PO-20 – Manual Service Order Accuracy – 11 Jun 02 Proposal

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 that are provisioned accurately into Qwest databases.

Description:
Measures the percentage of Qwest service orders that are populated correctly, and provisioned correctly into Qwest databases in specified data fields, with information obtained from CLEC LSRs.

- Includes 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 LSR/service orders, from the product reporting categories specified below, that request inward line/loop, port, listing, number portability, and feature activity (Change, New, and Transfer order types), are assigned a due date by Qwest (this "assigned a due date" term needs to be clarified), and are completed/closed (this "completed/closed" term needs to be clarified) in the reporting period. Change order types included in this measurement consist of all C "change" orders with "I" and "T" action-coded line/loop, port, listing, number portability, and feature USOCs.
- Service orders evaluated in this measurement are either (1) those selected randomly [NOTE 1] and manually inspected for accuracy as defined herein (AT&T Question: Since service order processing is a regional activity, what is the means by which Qwest will assure the random sample includes all three regions?), or (2) when Qwest develops mechanized capabilities for this measurement as specified in the Availability section below, all service orders satisfying the above criteria. (the mechanized sampling procedure needs to be explained as well.)
- A service order will be classified as "accurate" and thus counted in the numerator in the formula below when evaluation (by whom and by what standard is "accuracy" determined?) 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 and the resulting Qwest database. Accuracy is defined as the contents of the specified fields, in the service orders and databases involved in provisioning the service, matching the information from the relevant fields as provided in the version of the LSR which generated the service order(s).

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate	**Disaggregation Reporting:** Region-wide

Formula:
[(Number of accurate service orders) ÷ (Number of evaluated service orders completed in the reporting period)] x 100

Exclusions:

- Cancelled service orders.
- Orders generated from LSRs with non-fatal errors.
- Orders that cannot be matched to a corresponding LSR. This needs to be explained.

Product Reporting: • Resale POTS and UNE-P (POTS) • Unbundled Loops (Analog and Non-Loaded 2-wire)	**Standard:** Diagnostic (until six month PAP review)
Availability: Under Development: • Phase 0 - Manual, random sampling approach: Jun 02 results reported in the Jul 02 report. • Phase 1 - Mechanized approach, replacing manual approach: TBD	**Notes:** 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. (how will the measure deal with volumes of qualifying orders that are fewer than 20?)

PO-20 – Manual Service Order Accuracy (continued)

Service Order Fields Evaluated (by Phase of implementation) – these need to be amended to include USOCs, FIDs, and related data that CLEC LSRs specify and that are to be provisioned accordingly. As listed below, the fields are inadequate because they fail to deal with necessary and integral ordering data. It is inconceivable that this proposed measure would not address LSR-specified products and services (USOCs and FIDs) which must be provisioned as requested. The Remarks entries (below) fail to identify the Qwest databases that reflect the LSR entries, as provisioned into the Qwest systems. Examining the LSR form and the service order is inadequate validation because CLECs have no visibility into service orders, but do have access to post-provisioning CSRs).

Phase 0 – (01 Jun 02 Forward) Random sampling approach; Manual comparison of the fields from the LSR to the Service Order:

Field Code	Field Name	Remarks
CCNA	CLEC ID	Order entry validated from LSR Form
CLEC D/Tsent	Date sent to help ID App	Order entry validated from LSR Form
Name	Name of Customer	Listed Name if no DL form with LSR; Order entry validated from End User Form
SANO	Service Address Number	Order entry validated from End User Form
SASD	Service Address Direction	Order entry validated from End User Form
SASN	Service Address Street Name	Order entry validated from End User Form
LD1	LOC	Apartment, Floor, etc.; Order entry validated from End User Form
LV1	LOC #	Order entry validated from End User Form
City	City name	Order entry validated from End User Form
State	State name	Order entry validated from End User Form
Zip	ZIP code	Order entry validated from End User Form
PON	Purchase Order Number	Order entry validated from LSR Form
BAN1	BTN/GRP	Order entry validated from LSR Form in the Bill section
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	