

Pre-Order/Order

PO-1 – Pre-Order/Order Response Times

Purpose:

Evaluates the timeliness of responses to specific preordering/ordering queries for CLECs through the use of Qwest's Operational Support Systems (OSS). Qwest's OSS are accessed, through the specified gateway interface.

Description:

PO-1A & PO-1B:

Measures the time interval between query and response for specified pre-order/order transactions through the electronic interface.

- Measurements are made using a system that simulates the transactions of requesting pre-ordering/ordering information from the underlying existing OSS. These simulated transactions are made through the operational production interfaces and existing systems in a manner that reflects, in a statistically-valid manner, the transaction response times experienced by CLEC service representatives in the reporting period.
- The time interval between query and response consists of the period from the time the transaction request was "sent" to the time it is "received" via the gateway interface.
- A query is an individual request for the specified type of information.

PO-1C:

- Measures the percentage of all IRTM Queries measured by PO-1A & 1B transmitted in the reporting period that timeout before receiving a response.

PO-1D:

- Measures the average response time for a sampling of rejected queries across preorder transaction types. The response time measured is the time between the issuance of a pre-ordering transaction and the receipt of an error message associated with a "rejected query." A rejected query is a transaction that cannot be successfully processed due to the provision of incomplete or invalid information by the sender, which results in an error message back to the sender. ^{NOTE 5}

Reporting Period: One month

Unit of Measure:

PO-1A, PO-1B, & PO-1D: Seconds
 PO-1C: Percent

PO-1 – Pre-Order/Order Response Times (continued)

<p>Reporting Comparisons: CLEC aggregate.</p>	<p>Disaggregation Reporting: Region-wide level. Results are reported as follows: PO-1A Pre-Order/Order Response Time for IMA PO-1B Pre-Order/Order Response Time for EDI Results are reported separately for each of the following transaction types: ^{NOTE 1}</p> <ol style="list-style-type: none"> 1. Appointment Scheduling (Due Date Reservation, where appointment is required) 2. Service Availability Information 3. Facility Availability 4. Street Address Validation 5. Customer Service Records 6. Telephone Number 7. ADSL Loop Qualification 8. Resale of Qwest DSL Qualification 9. Connecting Facility Assignment ^{NOTE 7} 10. Meet Point Inquiry ^{NOTE 8} <p>For PO-1A (transactions via IMA), in addition to reporting total response time, response times for each of the above transactions will be reported in two parts: (a) time to access the request screen, and (b) time to receive the response for the specified transaction.</p> <p>For PO-1B (transactions via EDI), request/response will be reported as a combined number.</p> <p>For PO-1A 6. Telephone Number, a third part (c) accept screen, will be reported. ^{NOTE 6}</p> <p>PO-1C Results for PO-1C will be reported according to the gateway interface used:</p> <ol style="list-style-type: none"> 1. Percent of Preorder Transactions that Timeout IMA 2. Percent of Preorder Transactions that Timeout EDI <p>PO-1D Results for PO-1D will be reported according to the gateway interface used:</p> <ol style="list-style-type: none"> 1. Rejected Response Times for IMA 2. Rejected Response Times for EDI
<p>Formula:</p> <p>PO-1A & PO-1B = $\frac{\sum[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$</p> <p>PO-1C = $\frac{[(\text{Number of IRTM Queries measured by PO-1A \& 1B that Timeout before receiving response})]}{(\text{Number of IRTM Queries Transmitted in Reporting Period})} \times 100$</p> <p>PO-1D = $\frac{\sum[(\text{Rejected Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Rejected Query Transactions Simulated by IRTM})}$</p>	
<p>Exclusions:</p> <p>PO-1A & PO-1B:</p> <ul style="list-style-type: none"> • Rejected requests/errors, and timed out transactions <p>PO-1C:</p> <ul style="list-style-type: none"> • Rejected requests and errors <p>PO-1D:</p> <ul style="list-style-type: none"> • Timed out transactions 	

PO-1 – Pre-Order/Order Response Times (continued)

