

### **OP-3 – Installation Commitments Met**

**Purpose:**

Evaluates the extent to which U S WEST installs services for Customers by the scheduled due date.

**Description:**

Measures the percentage of orders for which the scheduled due date is met.

All inward orders (Change, New, and Transfer order types) assigned a due date by U S WEST and which are completed/closed during the reporting period are measured, subject to exclusions specified below.

These include orders with customer-requested due dates longer than the standard interval.

Completion date on or before original due date is counted as a met due date.

**Reporting Period:** One month

**Unit of Measure:** Percent

**Reporting**

**Disaggregation Reporting:** Statewide level.

Results for products/services listed in Product Reporting under "MSA-Type

**Formula:**

$[(\text{Total Orders completed on Original Due Date}) / (\text{Total Orders Completed})] \times 100$

Explanation: The percent commitments met is obtained by dividing the total number of service orders completed on the original due date by the total number of service orders completed during the measurement period.

**Exclusions:**

Disconnect, From (another form of disconnect) and Record order types.

Due dates missed for standard categories of customer reasons. Standard categories of customer reasons are: previous service at the location did not have a customer-requested disconnect order issued, no access to customer premises, or customer requested a later due date when the technician arrived to do the work.

## OP – 3 Installation Commitments Met (continued)

### Product Reporting:

#### MSA-Type Disaggregation -

##### Resale

- Residential single line service
- Business single line service
- Centrex
- Centrex 21
- PBX Trunks
- Basic ISDN
- xDSL (MegaBit)

##### Unbundled Network Element-Platform (UNE-P)

#### **Density-Type Disaggregation**

##### Resale –

- Primary ISDN
- DS0
- DS1
- DS3 and higher bit-rate services
- Frame Relay

##### LIS Trunks

##### Unbundled Dedicated Interoffice Transport (UDIT)

- UDIT – DS1 level
- UDIT – Above DS1 level

##### Unbundled Loops:

- Analog Loop
- Non-loaded Loop (2-wire)
- Non-loaded Loop (4-wire)
- DS1-capable Loop
- ISDN-capable Loop
- xDSL-qualified Loop
- Loop types of DS3 and higher bit-rates

##### E911/911 Trunks

#### **Availability:**

Available

### Standards:

- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with like retail service

- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with U S WEST Interoffice Trunks

- Parity with retail DS1 Private Line
- Parity with retail Private Lines above DS1 level

- TBD (pending conclusion of discussions among
- TBD (pending conclusion of discussions among
- Parity with retail DS1 Private Line
- Parity with retail DS1 Private Line
- Parity with retail ISDN BRI
- TBD (pending conclusion of discussions among
- Parity with retail DS3 and higher bit-rate Private
- Parity with retail E911/911 Trunks

#### **Notes:**

## OP-4 – Installation Interval

**Purpose:**

Evaluates the timeliness of U S WEST's installation of services for customers, focusing on the average time to install service.

**Description:**

Measures the average interval (in business days) between the application date and the completion date for service orders accepted and implemented.

All inward orders (Change, New, and Transfer order types) assigned a due date by U S WEST and which are completed/closed during the reporting period are measured, subject to exclusions specified below.

Intervals for each measured event are counted in whole days: the application date is day zero (0); the day following the application date is day one (1).

**Reporting Period:** One month

**Unit of Measure:** Average Business Days

**Reporting**

**Disaggregation Reporting:** Statewide level.

Results for products/services listed in Product Reporting under "MSA-Type

**Formula:**

$\Sigma[(\text{Order Completion Date}) - (\text{Order Application Date})] / \text{Total Number of Orders Completed}$

Explanation: The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) by total number of service orders completed in the reporting period.

**Exclusions:**

Orders with customer requested due dates greater than the current standard interval. (This exclusion does not apply to LIS trunks, for which orders for all requested intervals are included.)

Orders with intervals lengthened due to customer-caused delays.

Disconnect, From (another form of disconnect) and Record order types.

## OP-4 – Installation Interval (continued)

### Product Reporting:

#### MSA-Type Disaggregation

##### Resale

Residential single line service  
Business single line service  
Centrex  
Centrex 21  
PBX Trunks  
Basic ISDN  
xDSL (MegaBit)  
Unbundled Network Element – Platform

### Standards:

Parity with retail service  
Parity with retail service  
Parity with retail service  
Parity with retail service  
Parity with retail service  
Parity with retail service  
Parity with retail service  
Parity with like retail service

#### Density-Type Disaggregation

##### Resale

- Primary ISDN
  - DS0
  - DS1
  - DS3 and higher bit-rate services
  - Frame Relay
  - LIS Trunks
  - Unbundled Dedicated Interoffice Transport
    - UDIT – DS1 level
    - UDIT – Above DS1 level
  - Unbundled Loops:
    - Analog Loop
    - Non-loaded Loop (2-wire)
    - Non-loaded Loop (4-wire)
    - DS1-capable Loop
    - ISDN-capable Loop
    - xDSL-qualified Loop
    - Loop types of DS3 and higher bit-rates
  - E911/911 Trunks
- Availability:**  
Under Development:
- Unbundled Loops-Analog: change application date to eliminate 3 p.m. cutoff – Apr 00

Parity with retail service  
Parity with retail service  
Parity with retail service  
Parity with retail service  
Parity with retail service  
Parity with U S WEST Interoffice Trunks  
(separately reported)

Parity with retail DS1 Private Line  
Parity with retail Private Lines above DS1 level

TBD (pending conclusion of discussions among  
TBD (pending conclusion of discussions among  
Parity with retail DS1 Private Line  
Parity with retail DS1 Private Line  
Parity with retail ISDN BRI  
TBD (pending conclusion of discussions among  
Parity with retail DS3 and higher bit-rate Private  
Parity with retail E911/911 Trunks

### Notes:

- **OP-5 – New Service Installation Quality**

**Purpose:**

Evaluates quality of ordering and installation of services, focusing on: (A) The average monthly extent that new order installations were free of trouble reports for thirty (30) calendar days following installation; and (B) The percentage of new service installations that experienced a trouble report during the period from the installation date to the date of the order is posted complete.

**Description:**

OP-5A Measures the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation.

- New installation orders used in calculating this performance indicator (appearing in the numerator and the denominator of the OP-5A formula shown below) are all inward orders for the current and previous reporting periods, including Change (C-type) orders for additional lines.
- All trouble reports (for both out-of-service and service-affecting conditions) closed within the reporting period, which were received within thirty (30) days of the original installation of service, are measured (for use in the numerator of the formula shown below), subject to exclusions shown below.

OP-5B Measures the monthly average percentage of trouble reports reported by the CLEC on or after the day the order is installed and prior to the completion of the order in U S WEST's service order processor.

- New installation orders used in calculating this performance indicator (appearing in the denominator of the OP-5B formula shown below) are all inward orders for the current reporting period, including change (C-type) orders for additional lines.
- Includes both out of service and service affecting trouble reports, subject to exclusions shown below.

**Reporting Period:** One month (for trouble reports); Average of prior and current reporting month (for new installation activity) in OP-5A); **Unit of Measure:** Percent of recently-completed orders  
Current reporting month (for new installation activity in OP-5B).

**Reporting** **Disaggregation Reporting:** Statewide level.

**Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail

- Results for products/services listed under Product Reporting under "MSA--type Disaggregation" will be reported for OP-5A and OP-5B according to orders involving:
 

1	Dispatches within MSAs;
---	-------------------------

**Formula:**

OP-5A =  $\left[ \frac{((\text{Number of New Installation Orders completed in the [prior + current months]/2) - (\text{Total Number of New Installation-related Trouble Reports received within 30 Calendar Days of Order Completion}))}{(\text{Number of New Installation Orders completed in the [prior + current months]/2)} \right] \times 100$

OP-5B =  $\left[ \frac{(\text{Count of troubles reported by CLEC on or after the day of installation and prior to the order being posted as complete})}{(\text{Number of New Installation Orders completed in the current reporting period})} \right] \times 100$

**Exclusions:**

- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), and inside wire.
- Subsequent trouble reports for the same trouble before it is closed).
- Information tickets generated for internal U S WEST system/network monitoring purposes.
- For OP-5A reports of troubles received on day of installation before provisioning order is closed as complete.
- For OP-5B: Trouble Reports for which U S WEST has no record of a pending order.

## OP-5 – New Service Installation Quality (Continued)

### Product Reporting:

#### MSA-Type Disaggregation

- Resale
  - Residential single line service
  - Business single line service
  - Centrex
  - Centrex 21
  - PBX Trunks
  - Basic ISDN
  - xDSL (MegaBit)
- Unbundled Network Element-Platform

#### Density-Type Disaggregation

- Resale
  - Primary ISDN
  - DS0
  - DS1
  - DS3 and higher bit-rate services
  - Frame Relay
- LIS Trunks
- Unbundled Dedicated Interoffice Transport
  - UDIT – DS1 level
  - UDIT – Above DS1 level
- Unbundled Loops:
  - Analog Loop
  - Non-loaded Loop (2-wire)
  - Non-loaded Loop (4-wire)
  - DS1-capable Loop
  - ISDN-capable Loop
  - xDSL-qualified Loop
  - Loop types of DS3 and higher bit-rates
- E911/911 Trunks

#### **Availability:**

- OP-5A: Available
- OP-5B: Under Development for Sep 00 data

### Standards:

#### OP-5A

#### OP-5B

- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with like retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with U S WEST Interoffice
- Parity with retail DS1 Private Line
- Parity with retail Private Lines
- TBD (pending conclusion of
- TBD (pending conclusion of
- Parity with retail DS1 Private Line
- Parity with retail DS1 Private Line
- Parity with retail ISDN BRI
- TBD (pending conclusion of
- Parity with retail DS3 and higher
- Parity with retail E911/911 Trunks

#### **Notes:**

## **OP-6 – Delayed Days**

### **Purpose:**

Evaluates the extent U S WEST is late in installing services for customers, focusing on the average number of days that late orders are completed beyond the committed due date.

### **Description:**

OP-6A – Measures the average number of business days that service is delayed beyond the original due date provided to the customer for non-facility reasons attributed to U S WEST . All inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, but later than the original due date assigned by U S WEST , are measured, subject to exclusions specified below.

OP-6B – Measures the average number of business days that service is delayed beyond the original due date provided to the customer for facility reasons attributed to U S WEST. All inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, but later than the original due date assigned by U S WEST due to facility reasons, are measured, subject to exclusions specified below.

**Reporting Period:** One month

**Unit of Measure:** Average Business Days

### **Reporting**

**Comparisons:**  
CLEC aggregate,  
individual CLEC  
and U S WEST  
Retail results

### **Disaggregation Reporting:** Statewide level.

- Results for products/services listed under Product Reporting under “MSA-type Disaggregation” will be reported for OP-6A and OP-6B according to orders involving:
  1. Dispatches within MSAs;
  2. Dispatches outside MSAs; and
  3. No dispatches.
- Results for products/services listed in Product Reporting under “Density-type Disaggregation” will be disaggregated according to installations:
  1. In High Density areas; and
  2. In Low Density areas.

### **Formula:**

OP-6A =  $\frac{\sum[(\text{Actual Completion Date of late order for non-facility reasons}) - (\text{Original Due Date of late order})]}{(\text{Total Number of Late Orders for non-facility reasons})}$

OP-6B =  $\frac{\sum[(\text{Actual Completion Date of late order for facility reasons}) - (\text{Original Due Date of late order})]}{(\text{Total Number of Late Orders for facility reasons})}$

**Exclusions:** Orders delayed due to Customer reasons are excluded.

**Product Reporting:**

**MSA-Type Disaggregation**

- Resale –
  - Residential single line service
  - Business single line service
  - Centrex
  - Centrex 21
  - PBX Trunks
  - Basic ISDN
  - xDSL (MegaBit)
- Unbundled Network Element-Platform (UNE-P)

**Density-Type Disaggregation**

- Resale
  - Primary ISDN
  - DS0
  - DS1
  - DS3 and higher bit-rate services
  - Frame Relay
- LIS Trunks
- Unbundled Dedicated Interoffice Transport
  - UDIT – DS1 level
  - UDIT – Above DS1 level
- Unbundled Loops:
  - Analog Loop
  - Non-loaded Loop (2-wire)
  - Non-loaded Loop (4-wire)
  - DS1-capable Loop
  - ISDN-capable Loop
  - xDSL-qualified Loop
  - Loop types of DS3 and higher bit-rates
- E911/911 Trunks

**Availability:**

Available

**Standards:**

- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with like retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with U S WEST Interoffice Trunks
- Parity with retail DS1 Private Line
- Parity with retail Private Lines above DS1 level
- TBD (pending conclusion of discussions among parties)
- TBD (pending conclusion of discussions among parties)
- Parity with retail DS1 Private Line
- Parity with retail DS1 Private Line
- Parity with retail ISDN BRI
- TBD (pending conclusion of discussions among parties)
- Parity with retail DS3 and higher bit-rate Private
- Parity with retail E911/911 Trunks

**Notes:**



• **OP-15 – Interval for Pending Orders Delayed Past Due Date**

**Purpose:**

Evaluates the extent to which U S WEST's pending orders are late, focusing on the average number of days the pending orders are delayed past the due date, as of the end of the reporting period.

**Description:**

OP-15A – Measures the average number of business days that pending orders are delayed beyond the original due date for reasons attributed to U S WEST.

- Includes all pending inward orders (Change, New, and Transfer order types) for which the original due date assigned by U S WEST has been missed, subject to exclusions specified below.

OP-15B – Reports the number of pending orders measured in the numerator of OP-15A that were delayed for U S WEST facility reasons.

**Reporting Period:** One month

**Unit of Measure:**

OP-15A – Average Business Days

OP-15B – Number of orders pending facilities

**Reporting**

**Comparisons:**  
CLEC aggregate,  
individual CLEC,  
U S WEST retail

**Disaggregation Reporting:** Statewide level.

- Results for products/services listed under Product Reporting under "MSA--type Disaggregation" will be reported for OP-15A and OP-15B according to orders involving:
  - 1 Dispatches within MSAs;
  - 2 Dispatches outside MSAs; and
  - 3 No dispatches.
- Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated for OP-15A and OP-15B according to installations:
  - 4 In High Density areas; and
  - 5 In Low Density areas.

**Formula:**

OP-15A -  $\sum[(\text{Last Day of Reporting Period}) - (\text{Original Due Date of Late Pending Order})] / (\text{Total Number of Pending Orders Delayed for U S WEST reasons as of the last day of Reporting Period})$

OP-15B - (Count of pending orders measured in numerator of OP-15A that were delayed for U S WEST facility reasons)

**Exclusions:**

- Pending orders delayed due to Customer reasons are excluded.

