

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

Disaggregation Reporting: Statewide level.

Comparisons:

Results for listed products, will be disaggregated and reported according to trouble reports involving:

CLEC aggregate,
individual CLEC
and U S WEST
Retail results

MR-3A	Dispatches within MSAs;
MR-3B	Dispatches outside MSAs; and
MR-3C	No dispatches.

Formula:

$$\frac{\text{(Number of Out of Service Trouble Reports Closed within 24 hours)}}{\text{(Total Number of Out of Service Trouble Reports Received)}} \times 100$$

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 using MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);

For products measured using WFA (Workforce Administration) data (products listed for Density-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 U S WEST system/network monitoring purposes.

Time delays due to "no access" are excluded from repair time.

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
 - Basic 21
 - Basic 150K
 - Basic (MediaBit)
- Unbundled Loops
 - Non-loaded Loop (2 wire)
 - Unbundled Network Element – Platform

Availability:

Available

Standards:

- Parity with retail Res and Bus POTS
- Parity with retail MediaBit
- Parity with appropriate retail service

Notes:

• **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

Disaggregation Reporting: Statewide level.

Comparisons:

CLEC aggregate,
individual CLEC
and U S WEST
Retail results

- Results for listed products, 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.

Formula:

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

Exclusions:

- Trouble reports coded as follows:
 - For products measured using MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
 - For products measured using WFA (Workforce Administration) data (products listed for Density-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 U S WEST system/network monitoring purposes.
- Time delays due to “no access” are excluded from repair time.
- Reports of problems received on day of installation before provisioning order is closed as complete.

• **MR-5 – All Troubles Cleared within 4 hours**

Purpose:

Evaluates timeliness of repair for specified services, focusing on all trouble cases of all types (including out of service and service affecting) and on the number of such cases closed within the standard estimate for specified services (i.e., 4 hours).

Description:

Measures the percentage of trouble reports for specified services that are cleared within 4 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 cleared.

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

Reporting Comparisons:

CLEC aggregate, individual
CLEC and U S WEST Retail
results

Disaggregation Reporting: Statewide level.

Results for listed products will be disaggregated according to trouble reports:
MR-5A In High Density areas; and
MR-5B In Low Density areas.

Formula:

$$[(\text{Number of Trouble Reports Closed within 4 hours}) / (\text{Total Trouble Reports Received})] \times 100$$

Exclusions:

- Trouble reports coded as follows:
 - For products measured using MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
 - For products measured using WFA (Workforce Administration) data (products listed for Density-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 U S WEST system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-5 – All Troubles Cleared within 4 hours (continued)

Product Reporting:

- Resale Primary ISDN
- DS3 and higher bit-rate services
- US Trunks
- Unbundled Dedicated Interoffice Transport
- Unbundled Loops
- Non-loaded Loop (4-wire)
- SDN-capable Loop
- E911/911 Trunks

Availability:

Available

Standards:

- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with US WEST Interoffice Trunks
- Parity with DS1 Private Line service
- Parity with Private Line services above DS1
- Parity with retail DS1 Private Line
- Parity with retail DS1 Private Line
- Parity with retail DS1 Private Line
- Parity with retail DS3 and higher bit-rate
- Parity with retail E911/911 Trunks

Notes:

• **MR-6 – Mean Time to Restore**

Purpose:

Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation.

Description:

Measures the time actually taken to resolve requests for repair.

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below.
- Includes customer direct reports, customer-relayed reports, and test assist reports.

Reporting Period: One month

Unit of Measure: Hours and Minutes

Reporting

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

Disaggregation Reporting: Statewide level.

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

Formula:

$$[(\text{Date \& Time Repair Ticket Closed}) - (\text{Date \& Time of Repair Report})] / (\text{Total number of repair reports})$$

Exclusions:

- Trouble reports coded as follows:
 - For products measured using MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
 - For products measured using WFA (Workforce Administration) data (products listed for Density-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 U S WEST system/network monitoring purposes.
- Time delays due to “no access” are excluded from repair time.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-6 – Mean Time to Restore (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
- E911/911 Trunks
 - Loop types of DS3 and higher bit-rates

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 U S WEST Interoffice Trunks
- Parity with retail DS1 Private Line
- Parity with retail Private Lines above DS1 level
- Parity with retail Res and Bus POTS
- Parity with retail ISDN BRI
- Parity with retail DS1 Private Line
- Parity with retail DS1 Private Line
- Parity with retail ISDN BRI
- Parity with retail MegaBit service
- Parity with retail DS3 and higher bit-rate Private
- Parity with retail E911/911 Trunks

• **MR-7 – Repair Repeat Report Rate**

Purpose:

Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).

Description:

Measures the percentage of repair reports that are repeated within 30 days.

- Includes all trouble reports closed during the reporting period that are received within thirty (30) days of the previous trouble report for the same service (regardless of whether the report is about the same type of trouble for that service), subject to exclusions specified below.
- Includes reports due to U S WEST network or system causes, customer-direct and customer-relayed reports.
- The period measured is from date and time of last report completed to date and time of next report.