Product Reporting: None	Standard: Total Response Time:	IMA	EDI
	1. Appointment Scheduling	<10 seconds	<10 seconds
	2. Service Availability Information	<25 seconds ²	<25 seconds ²
	3. Facility Availability	<25 seconds ³	<25 seconds ³
4. Street Address Validation	<10 seconds	<10 seconds	
5. Customer Service Records	<12.5 seconds ³	<12.5 seconds ³	
6. Telephone Number	<10 seconds	<10 seconds	
7. ADSL Loop Qualification	≤ 20 seconds ⁴	≤ 20 seconds	
8. Resale of Qwest DSL Qualification	≤ 20 seconds ⁴	≤ 20 seconds	
9. Connecting Facility Assignment	TBD	TBD	
10. Meet Point Inquiry	TBD	TBD	
	PO-1C-1	0.5%	
	PO-1C-2	0.5%	
	PO-1D-1 & 2	Diagnostic	
Availability: Available	Notes:		
•	1. As additional transactions, currently done manually, are mechanized, they will be measured and added to or included in the above list of transactions, as applicable.		
	2. Effective 9/1/00 Qwest reduced the Service Availability Benchmark from 30 seconds to 25 seconds.		
	3. Times reflect non-complex services, including residential, simple business, or POTS account. Does not include ADSL or accounts >25 lines.		
	4. Benchmark applies to response time only. Request time and Total time will also be reported.		
	5. As agreed to in the January 25 & 26 PID workshop, rejected query types used in PO-1D will be those developed for internal Qwest diagnostic purposes.		
	6. With IMA 7.0, effective April 23, 2001, Appointment Scheduling for GUI and EDI and Telephone Number for EDI no longer include an accept screen. Therefore beginning with April 2001 results, the accept screen results will no longer be reported.		
	7. Results based on Connecting Facility Assignment by Unit Query.		
	8. Results based on Meet Point Query, POTS Splitter option for Shared loops.		

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. <ul style="list-style-type: none"> 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 ^{NOTE 1} that flow from the specified electronic gateway interface to the SOP without any human intervention. <ul style="list-style-type: none"> 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: <ol style="list-style-type: none"> LSRs received via IMA LSRs received via EDI 																						
Formula: PO-2A = $\left[\frac{\text{Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention}}{\text{Total Number of Electronic LSRs that pass through the Gateway Interface}} \right] \times 100$ PO-2B = $\left[\frac{\text{Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention}}{\text{Number of flow-through-eligible Electronic LSRs received through the Gateway Interface}} \right] \times 100$																								
Exclusions: <ul style="list-style-type: none"> Rejected LSRs and LSRs containing CLEC-caused non-fatal errors. Non-electronic LSRs (e.g., via fax or courier). Records with invalid product codes. Records missing data essential to the calculation of the measurement per the PID. Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.) Invalid start/stop dates/times. 																								
Product Reporting: <ul style="list-style-type: none"> Resale Unbundled Loops (with or without Local Number Portability) Local Number Portability UNE-P (POTS) 		Standard: PO-2A: Diagnostic PO-2B: <table border="1"> <thead> <tr> <th>Beginning →</th> <th>Jan 02</th> <th>Jul 02</th> <th>Jan 03</th> </tr> </thead> <tbody> <tr> <td>Resale:</td> <td>90%</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>Unb Loops:</td> <td>70%</td> <td>80%</td> <td>85%</td> </tr> <tr> <td>LNP:</td> <td>90%</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>UNE-P:</td> <td>75%</td> <td>90%</td> <td>95%</td> </tr> </tbody> </table>			Beginning →	Jan 02	Jul 02	Jan 03	Resale:	90%	95%	95%	Unb Loops:	70%	80%	85%	LNP:	90%	95%	95%	UNE-P:	75%	90%	95%
Beginning →	Jan 02	Jul 02	Jan 03																					
Resale:	90%	95%	95%																					
Unb Loops:	70%	80%	85%																					
LNP:	90%	95%	95%																					
UNE-P:	75%	90%	95%																					
Availability: Available (except as noted below) <ul style="list-style-type: none"> Exclusion of LSRs containing CLEC-caused non-fatal error beginning with results reported in the Apr 02 report. 		Notes: <ol style="list-style-type: none"> The list of LSR types classified as eligible for flow through is contained in the "LSRs Eligible for Flow Through" matrix. This matrix also includes availability for enhancements to flow through. Matrix will be distributed through the CMP process. 																						

