – Apr-Jun 00 data on July report. − PO-5B, and PO-5C – Apr-Jun 00 data on July report, reported in accordance with the Interim Standards defined in the Notes section at right. • Under Development with Product level reporting and per Standard FOC Intervals defined above (non-interim): − PO-5A – beginning with Apr 00 data on the Sep 00 report − PO-5B – beginning with Apr 00 data on the Sep 00 report [1, 2, 3] − PO-5C – beginning with Apr 00 data on the Sep 00 report[2, 3] • Exclusion of LSR's with CLEC-requested FOC arrangements different from standard FOC arrangements beginning with Apr 00 data on the Sep 00 report • Exclusion of ICB's for ISDN Basic, ISDN-PRI, PBX, DSO, DS1, and DS3 – beginning with Jan 01 on the Feb 01 report [1] PO-5A&B-1 (IMA) and –5A&B-2 (EDI) will be reported combined until Sep 00 data on the Oct 00 report [2] Inclusion of Centrex and ISDN results – Sep 00 data on the Oct 00 report [3] Inclusion of UNE-P results – Nov 00 data on Dec 00 report	1. LSRs with quantities above the highest number specified for each product type are considered ICB. 2. **INTERIM STANDARDS for PO-5B and PO-5C** – The following standards will apply to PO-5B and PO-5C until the capability to measure according to the above Standard FOC Intervals is developed (as stated in Availability section at left). These standards consolidate all of the products (including ICB for ISDN Basic, ISDN-PRI, PBX, DSO, DS1, and DS3) measured by PO-5B and PO-5C into one standard FOC interval category each, applying the most stringent (shortest) FOC intervals as the standards: • PO-5B: 90% within 24 hours • PO-5C: 90% within 48 hours

PO-8 – Jeopardy Notice Interval

Purpose: Evaluates the timeliness of jeopardy notifications, focusing on how far in advance of original due dates jeopardy notifications are provided to CLECs (regardless of whether the due date was actually missed).	
Description: Measures 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. • Includes all orders receiving jeopardy notifications in the reporting period.	
Reporting Period: One month	**Unit of Measure:** Average Business days
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)
Formula: [Σ(Date of the original due date of orders receiving jeopardy notification – Date of the first jeopardy notification) / Total orders receiving jeopardy notification]	
Exclusions: Jeopardies done after the original due date is past.	
Product Reporting: A Non-Designed Services B Unbundled Loops and Number Portability C LIS Trunks D UNE-P (POTS)	**Standard:** A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) services D Parity with Retail POTS

Availability:
 • Available
   – C - LIS Trunks and FGD
 • Under Development
   – A - Non-Designed Services - beginning with Mar 00 on the Sep 00 report
   – B - Unbundled Loops and Number Portability – beginning with Mar 00 data on the Sep 00 report
   – D – UNE-P (POTS) - TBD
	Notes:

PO-9 – Timely Jeopardy Notices

Purpose:	
When original due dates are missed, measures the extent to which Qwest notifies customers in advance of jeopardized due dates.	
Description:	
Measures the percentage of late orders for which advance jeopardy notification is provided.	
• Includes all orders having missed original due date.	

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)

Formula:

(Total missed due date orders receiving jeopardy notification in advance of original due date) / (Total number of missed due date orders) x 100

Exclusions:

- Orders missed for customer reasons.
- Jeopardy notifications-after the original due date is past.

Product Reporting:	**Standard:**
A Non-Designed Services	A Parity with Retail POTS
B Unbundled Loops and Number Portability	B Parity with Retail POTS
C LIS Trunks (available)	C Parity with Feature Group D (FGD) Services
D UNE-P (POTS)	D Parity with Retail POTS

Availability:	**Notes:**
• Available	
– C - LIS Trunks and FGD	
• Under Development	
– A - Non-Designed Services – beginning with Mar 00 data on the Sep 00 report	
– B - Unbundled Loops and Number Portability – beginning with Mar 00 data on the Sep 00 report	
– D – UNE-P (POTS) – TBD	

MR-3 – Out of Service Cleared within 24 Hours

Purpose: Evaluates timeliness of repair for specified services, focusing on cases where the out-of-service cases were closed within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions).	

Description:
Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from CLECs or from retail customers.
- Includes all trouble reports, closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below.
- Time measured is from date and time of receipt to date and time trouble is indicated as cleared.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving: 　　　MR-3A　Dispatches within MSAs; 　　　MR-3B　Dispatches outside MSAs; and 　　　MR-3C　No dispatches. • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving: 　　　MR-3D　In Interval Zone 1 areas; and 　　　MR-3E　In Interval Zone 2 areas.

Formula:
(Number of Out of Service Trouble Reports Closed within 24 hours) / (Total Number of Out of Service Trouble Reports Received) x 100

Explanation: Percentage is obtained by dividing the total number of OOS reports closed within 24 hours by the total number of OOS reports received during the measurement period.

Exclusions:
- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-3 – Out of Service Cleared within 24 Hours (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• **Resale**	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit[1]	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
Zone-type Disaggregation -	
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ISDN-capable Loop	Parity with ISDN-BRI
ADSL-qualified Loop	Parity with retail MegaBit
•	
Availability:	**Notes:**
Available Performance results and statistical parameters (except as noted below)	1. On the Aug 00 (Jan-Jul) Report Resale Megabit will be reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.
• Under Development:	
– Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report[1]	
– Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report	
– Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep 00 report	
– UNE-P (POTS) beginning with Aug 00 data on the Sep 00 report	
– Shared Loop/Line Sharing and Sub-loop unbundling - TBD	

MR-4 – All Troubles Cleared within 48 hours

Purpose:	
Evaluates timeliness of repair for specified services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases closed within the standard estimate for specified services (i.e., 48 hours for service-affecting conditions).	
Description:	
Measures the percentage of trouble reports, for specified services, that are cleared within 48 hours of receipt of trouble reports from CLECs or from retail customers. - Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below. - Time measured is from date and time of receipt to date and time trouble is indicated as cleared.	

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. - Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving:
	    MR-4A Dispatches within MSAs;
	    MR-4B Dispatches outside MSAs; and
	    MR-4C No dispatches. - Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:
	    MR-4D In Interval Zone 1 areas; and
	    MR-4E In Interval Zone 2 areas

Formula:	
[(Total Maintenance Reports Completed within 48 hours) / (Total Maintenance Reports Closed)] x 100	
Exclusions:	

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-4 – All Troubles Cleared within 48 Hours (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• **Resale**	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit[1]	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
Zone-Type Disaggregation -	
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ISDN-capable Loop	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail MegaBit
•	
Availability: - Available – Performance results and statistical parameters (except as noted below) - Under Development: - Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report[1] - Retail comparable for unbundled loop – beginning with Jun 00 data on the Sep 00 report - Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep report - UNE-P (POTS) beginning with Aug 00 data on the Sep 00 report - Shared Loop/Line Sharing and Sub-loop unbundling - TBD	**Notes:** 1. On the Aug 00 (Jan-Jul) Report Resale Megabit is reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.

MR-9 – Repair Appointments Met

Purpose: Evaluates the extent to which Qwest repairs services for Customers by the appointment date and time.	
Description: Measures the percentage of repair reports for which the appointment date and time is met. - Includes all trouble reports closed during the reporting period, subject to exclusions specified below. - Time measured is from date and time of receipt to date and time trouble is indicated as closed.	
Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. Results for listed services will be disaggregated and reported according to trouble reports involving: MR-9A Dispatches within MSAs; MR-9B Dispatches outside MSAs; and MR-9C No dispatches.

Formula:

[(Total Maintenance Reports Closed by appointment date and time) / (Total Maintenance Reports Received)] x 100

Exclusions:

- Trouble reports coded as follows:
  - For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
- Subsequent trouble reports (i.e., redundant reports for the same trouble before the ticket is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Reports of problems received on day of installation before provisioning order is closed as complete.

Product Reporting:
    Resale:
        Residential single line service
        Business single line service
        Centrex
        PBX Trunks
        Basic ISDN
    Unbundled Elements – Platform (UNE-P)
        (POTS)
	Standard: Parity

Availability: - Available: - Performance results and statistical parameters (except as noted below) - Under Development: - UNE-P (POTS) beginning with Aug 00 data on the Sep 00 report	**Notes:**