Reporting Period: One month

Unit of Measure: Percent

Reporting

Disaggregation Reporting: Statewide level.

Comparisons:

CLEC

aggregate,

individual CLEC

and U S WEST

Retail results

- Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be reported according to orders involving:

MR-7A Dispatches within MSAs;

MR-7B Dispatches outside MSAs; and

MR-7C No dispatches.

- Results for products/services listed in Product Reporting under “Density-type Disaggregation” will be disaggregated according to installations:

MR-7D In High Density areas; and

MR-7E In Low Density areas.

Formula:

$$\left(\frac{\text{Total repeated repair reports occurring within 30 calendar days of initial trouble report}}{\text{Total number of Trouble Reports in the reporting period}} \right) \times 100$$

Exclusions:

- Trouble reports coded as follows:
 - For products measured using MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
 - For products measured using WFA (Workforce Administration) data (products listed for Density-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 U S WEST system/network monitoring purposes.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-7 – Repair Repeat Report Rate (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:

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 U S WEST Interoffice Trunks (reported)
- Parity with retail DS1 Private Line
- Parity with retail Private Lines above DS1 level
- Parity with retail Res and Bus POTS
- Parity with retail ISDN BRI
- Parity with retail DS1 Private Line
- Parity with retail DS1 Private Line
- Parity with retail ISDN BRI
- Parity with retail MegaBit service
- Parity with retail DS3 and higher bit-rate Private
- Parity with retail E911/911 Trunks

Notes:

• **MR-8 – Trouble Rate**

Purpose:

Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.

Description:

Measures trouble reports by product and compares them to the number of lines in service.

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below.
- Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.

Reporting Period: One month

Unit of Measure: Percent

Reporting Comparisons: CLEC aggregate,

Disaggregation Reporting: Statewide level.

Formula:

$$\left[\frac{\text{Total number of trouble reports involving the specified service grouping}}{\text{Total number of the specified services that are in service in the reporting period}} \right] \times 100$$

Exclusions:

- Trouble reports coded as follows:
 - For products measured using MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
 - For products measured using WFA (Workforce Administration) data (products listed for Density-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 U S WEST system/network monitoring purposes.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-8 – Trouble Rate (continued)

Product Reporting:

- Resale
 - Residential single line service
 - Business single line service
 - Centrex
 - Centrex 21
 - PBX Trunks
 - Basic ISDN
 - xDSL (MegaBit)
 - Primary ISDN
 - DS1
 - DS3 and higher bit-rate services
 - Frame Relay
- Unbundled Network Element – Platform
- US 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 MegaBit service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with retail service
- Parity with like retail service
- Parity with U S WEST Interoffice Trunks (reported)
- Parity with retail DS1 Private Line
- Parity with retail Private Lines above DS1 level
- Parity with retail Res and Bus POTS
- Parity with retail ISDN BRI
- Parity with retail DS1 Private Line
- Parity with retail DS1 Private Line
- Parity with retail ISDN BRI
- Parity with retail MegaBit service
- Parity with retail DS3 and higher bit-rate Private
- Parity with retail E911/911 Trunks

Notes:

• **MR-9 – Repair Appointments Met**

Purpose:

Evaluates the extent to which U S WEST 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 U S WEST
Retail results

Disaggregation Reporting: Statewide level.

Results for listed specified services will be disaggregated and reported according to orders 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 using MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
 - For products measured using WFA (Workforce Administration) data (products listed for Density-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 the ticket is closed).
- Information tickets generated for internal U S WEST 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

Notes:

• **MR-10 – Customer-Related Trouble Reports**

Purpose:

Evaluates the extent that trouble reports were customer related, and provides diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.

Description:

Measures the percentage of all trouble reports that are attributed to the customer as a percentage of all trouble reports resolved during the reporting period, subject to exclusions specified below.

Includes trouble reports closed during the reporting period 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); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13));
- For products measured from WFA (Workforce Administration) data (products listed for Density-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).

Reporting Period: One month

Unit of Measure: Percent

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

Disaggregation Reporting: Statewide level.

Formula:

(Number of Trouble Reports coded to disposition codes specified above) / (Total Number of Trouble Reports)

Exclusions:

- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved).
- Information tickets generated for internal U S WEST system/network monitoring purposes.

Product Reporting:

Standard:

Diagnostic

- | | |
|--|---|
| <ul style="list-style-type: none"> • Resale <ul style="list-style-type: none"> - Residential single line - Business single line - Centrex - Centrex 21 - PBX Trunks - Basic ISDN - xDSL (MegaBit) - Primary ISDN - DS0 - DS1 - DS3 and higher bit-rate services (aggregate) - Frame Relay • Unbundled Network Element-Platform (UNE-P) (POTS) | <ul style="list-style-type: none"> • LIS Trunks • Unbundled Dedicated Interoffice Transport (UDIT) <ul style="list-style-type: none"> -UDIT – DS1 level -UDIT – Above DS1 level • Unbundled Loops: <ul style="list-style-type: none"> -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 (aggregate) • E911/911 Trunks |
|--|---|

Availability:

Available

Notes: