

PO-20 – Manual Service Order Accuracy –¹

<p>Purpose: Evaluates the degree to which Qwest accurately processes CLECs' Local Service Requests (LSRs), which are electronically-submitted and manually processed by Qwest, into Qwest Service Orders.</p>	
<p>Description: Measures the percentage of Qwest service orders that are populated correctly, in specified data fields, with information obtained from CLEC LSRs.</p> <ul style="list-style-type: none"> • Includes only service orders created from CLEC LSRs that Qwest receives electronically (via IMA-GUI or IMA-EDI) and manually processes in the creation of service orders, regardless of flow through eligibility, subject to exclusions as specified below. • Includes only service orders, from the product reporting categories specified below, that request inward line or feature activity (Change, New, and Transfer order types), are assigned a due date by Qwest, and are completed/closed in the reporting period. Change order types included in this measurement consist of all C orders with "I" and "T" action-coded line or feature USOCs. • Service orders evaluated in this measurement are either (1) those selected randomly ^{NOTE 1} and manually inspected for accuracy as defined herein, or (2) when Qwest develops mechanized capabilities for this measurement as specified in the Availability section below, all service orders satisfying the above criteria. • A service order will be classified as "accurate" and thus counted in the numerator in the formula below when evaluation determines that the fields specified in the Service Order Fields Evaluated section below (per the indicated phases), when populated on the LSR, are all accurate, as applicable, on the service order. Accuracy is defined as the contents of the specified fields, in the service orders involved in provisioning the service, matching the information from the relevant fields as provided in the latest version of associated LSRs. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC Aggregate</p>	<p>Disaggregation Reporting: Region-wide</p>
<p>Formula: $[(\text{Number of accurate service orders}) \div (\text{Number of evaluated service orders completed in the reporting period})] \times 100$</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Cancelled service orders. • Orders generated from LSRs with non-fatal errors. • Orders that cannot be matched to a corresponding LSR. 	
<p>Product Reporting:</p> <ul style="list-style-type: none"> • Resale POTS and UNE-P (POTS) • Unbundled Loops (Analog and Non-Loaded 2-wire) 	<p>Standard: 95 percent</p>
<p>Availability: Under Development:</p> <ul style="list-style-type: none"> • Phase 0 - Manual, random sampling approach: Jun 02 results reported in the Jul 02 report. • Phase 1 - Mechanized approach, replacing manual approach: TBD 	<p>Notes:</p> <ol style="list-style-type: none"> 1. Manually-selected orders will consist of 20 random, qualifying orders per day per product reporting category, specified above, from throughout Qwest's 14-state local service region.

¹ The definitional aspects (i.e., the Purpose section through the Notes section) of this version are the same as the 11 Jun 02 version, except that the standard has been changed from "Diagnostic" to "95 percent." The section on Service Order Fields Evaluated for Phase 0, below, has been updated to clarify the fields and how the fields are evaluated.

PO-20 – Manual Service Order Accuracy (continued)

Service Order Fields Evaluated (by Phase of implementation)			
Phase 0 – (01 Jun 02 Forward) Random sampling approach; Manual comparison of the fields from the Service Order to the LSR:			
	Field Code	Field Name	Remarks
	CCNA	CLEC ID	Order entry validated from LSR Form
	D/Tsent	Date sent to help ID App	Order entry validated from LSR Form
	Name	Name of Customer	Order entry validated from End User or Directory Listings Forms, when applicable
	SANO	Service Address Number	Order entry validated from End User or Directory Listings Forms, when applicable
	SASD	Service Address Direction	Order entry validated from End User or Directory Listings Forms, when applicable
	SASN	Service Address Street Name	Order entry validated from End User or Directory Listings Forms, when applicable
	LD1	LOC	Order entry validated from End User or Directory Listings Forms, when applicable
	LV1	LOC #	Order entry validated from End User or Directory Listings Forms, when applicable
	City	City name	Order entry validated from End User or Directory Listings Forms, when applicable
	PON	Purchase Order Number	Order entry validated from LSR Form
	Date/ FOC'd date	Due Date on Order	Order entry validated from LSR FOC sent to the CLEC
Phase 1 – (Dates TBD) First phase of mechanized measurement:			
	Field Code	Field Name	Remarks
	Same as Phase 0	Same as Phase 0	
Future Phase – TBD in Long Term PID Administration; Additional fields included in mechanization, if any:			
	Field Code	Field Name	Remarks
	TBD	TBD	