PO-3 – LSR Rejection Notice Interval

Purpose: Monitors the timeliness with which Qwest notifies CLECs that electronic and manual LSRs were rejected.	
Description: Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons. <ul style="list-style-type: none"> • Includes all LSRs submitted through the specified interface that are rejected during the reporting period. • Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information, duplicate request or LSR/PON (purchase order number), no separate LSR for each account telephone number affected, no valid contract, no valid end user verification, account not working in Qwest territory, service-affecting order pending, request is outside established parameters for service, and lack of CLEC response to Qwest question for clarification about the LSR. • Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR. • With hours: minutes reporting, hours counted are (1) business hours for manual rejects (involving human intervention) and (2) published Gateway Availability hours for auto-rejects (involving no human intervention). Business hours are defined as time during normal business hours of the Wholesale Delivery Service Centers, except for PO-3C in which hours counted are workweek clock hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. 	
Reporting Period: One month	Unit of Measure: PO-3A-1, PO-3B-1 & PO-3C - Hrs: Mins. PO-3A-2 & PO-3B-2 – Mins: Secs.
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Results for this indicator are reported according to the gateway interface used to submit the LSR: <ul style="list-style-type: none"> • PO-3A-1, LSRs received via IMA and rejected manually: Statewide • PO-3A -2, LSRs received via IMA and auto-rejected: Region wide • PO-3B-1, LSRs received via EDI and rejected manually: Statewide • PO-3B -2, LSRs received via EDI and auto-rejected: Region wide • PO-3C, LSRs received via facsimile: Statewide
Formula: $\Sigma [(Date\ and\ time\ of\ Rejection\ Notice\ transmittal) - (Date\ and\ time\ of\ LSR\ receipt)] \div (Total\ number\ of\ LSR\ Rejection\ Notifications)$	
Exclusions: <ul style="list-style-type: none"> • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. • Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.) • Invalid start/stop dates/times. 	
Product Reporting: Not applicable (reported by ordering interface).	Standard: <ul style="list-style-type: none"> • PO-3A-1 and -3B-1: ≤ 12 business hours • PO-3A -2 and -3B -2: ≤ 18 seconds • PO-3C: ≤ 24 work week clock hours
Availability: <p style="text-align: center;">Available</p>	Notes:

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

<p>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.</p>	
<p>Description: Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under "Standards" below for FOC notifications.</p> <ul style="list-style-type: none"> • 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.) • For PO-5A, the interval measured is the period between the LSR received date/time (based on scheduled up time) and Qwest's response with a FOC notification (notification date and time). • For PO-5B, 5C, and 5D, 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. ^{NOTE 2} • "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. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate and individual CLEC results</p>	<p>Disaggregation Reporting: Statewide level (per multi-state system serving the state). Results for this indicator are reported as follows:</p> <ul style="list-style-type: none"> • PO-5A:* FOCs provided for <u>fully electronic</u> LSRs received via: <ul style="list-style-type: none"> – PO-5A-1 IMA – PO-5A-2 EDI • PO-5B:* FOCs provided for <u>electronic/manual</u> LSRs received via: <ul style="list-style-type: none"> – 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. <p>* Each of the PO-5A, PO-5B and PO-5C measurements listed above will be further disaggregated as follows:</p> <ul style="list-style-type: none"> – (a) FOCs provided for Resale services and UNE-P – (b) FOCs provided for Unbundled Loops and specified Unbundled Network Elements – (c) FOCs provided for LNP
<p>Formula: $PO-5A = \{[\text{Count of LSRs for which the original FOC's "(FOC Notification Date \& Time) - (LSR received date/time (based on scheduled up time))" is within 20 minutes}] \div (\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period})\} \times 100$ $PO-5B, 5C, \& 5D = \{[\text{Count of LSRs/ASRs for which the original FOC's "(FOC Notification Date \& Time) - (Application Date \& Time)" is within the intervals specified for the service category involved}] \div (\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period})\} \times 100$</p>	

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. (Except for PO-5A which only excludes hours outside the scheduled up time).
- LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
- Invalid start/stop dates/times.

Additional PO-5D exclusion:

- Records with invalid application or confirmation dates.

Product Reporting:	Standards:	
<ul style="list-style-type: none"> • For PO-5A, -5B and -5C: (a) Resale services UNE-P (POTS) and UNE-P Centrex (b) Unbundled Loops and specified Unbundled Network Elements. (c) LNP • For PO-5D: LIS Trunks. 	• For PO-5A (all):	95% within 20 minutes ^{NOTE 2}
	• 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 ^{NOTE 3}
	• For PO-5D (LIS Trunks):	85% within eight business days
	Standard FOC Intervals for PO-5B and PO-5C	
	Product Group ^{NOTE 1}	FOC Interval
	Resale	24 hours
	Residence and Business POTS	
	ISDN-Basic	
	– Conversion As Is	
	– Adding/Changing features	
	– Add primary directory listing to established loop	
	– Add call appearance	
	Centrex Non-Design	
	with no Common Block Configuration	
	Centrex line feature changes/adds/removals (all)	
	LNP	1-24 lines
	Unbundled Loops	1-24 loops
	2/4 Wire analog	
	DS3 Capable	
	Sub-loop	1-24 sub-loops
	[included in Product Reporting group (b)]	
	Shared-loop/Line-sharing	1-24 shared
	[included in Product Reporting group (b)]	loops
	Unbundled Network Element-Platform (UNE-P POTS)	1 – 39 lines

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

	Resale		
	ISDN-Basic	1-10 lines	48 hours
	- 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		
LNP	25-49 lines		
Resale			72 hours
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			
UNE-P Centrex	1-10 lines		
UNE-P Centrex 21	1-10 lines		
Unbundled Loops with Facility Check ^(NOTE 2, 3)	1 – 24 loops		
2/4 wire Non-loaded			
ADSL compatible			
ISDN capable			
XDSL-I capable			
DS1 capable			
Resale			96 hours
ISDN-PRI (Trunks)	1-12 trunks		
For PO-5D:			8 business days
LIS Trunks	1-240 trunk circuits		
Availability:	Available	Notes:	
		1. LSRs with quantities above the highest number specified for each product type are considered ICB.	
		2. Unbundled Loop with Facility Check can be processed electronically; however, because this category always carries a 72-hour FOC interval the FOC results for this product will appear in PO-5B if received electronically or PO-5C if received manually.	
		3. Unbundled Loop with Facility Check will not add an additional 24 hours to the 72-hour interval if the LSR is submitted manually.	



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. <ul style="list-style-type: none"> Includes all orders completed in the reporting period that received jeopardy notifications. 	
Reporting Period: One month	Unit of Measure: Average Business days ^{NOTE 1}
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: $\left[\sum (\text{Date of the original due date of orders completed in the reporting period that received jeopardy notification} - \text{Date of the first jeopardy notification}) \div \text{Total orders completed in the reporting period that received jeopardy notification} \right]$	
Exclusions: <ul style="list-style-type: none"> Jeopardies done after the original due date is past. Records involving official company services. Records with invalid due dates or application dates. Records with invalid completion dates. Records with invalid product codes. Records missing data essential to the calculation of the measurement per the PID. 	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops (with or without Number Portability) C LIS Trunks D UNE-P (POTS) 	Standard: <ul style="list-style-type: none"> 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 (except as noted below): Under Development: Saturday counted as business day for: <ul style="list-style-type: none"> Resale/Retail Residence (non-dispatched orders) reported under A - Non-Designed Services – beginning with Dec 01 data on the Mar 02 report. Resale/Retail Business (non-dispatched orders) reported under – A Non-Designed Services – beginning with Mar 02 data on the Apr 02 report. UNE-P (POTS)-(non-dispatched orders) – beginning with Mar 02 data on the Apr 02 report. 	Notes: 1. Effective with Dec 01 results in the Apr 02 report, for PO-8A and -D, Saturday is counted as a business day for all non-dispatched orders for Resale Residence, Resale Business, and UNE-P (POTS), as well as for the retail analogues specified above as standards. For dispatched orders for Resale Residence, Resale Business, and UNE-P (POTS) and for all other products reported under PO-8B and -8C, Saturday is counted as a business day when the service order is due on Saturday.

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. <ul style="list-style-type: none"> • Includes all orders completed in the reporting period that missed original due date. • Missed due date orders with jeopardy notifications provided on or after the original due date is past will be counted in the denominator of the formula but will not be counted in the numerator. 	
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 completed in the reporting period that received jeopardy notification in advance of original due date) ÷ (Total number of missed due date orders completed in the reporting period) x 100	
Exclusions: <ul style="list-style-type: none"> • Orders missed for customer reasons. • Records with invalid product codes. • Records involving official company services. • Records with invalid due dates or application dates. • Records with invalid completion dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops (with or without Number Portability) C LIS Trunks (available) D UNE-P (POTS) 	Standard: <ul style="list-style-type: none"> 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	Notes: