BEFORE THE ARIZONA CORPORATION COMMISSION

ORIGINAL

IN THE MATTER OF THE U S WEST COMMUNICATIONS, INC. COMPLIANCE WITH SECTION 271 OF THE TELECOMMUNICATIONS ACT OF 1996	**Docket No. T-00000B-97-0238** **U S WEST'S ADDITIONAL SUBMISSION FOR WORKSHOPS**

U S WEST, by its counsel, respectfully submits the following additional information which was requested during the workshops in this matter:

Exhibit A: Additional description of Measurement PO-1.

Exhibit B: Updated definitions and business rules for performance measurements.

U S WEST is in the process of compiling additional information requested during the workshops and will submit such information as soon as possible.

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Dated: October 15, 1999.

Respectfully submitted,

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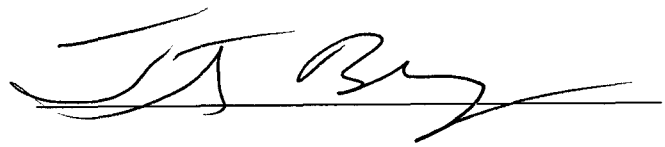

Exhibit A

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Exhibit B

U S WEST's Service Performance Indicators
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Network Performance – Network Interconnection

- NI-1 Trunk Blocking – Interconnection Trunks (percent):
- NI-2 Trunk Blocking – Local Interoffice Trunks (percent):

Collocation Provisioning

- CP-1 Installation Commitments Met (percent)
- CP-2 Installation Interval (average)

DIAGNOSTIC PERFORMANCE INDICATORS

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- DPO-1 Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor (percent)
- DPO-2 LSR Rejection Notice Interval (average)
- DPO-3 LSRs Rejected (percent)
- DPO-4 Firm Order Confirmation (FOC) Interval (average)
- DPO-5 Pre-Order/Order Response Times for U S WEST Retail Transactions (average)
- DPO-6 Completion Notifications Transmitted within 24 hours (percent) (under development)
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Ordering and Provisioning

- DOP-1 Customer-Caused Installation Misses (percent)
- DOP-2 Delayed Orders Completed ≥ 15 days past the commitment date (percent)
- DOP-3 Delayed Orders Completed ≥ 90 days past the commitment date (percent)

Maintenance & Repair

- DMR-1 Customer-Caused Trouble Reports (percent)

Collocation Provisioning

- DCP-1 CLEC-Caused Collocation Misses (percent)
- DCP-2 Collocation Feasibility Study Interval (average)
- DCP-3 Collocation Feasibility Study Commitments Met (percent)
- DCP-4 Collocation Quote Interval (average)
- DCP-5 Collocation Quote Commitments Met (percent)

Network Performance

- DNI-1 (indicator number reserved for future use)
- DNI-2 Local Interconnection Final Trunk Group Utilization (average)
- DNP-1 U S WEST Local Interoffice Trunks Provisioned by Scheduled Date (percent)
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- DNP-3 U S WEST Local Interoffice Trunks Provisioning Late Days (average)
- DNR-1 U S WEST Local Interoffice Trunks Mean Time to Restore (average)
- DNR-2 U S WEST Local Interoffice Trunks All Troubles Cleared within 4 hours (percent)
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- DNR-4 U S WEST Local Interoffice Trunks Trouble Rate (percent) (under development)

U S WEST's Service Performance Indicators

Introduction

In accordance with Section 20 of the SGAT, U S WEST will report performance results for the service performance indicators defined herein. U S WEST will report separate performance results associated with the services it provides to Competitive Local Exchange Carriers (CLECs) in aggregate (except as noted herein), to CLECs individually and, as applicable, to U S WEST's retail customers in aggregate. Within these categories, performance results related to service provisioning and repair will be reported for the products listed in each definition. All reports provided hereunder will be subject to agreements of confidentiality and/or nondisclosure.

CORE INDICATORS

Core Gateway Availability Indicators

Indicator Number: GA-1
Category: Gateway Availability
Measure: Gateway Availability – via Human-to-Computer Interface

Purpose:
Evaluates the quality of CLEC access to the specified electronic gateway, focusing on the extent the gateway is actually available to CLECs.

Description:
Measures the availability of the IMA (Interconnect Mediated Access) interface and reports the percentage of scheduled up time the IMA Interface is available for view and/or input.

- All times during which the interface is scheduled to be operating during the reporting period are measured.
- Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work.
- When figuring scheduled available time, the scheduled down time is subtracted from the 24-hour day.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate results
- **Reporting Period:** One month
- **Unit of Measure:** Hours and Minutes
- **Disaggregation Reporting:** Region-wide level.

Formula:
[Number of Hours and Minutes Gateway is Available to Competing Carriers During Reporting Period / Number of Hours and Minutes Gateway was Scheduled to be Available During Reporting Period] x 100

Indicator Number: GA-2
Category: Gateway Availability
Measure: Gateway Availability – via Computer-to-Computer Interface

Purpose:
Evaluates the quality of CLEC access to the specified electronic gateway, focusing on the extent the gateway is actually available to CLECs.

Description:
Measures the availability of EDI (Electronic Data Interchange) interface and reports the percentage of scheduled up time the EDI Interface is available for view and/or input.

- All times during which the interface is scheduled to be operating during the reporting period are measured.
- Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work.
- When figuring scheduled available time, the scheduled down time is subtracted from the 24-hour day.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate results
- **Reporting Period:** One month
- **Unit of Measure:** Hours and Minutes
- **Disaggregation Reporting:** Region-wide level.

Formula:
[Number of Hours and Minutes Gateway is Available to Competing Carriers During Reporting Period/Number of Hours and Minutes Gateway was Scheduled to be Available During Reporting Period] x 100

Core Pre-Order/Order Indicators

Indicator Number: PO-1
Category: Pre-Order / Order
Measure: Pre-Order / Order Response Times

Purpose:
Evaluates the timeliness of CLEC access to U S WEST's operational support systems in carrying out pre-ordering/ordering functions, focusing on specific transaction types through the specified gateway interface.

Description:
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 CLEC service representatives requesting pre-ordering/ordering information from the underlying existing OSS. These simulated transactions are made through the operational production gateway interfaces and existing systems in a manner that reflects, in a statistically-valid manner, the transaction response times experienced by CLECs 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. Time to access the various screens involved in executing the query and receiving the response are included in the response time for each transaction.
- A query is an individual request for the specified type of information.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate results
- **Reporting Period:** One month
- **Unit of Measure:** Hours and Minutes
- **Disaggregation Reporting:** State-wide level.
  Results are reported as follows:
  PO-1A Pre-Order/Order Response Time for IMA (CLEC transactions)
  PO-1B Pre-Order/Order Response Time for EDI (CLEC transactions)

  Note: *U S WEST will begin reporting EDI results for November in December of 1999.*

  Results for PO-1A and PO-1B are reported separately for the following transaction types:
  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

Exclusions:
- Rejected requests/ errors

Formula:
Σ [(Query Response Date & Time) – (Query Submission Date & Time)] / (Number of Queries Submitted in Reporting Period)

Core Ordering and Provisioning Indicators

Indicator Number: OP-1
Category: Ordering and Provisioning
Measure: Speed of Answer - Interconnect Provisioning Center

Purpose:
Evaluates the timeliness of CLEC access to U S WEST's interconnection provisioning center(s), focusing on how long it takes for calls to be answered.

Description:
Measures the averaged elapsed time following the first ring to answering of calls by agents in the Interconnection Provisioning Center or the Retail Business Office.

- Measures all calls to the Interconnect Provisioning Center during the reporting period, subject to exclusions specified below.
- First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor).
- Answer is defined as when the call is first picked up by the (USW) agent.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate and U S WEST Retailresults
- **Reporting Period:** One month
- **Unit of Measure:** Seconds
- **Disaggregation Reporting:** Region-wide level.

Exclusions:
- Abandoned calls.
- Time spent in the VRU (Voice Response Unit) is not counted

Formula:
Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / Total Calls Answered by agents during reporting period.

Explanation: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in the reporting period.

Products:
642 Provisioning Centers

Indicator Number: OP-2
Category: Ordering and Provisioning
Measure: Calls Answered within twenty seconds - Interconnect Provisioning Center

Purpose:
Evaluates the timeliness of CLEC access to U S WEST's interconnection provisioning center(s) and retail customer access to the Business Office, focusing on the extent calls are answered within 20 seconds.

Description:
Measures the percentage of (Interconnection Provisioning Center or Retail Business Office) calls that are answered by an agent within 20 seconds of the first ring.

- Measures all calls to the Interconnect Provisioning Center/Retail Business Office during the reporting period, subject to exclusions specified below.
- Abandoned calls are counted as missed.
- First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor).
- Answer is defined as when the call is first picked up by the (USW) agent.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent of Calls
- **Disaggregation Reporting:** Region-wide level.

Exclusions:

- Time spent in the VRU Voice Response Unit is not counted.

Formula:
[(Total Calls Answered by Center within 20 seconds) / (Total Calls received by Center)] x 100

Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.

Products:
641 Provisioning Centers/Business Offices

Indicator Number: OP-3
Category: Ordering and Provisioning
Measure: 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 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 and orders with extended due dates assigned in conjunction with lack of facilities.
- Original due date provided to the customer matched by completion date is counted as a met due date.
- A due date missed for standard categories of customer reasons is counted as met.
- Standard categories of customer reasons are; customer equipment, customer education (instruction on how to use products or service), inside wire, or test OK.

? **Reporting Dimensions:**
- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent of Orders
- **Disaggregation Reporting:** State-wide level.

? Results for non-designed services (Residence POTS and Business POTS) are disaggregated and reported according to orders involving:
OP-3A Dispatches within MSAs;
OP-3B Dispatches outside MSAs; and
OP-3C No dispatches.

? By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to installations:
? OP-3D In High Density areas; and
? OP-3E In Low Density areas.

Exclusions:
- Orders issued pending Right of Way or customer deposit.
- For Unbundled Loops, orders affected by lack of available facilities.
- Disconnect, From (another form of disconnect) and Record order types.

Formula:
[(Total Orders completed on Original Due Date) / (Total Orders Completed)] x 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.

Exhibit B

Products:

124 Residence
125 Business
126 Centrex
697 Resale Aggregate
127 PBX Trunks
698 ISDN Aggregate
128 Basic ISDN
129 Designed ISDN
130 Primary ISDN
131 DID
132 DSS

137 DSO
138 DS1
139 DS3

542 INP

321 LIS Trunks
509 Unbundled Transport in aggregate
764 Unbundled Loop in aggregate

? **Indicator Number: OP-4**
Category: Ordering and Provisioning
Measure: 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 completed/closed during the reporting period are measured, subject to exclusions specified below.
- A fraction of a day is rounded to the nearest full day.
- The application date is day zero (0); the day following the application date is day one (1).

?
? **Reporting Dimensions:**
- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results

- **Reporting Period:** One month

- **Unit of Measure:** Business Days

- **Disaggregation Reporting:** State-wide level.

? Results for non-designed services (Residence POTS and Business POTS) are disaggregated and reported according to orders involving:
OP-4A Dispatches within MSAs;
OP-4B Dispatches outside MSAs; and
OP-4C No dispatches.

? By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to installations:
? OP-4D In High Density areas; and
? OP-4E In Low Density areas.

Exclusions:
- Orders issued pending Right of Way or customer deposit.
- Orders with customer requested due dates greater than the current standard interval and intervals lengthened due to customer-caused delays.
- For Unbundled Loops, orders affected by lack of available facilities.
- Disconnect, From (another form of disconnect) and Record order types.

Formula:
Σ[(Order Completion Date & Time) – (Order Application Date & Time)] / 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.
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Exhibit B

? **Products:**

108 Residence
109 Business
110 Centrex
695 Resale Aggregate
111 PBX Trunks
696 ISDN Aggregate
112 Basic ISDN
113 Designed ISDN
114 Primary ISDN
115 DID
116 DSS

121 DSO
122 DS1
123 DS3

541 INP
320 LIS Trunks
763 UBL Aggregate

?

Indicator Number: OP-5
Category: Ordering and Provisioning
Measure: Ordering and Installation Accuracy

Purpose:
Evaluates accuracy of ordering and installation of services, focusing on the extent new order installations are free of trouble reports for thirty (30) days following installation.

Description:

? Measures the 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 formula shown below) are all inward orders that are measured by performance indicator OP-3 (Commitments Met) for the current and previous reporting periods, subject to the exclusions listed in the definition for OP-3.
- All trouble reports (for both out-of-service and service-affecting conditions) resolved 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).

?

? **Reporting Dimensions:**

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

- **Reporting Period:** One month (for trouble reports); Average of prior and current reporting month (for new installation activity).

- **Unit of Measure:** Percent of recently-completed orders

- **Disaggregation Reporting:** State-wide level.

?

? By December 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated and reported according to orders involving:

OP-5A Service installations within MSAs;
OP-5B Service installations outside MSAs; and

? By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to installations:

? OP-5D Service installations in High Density areas; and
? OP-5E Service installations in Low Density areas.

?

?

Exclusions:

- Exclusions specified in the definition for performance indicator OP-3.
- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "Test OK."
- 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.

?

Formula:
[((Number of New Installation Orders completed in the [prior + current months/2]) - (Total Number of New Installation-related Trouble Reports received within 30 Calendar Days of Order Completion)) / (Number of New Installation Orders completed in the [prior + current months/2])] x 100

?

Exhibit B

? **Products:**

172 Residence
173 Business
174 Centrex
175 PBX Trunks
176 Basic ISDN
177 Designed ISDN
178 Primary ISDN

767 Unbundled Loop Aggregate
444 Unbundled Loop analog
?
?

185 DSO
186 DS1
187 DS3

545 INP
324 LIS Trunks
750 Unbundled Transport Aggregate

Indicator Number: OP-6
Category: Ordering and Provisioning
Measure: Delayed Days (average)

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:

? Measures the average number of business days service is delayed beyond the original due date provided to the customer for 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 due date assigned by U S WEST, are measured, subject to exclusions specified below.

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? **Reporting Dimensions:**

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

- **Reporting Period:** One month

- **Unit of Measure:** Business Days

- **Disaggregation Reporting:** State-wide level.

? Results for non-designed services (Residence POTS and Business POTS) are disaggregated and reported according to orders involving:

OP-6A Dispatches within MSAs;
OP-6B Dispatches outside MSAs; and
OP-6C No dispatches.

? By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to installations:

? OP-6D In High Density areas; and
? OP-6E In Low Density areas.

?

Exclusions:

- Orders delayed due to Customer reasons are excluded.
- For Unbundled Loops, orders affected by lack of available facilities are excluded.

?

Formula:
Σ[(Actual Completion Date of late order) – (Original Due Date of late order)] / (Total Number of Late Orders)

Explanation: Average delayed days is derived by dividing the sum of all delayed days (associated with late orders) by the total number of orders with missed original due dates. Result is expressed in business days.

? **Products:**

1080 Residence	1086 Basic ISDN	1095 DSO
1081 Business	1087 Designed ISDN	1096 DS1
1082 Centrex	1088 Primary ISDN	1097 DS3
1084 PBX Trunks	1098 LIS Trunks	1105 Unbundled Loop aggregate

Indicator Number: OP-7
Category: Ordering and Provisioning
Measure: Coordinated Cutover Interval - Unbundled Loop

Purpose:

Evaluates the timeliness and convenience of coordinated cutovers of unbundled loops, focusing on the time actually involved in disconnecting the loop from the U S WEST network and connecting it for the CLEC to use.

Description:

Measures the average time to complete coordinated unbundled loop cutovers, based on intervals beginning with the "lift" time and ending with the "lay" time.

- OP-7A - All orders for coordinated cutovers of unbundled loops without number portability (INP or LNP) that are completed/closed during the reporting period are measured, subject to exclusions specified below.
- OP-7B - All orders for coordinated cutovers of unbundled loops that are coordinated with LNP and completed/closed during the reporting period are measured, subject to exclusions specified below.
- "Lift" time is defined as when U S WEST disconnects the loop
- "Lay" time is defined as when U S WEST connects the unbundled loop to the CLEC

? Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Minutes and seconds
- **Disaggregation Reporting:** State-wide level.

  Results for this measurement will be reported according to:
  OP-7A Unbundled Loops (without Number Portability); and
  OP-7B Unbundled Loops (associated with LNP).

Exclusions:

- Customer-caused delays or changes in cutover (due date) times.

Formula:

Σ[("Lay" time) – ("Lift" time)] / (Total Number of Coordinated Unbundled Loops Cutovers)

Explanation: The average cutover interval is obtained by dividing the sum of the individual times used for completing coordinated unbundled loop cutovers by the total number of coordinated cutovers completed in the reporting period. Unbundled Loop orders included in the formula for OP-7A are those not associated with number portability, and orders included in the formula for OP-7B are those associated with LNP. In both cases, only the coordinated cutover interval time of the loop are reported (i.e., number portability interval, if any, are be included).

Indicator Number: OP-8
Category: Ordering and Provisioning
Measure: Coordinated Number Portability Timeliness

Purpose:
Evaluates the timeliness and convenience of coordinated cutovers of number portability, separately focusing on interim and long-term local number portability.

Descriptions:
OP-8A – Coordinated Interim Number Portability (INP) Interval (average): Measures the average time to complete an Interim Number Portability cutover, based on a start time defined as the actual "frame due" time (if coordinated with unbundled loop) or the scheduled time (if no unbundled loop) and an ending time defined as the completion time of the INP activation.

- All orders for coordinated cutover of INP that are completed/closed during the reporting period are measured, subject to exclusions specified below.

OP-8B – Coordinated Local Number Portability (LNP) Timeliness (percent): Measures the percentage of LNP triggers activated on time, as defined by the completion of the associated unbundled loop cutover (the "lay" time for the loop, as described under indicator OP-7). (Under Development)

- All orders for LNP coordinated with unbundled loops that are completed/closed during the reporting period are measured, subject to exclusions specified below.

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? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results

- **Reporting Period:** One month

- **Unit of Measure:** OP-8A -- Minutes and seconds
  OP-8B -- Percent of triggers set on time

- **Disaggregation Reporting:** State-wide level.

Exclusions:

- Customer-caused delays or changes in cutover times.

Formulas:
OP-8A = $\sum$[("Frame Due" time or Scheduled Time) – (INP activation time)] / (Total Number of Coordinated INP Cutovers)

OP-8B = [(Number of LNP triggers activated before the loop "lay" time) / (Total Number of LNP activation completed)] x 100

Explanation: U S WEST controls the start and completion of INP cutovers; whereas, for LNP, U S WEST controls only the activation of LNP triggers and CLECs control the completion of LNP cutovers.

Indicator Number: OP-9
Category: Ordering and Provisioning
Measure: Combined Coordinated Cutover Interval – Unbundled Loop and Number Portability

Purpose:
Evaluates the combined effect on customer out-of-service time from coordinated cutovers of both unbundled loops and interim number portability.

Description:
Measures the Average time (beginning to end) to complete a coordinated cutover of an unbundled loop combined with Interim Number Portability.

- All orders for unbundled loops coordinated with INP that are completed/closed during the reporting period are measured, subject to exclusions specified below.

? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Minutes and seconds
- **Disaggregation Reporting:** State-wide level.

Exclusions:

- Customer-caused delays or changes lengthening cutover intervals.

Formulas:
OP-9 = Σ[(Earlier of Loop "Lift" time or INP start time) – (Later of Loop "Lay" time or INP complete time)] / (Total Number of Coordinated Unbundled Loop with INP cutovers)

Core Maintenance and Repair Indicators

Indicator Number: MR-1
Category: Maintenance and Repair
Measure: Speed of Answer – Interconnect Repair Center

Purpose:
Evaluates timeliness of Customer access to U S WEST's Interconnection and/or Retail Repair Center(s), focusing on how long it takes for calls to be answered.

Description:
Measures the average time following the first ring to answer calls in the Interconnection and/or Retail Repair Center.
- Measures all calls to the Interconnect Repair Center during the reporting period, subject to exclusions specified below.
- First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor).
- Answer is defined as when the call is first picked up by the (USW) agent.

? Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Seconds
- **Disaggregation Reporting:** Region-wide level.

Exclusions:
- Abandoned calls.
- Time spent in the VRU (Voice Response Unit) is not counted.

Formula:
Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / Total Calls Answered by agents during reporting period.

Explanation: Average Speed of Answer is obtained by dividing the sum of times to answer calls by the total number of calls received.

Products:
645 Repair Centers

Indicator Number: MR-2
Category: Maintenance and Repair
Measure: Calls Answered with 20 seconds – Interconnect Repair Center

Purpose:
Evaluates Customer access to U S WEST's Interconnection and/or Retail Repair Center(s), focusing on the number of calls answered within 20 seconds.

Description:
Measures the percentage of Interconnection and/or Retail Repair Center calls answered within 20 seconds of the first ring.

- Measures all calls to the Interconnect Repair Center during the reporting period, subject to exclusions specified below.
- First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor).
- Answer is defined as when the call is first picked up by the (USW) agent.
- An abandoned call is tracked from first ring to time attempt was terminated.

? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate and U S WEST Retail levels
- **Reporting Period:** One month
- **Unit of Measure:** Percent of Calls
- **Disaggregation Reporting:** Region-wide level.

Exclusions:

- Time spent in the VRU (Voice Response Unit) is not counted.

Formula:
[(Total Calls Answered by Center within 20 seconds) / (Total Calls received by Center)] x 100

Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.

Products:
644 Repair Centers

Indicator Number: MR-3
Category: Maintenance and Repair
Measure: Out of Service Cleared within 24 hours – Non-designed Repair Process

Purpose:
Evaluates timeliness of repair for non-designed services, focusing on cases where the out-of-service cases were resolved within the standard estimate for non-designed services (i.e., 24 hours for out-of-service conditions).

Description:
Measures the percent of Non-designed service trouble reports cleared within 24 hours of a call from a CLEC, or from a retail customer, to U S WEST.

- Measures all trouble reports, resolved during the reporting period, which involve a non-designed 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 Dimensions:

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent of Reports
- **Disaggregation Reporting:** Region-wide level.

? Results will be disaggregated and reported according to trouble reports involving:
MR-3A Dispatches within MSAs;
MR-3B Dispatches outside MSAs; and
MR-3C No dispatches.

?

? By December 1999, results for Unbundled Loops will be disaggregated according to trouble reports:
? MR-3D In High Density areas; and
? MR-3E In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "test OK."
- 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.
- Time delays due to "no access" are excluded from repair time.

Formula:
(Number of Out of Service Trouble Reports Resolved within 24 hours) / (Total Number of Out of Service Trouble Reports Received) x 100

Explanation: Percentage is obtained by dividing the total number of OOS reports resolved within 24 hours by the total number of OOS reports received during the measurement period.

Exhibit B

? **Products:**

235 Residence
236 Business
237 Centrex
238 PBX Trunks
239 Basic ISDN

769 Unbundled Loop Aggregate

Indicator Number: MR-4
Category: Maintenance and Repair
Measure: All Troubles cleared within 48 hours – Non-Designed Repair Process

Purpose:
Evaluates timeliness of repair for non-designed services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases resolved within the standard estimate for non-designed services (i.e., 48 hours for service-affecting conditions).

Description:

? Measures the percent of Non-designed service trouble reports cleared within 48 hours of a call from a CLEC, or from retail customer, to U S WEST.

- Measures all trouble reports, resolved during the reporting period, which involve a non-designed service that is out-of-service or has a service-affecting problem, subject to exclusions specified below.
- Out-of-service is defined as inability to place or receive calls. Service-affecting is defined as a problem that diminishes the use of the service (such as inoperable feature).
- Time measured is from date and time of receipt to date and time trouble is indicated as cleared.

?
?
? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** Region-wide level.

? Results for non-designed services are disaggregated and reported according to trouble reports involving:
MR-4A Dispatches within MSAs;
MR-4B Dispatches outside MSAs; and
MR-4C No dispatches.

?
? By December 1999, results for Unbundled Loops will be disaggregated according to trouble reports:
? MR-4D In High Density areas; and
? MR-4E In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "test OK."
- 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.
- Time delays due to "no access" are excluded from repair time.

Formula:
[(Total Maintenance Reports Completed within 48 hours) / (Total Maintenance Reports Received)] x 100

? **Products:**

240 Residence
241 Business
242 Centrex
243 PBX Trunks
244 Basic ISDN
453 Unbundled Loop analog

Indicator Number: MR-5
Category: Maintenance and Repair
Measure: All Troubles Cleared within 4 hours – Designed Repair Process

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

Description:
Measures the percentage of trouble reports for designed services that are cleared within 4 hours of a call from a CLEC, or from a retail customer, to U S WEST.

- Measures all trouble reports, resolved during the reporting period, which involve a designed service that is out-of-service ore has a service-affecting problem, subject to exclusions specified below.
- Out-of-service is defined as inability to place or receive calls. Service-affecting is defined as a problem that diminishes the use of the service (such as inoperable feature).
- Time measured is from date and time of receipt to date and time trouble is cleared.

? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** Region-wide level.

? By December 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to trouble reports:
  - ? MR-5A In High Density areas; and
  - ? MR-5B In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "test OK."
- 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.
- Time delays due to "no access" are excluded from repair time.

Formula:
[(Number of Trouble Reports Resolved within 4 hours) / (Total Trouble Reports Received)] x 100

? **Products:**

209 Residence
210 Business
211 Centrex
212 PBX Trunks
213 Basic ISDN
214 Designed ISDN
215 Primary ISDN
222 DSO
223 DS1
224 DS3
752 UDIT Aggregate
326 LIS Trunks

Indicator Number: MR-6
Category: Maintenance and Repair
Measure: Mean Time to Restore

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

Description:
? Measures the average time to resolve requests for repair.
- Measures all trouble reports resolved during the reporting period, subject to exclusions specified below, including those that are out of service or service-affecting.
- Out-of-service is defined as inability to place or receive calls. Service-affecting is defined as a problem that diminishes the use of the service (such as inoperable feature).
- Includes customer direct reports, customer-relayed reports, and test assist reports.

?
?
? **Reporting Dimensions:**
- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results

- **Reporting Period:** One month

- **Unit of Measure:** Hours and Minutes

- **Disaggregation Reporting:** Region-wide level.

? Results for non-designed services (Residence POTS and Business POTS) are disaggregated and reported according to repairs involving:
MR-6A Dispatches within MSAs;
MR-6B Dispatches outside MSAs; and
MR-6C No dispatches.

? By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to repairs:
? MR-6D In High Density areas; and
? MR-6E In Low Density areas.
?
?

Exclusions:
- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "test OK."
- 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.
- Time delays due to "no access" are excluded from repair time.

?

Formula:
Σ[(Date & Time of Repair Report) – (Date & Time of Repair Completion)] / (Total number of repair reports)

?

Exhibit B

? **Products:**

266 Residence
267 Business
268 Centrex
732 Resale Aggregate
269 PBX Trunks
733 ISDN Aggregate
270 Basic ISDN
271 Designed ISDN
272 Primary ISDN
772 UBL Aggregate

279 DSO
280 DS1
281 DS3

328 LIS Trunks

?

Indicator Number: MR-7
Category: Maintenance and Repair
Measure: 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 days).

Description:

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

- Measures all trouble reports, resolved during the reporting period, which 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, including both out of service and service-affecting troubles.
- Out-of-service is defined as inability to place or receive calls. Service-affecting is defined as a problem that diminishes the use of the service (such as inoperable feature).
- 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 Dimensions:**

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** Region-wide level.

? Results for non-designed services (Residence POTS and Business POTS) are disaggregated and reported according to repeat repair reports involving:

MR-7A Dispatches within MSAs;
MR-7B Dispatches outside MSAs; and
MR-7C No dispatches.

? By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to repeat repair reports:

? MR-7D In High Density areas; and
? MR-7E In Low Density areas.

?
?

Exclusions:

- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "test OK."
- 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.

?

Formula:
([(Total repeated repair reports occurring within 30 days of initial trouble report) / (Total number of Trouble Reports in the reporting period)] x 100).

? **Products:**

282 Residence
283 Business
284 Centrex
285 PBX Trunks
286 Basic ISDN
287 Designed ISDN
288 Primary ISDN
295 DSO
296 DS1
297 DS3
329 LIS Trunks
773 UBL Aggregate

?

Indicator Number: MR-8
Category: Maintenance and Repair
Measure: Trouble Rate (percent)

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 resolved during the reporting period, subject to exclusions specified below.
- This ratio represents trouble rate per lines in service.
- Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.

?

? Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Hours and Minutes
- **Disaggregation Reporting:** Region-wide level.

?

Exclusions:

- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "test OK."
- 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.

?

Formula:
[(Total number of trouble reports involving the specified service grouping) / (Total number of the specified services that are in service in the reporting period)] x 100

?

? Products:

298 Residence (available)
301 PBX Trunks (under development)
300 Centrex (under development)
330 LIS Trunks (under development)
311 DSO (under development)
312 DS1 (under development)
313 DS3 (under development)
302 Basic ISDN (under development)
774 Unbundled Loop aggregate (under development)

?

Indicator Number: MR-9
Category: Maintenance and Repair
Measure: Repair Commitments Met

Purpose:
Evaluates the extent to which U S WEST repairs services for Customers by the committed date and time.

Description:
? Measures the percentage of repair reports for which the committed date and time is met.
- Measures all trouble reports, resolved during the reporting period, which involve a non-designed service that is out-of-service or has a service-affecting problem, subject to exclusions specified below.
- Out-of-service is defined as inability to place or receive calls. Service-affecting is defined as a problem that diminishes the use of the service (such as inoperable feature).
- Time measured is from date and time of receipt to date and time trouble is indicated as cleared.

?
?

? **Reporting Dimensions:**
- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results

- **Reporting Period:** One month

- **Unit of Measure:** Percent

- **Disaggregation Reporting:** State-wide level.

? Results for non-designed services (Residence POTS and Business POTS) are disaggregated and reported according to orders involving:
MR-9A Dispatches within MSAs;
MR-9B Dispatches outside MSAs; and
MR-9C No dispatches.

Exclusions:
- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "test OK."
- 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.

Formula:
[(Total Maintenance Reports Completed by commitment date) / (Total Maintenance Reports Received)] x 100

Product:
? 261 Residence
262 Business
263 Centrex
264 PBX Trunks
265 Basic ISDN

?

Core Billing Indicators

Indicator Number: BI-1
Category: Billing
Measure: Mean Time to Provide USW Recorded Usage Records

Purpose:
Evaluates the timeliness with which USW provides recorded daily usage records to CLECs.

Description:

? Measures the average time interval from date of recorded daily usage to date usage records are ready to be transmitted to CLECs.

- Includes electronically-transmitted usage records for local measured usage, local message usage, intraLATA toll usage, and local exchange service components priced on a per-use basis, subject to exclusions specified below.

?
?
? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Days
- **Disaggregation Reporting:** Region-wide level.

?

Exclusions:

- None.

Formula:
Σ(Date Record Transmitted - Date Usage Recorded)/(Total number of records)

Product: Not Applicable

Indicator Number: BI-2
Category: Billing
Measure: Mean Time to Deliver Invoices

Purpose:
Evaluates the timeliness with which USW delivers EDI-formatted bills to CLECs.

Description:
Measures the average number of days between the bill date and bill delivery.

- Includes all electronically-transmitted invoices for local exchange services and intraLATA toll, subject to exclusions specified below.

? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Days
- **Disaggregation Reporting:** Region-wide level.

Exclusions:

- None.

Formula:
Σ(Bill Transmission Date - Bill Date)/(Total Number of Bills)

Product: (Not Applicable)

Indicator Number: BI-3
Category: Billing
Measure: Billing Accuracy – Adjustments for Errors (Under Development)

Purpose:
Evaluates the accuracy with which U S WEST bills CLECs, focusing on the percentage of billed revenue adjusted due to errors.

Description:
Measures the billed revenue adjusted off bills due to errors, as a percentage of total billed revenue.

? **Reporting Dimensions:**

- **Reporting Comparisons:** U S WEST, state-specific, and CLEC level of reporting
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** Region-wide level.

Exclusions:

- None.

Formula:
Σ(Billed Amounts Adjusted for Errors)/(Total Related Billed Amounts in Reporting Period)

?
Product:

?

Core Emergency Services/9-1-1, Directory Assistance & Operator Services Indicators

Indicator Number: ES-1
Category: Emergency Services
Measure: ALI Data Base Updates Completed within 24 hours

Purpose:
Evaluates the degree that batch updates for the ALI database are transmitted for update within the prescribed interval (24 hours).

Description:
Measures the percentage of batch updates to the ALI Database accomplished within 24 hours.

- Includes all ALI database updates completed during the reporting period.

? **Reporting Dimensions:**

- **Reporting Comparisons:** Combined results for all updates
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** Region-wide level.
  ?

Exclusions:

- None.

Formula:
[(Total number of ALI Database batch updates transmitted within 24 hours) / (Total number of updates)] x 100

Indicator Number: ES-2
Category: Emergency Service
Measure: 911/E911 ES Trunk Installation Interval

Purpose:
Evaluates the timeliness of installation of emergency services trunks.

Description:
Measures the average time (in business days) between the application date and the completion date for the 911 or E911 trunk installations ordered.

- Includes all 911/E911 Emergency Services Trunks installed during the reporting period, subject to exclusions specified below.
- Includes (inward) Change, New, and Transfer order types.

? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Business days
- **Disaggregation Reporting:** Region-wide level.
  ?

Exclusions:

- Disconnects, From (another form of disconnect), Record, and orders with customer requested longer than standard intervals.

Formula:
Σ[(Order Completion Date & Time) - (Order Application Date & Time)] / (Total Number of Orders Completed in Reporting Period)

Indicator Number: DA-1
Category: Directory Assistance
Measure: Speed of Answer – Directory Assistance

Purpose:
Evaluates timeliness of customer access to U S WEST's Directory Assistance operators, focusing on how long it takes for calls to be answered.

Description:
Measures the average time following first ring until a call is first picked up by the (U S WEST) agent/system to answer Directory Assistance calls.

- Includes all calls to U S WEST's directory assistance during the reporting period, subject to exclusions specified below.
- Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the call is counted as answered when the system (electronic voice) answers.

? **Reporting Dimensions:**

- **Reporting Comparisons:** Combined results for all calls
- **Reporting Period:** One month
- **Unit of Measure:** Seconds
- **Disaggregation Reporting:** Region-wide level.

?

Exclusions:

- None.

?

Formula:
Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / (Total Calls Answered by Center)

Explanation: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month.

?

Product:
637 Directory Assistance

?

Indicator Number: DA-2
Category: Directory Assistance
Measure: Calls Answered within Ten Seconds – Directory Assistance

Purpose:
Evaluates timeliness of customer access to U S WEST's Directory Assistance Operators, focusing on the number of calls answered within 10 seconds.

Description:
Measures the percent of Directory Assistance calls that are answered within 10 seconds of the first ring by the (U S WEST) agent/system.

- Includes all calls to U S WEST's directory assistance during the reporting period, subject to exclusions specified below.
- Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the call is counted as answered when the system (electronic voice) answers.

? **Reporting Dimensions:**

- **Reporting Comparisons:** Combined results for all calls
- **Reporting Period:** One month
- **Unit of Measure:** Percent of Calls
- **Disaggregation Reporting:** Region-wide level.

?

?

Exclusions:

- None.

?

Formula:
[(Total Calls Answered by Center within 10 seconds) / (Total Calls Answered by Center)] x 100

Product:
635 Directory Assistance

Indicator Number: OS-1
Category: Operator Services
Measure: Speed of Answer – Operator Services

Purpose:
Evaluates timeliness of customer access to U S WEST's operators, focusing on how long it takes for calls to be answered.

Description:
Measures the average time following first ring until a call is first answered by the U S WEST agent to handle Operator Assisted calls.

- Includes all calls to U S WEST's operator services during the reporting period, subject to exclusions specified below.

? **Reporting Dimensions:**

- **Reporting Comparisons:** Combined results for all calls
- **Reporting Period:** One month
- **Unit of Measure:** Seconds
- **Disaggregation Reporting:** Region-wide level.

?

?

Exclusions:

- Abandoned calls.

?

Formula:
Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / (Total Calls Answered by Center)

Product:
638 Operator Services

Indicator Number: OS-2
Category: Operator Services
Measure: Calls Answered within ten seconds – Operator Services

Purpose:
Evaluates timeliness of customer access to U S WEST's operators, focusing on the number of calls answered within 10 seconds.

Description:
Measures the percent of Operator Assisted calls answered within 10 seconds of the first ring by the U S WEST agent.

- Includes all calls to U S WEST's operator services during the reporting period, subject to exclusions specified below.
- Answer is defined as when the call is first picked up by the (USW) agent.

? **Reporting Dimensions:**

- **Reporting Comparisons:** Combined results for all calls
- **Reporting Period:** One month
- **Unit of Measure:** Percent of Calls
- **Disaggregation Reporting:** Region-wide level.
  ?

Exclusions:

- Abandoned calls.

Formula:
[(Total Calls Answered by Center within 10 seconds) / (Total Calls Answered by Center)] x 100

Product:
636 Operator Services

Core Network Performance Indicators

Indicator Number: NI-1
Category: Network Performance – Network Interconnection
Measure: Trunk Blocking – Interconnection Trunks

Purpose:
Evaluates factors affecting completion of calls from U S WEST end offices to CLEC end offices, focusing on average busy-hour blocking percentages in interconnection final trunks.

Description:
Measures the percentage of trunks blocking in interconnection final trunks.

- Measures blocking percentages on all direct final and alternate final interconnection trunk groups that are in service during the reporting period, subject to exclusions specified below.
- Final trunks are those that do not overflow calls to other trunk types when blocking.

? ? ? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent Blockage
- **Disaggregation Reporting:** State-wide level.
  Measures the percentage of trunks blocking in interconnection final trunks, reported by:
  NI-1A Interconnection (LIS) trunks to U S WEST tandem offices;
  NI-1B Interconnection (LIS) trunks to U S WEST end offices.

?

Exclusions:

- Toll trunks, non-final trunks, and trunks that are not connected to the public switched network.

?

Formula:
$\sum$[(Blockage in Final Trunk Group of Specified Type)(Number of Circuits in Trunk Group)] / (Total Number of Final Trunk Circuits in all Final Trunk Groups)

Explanation: Actual average percentage of trunk blockage is calculated by dividing the equivalent average number of trunk circuits blocking by the total number of trunk circuits in final trunks of the type being measured.

Indicator Number: NI-2
Category: Network Performance – Network Interconnection
Measure: Trunk Blocking – Local Interoffice Trunks

Purpose:
Evaluates factors affecting completion of calls from U S WEST end offices to other U S WEST end offices, focusing on average busy-hour blocking percentages in local interoffice final trunks.

Description:
Measures the percentage of trunks blocking in interconnection final trunks.

- Measures blocking percentages on all direct final and alternate final interoffice trunk groups that are in service during the reporting period, subject to exclusions specified below.
- Final trunks are those that do not overflow calls to other trunk types when blocking.
- U S WEST official services trunks, local interoffice operator and directory assistance trunks, and local interoffice 911/E911 trunks are included.

? Reporting Dimensions:

- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent Blockage
- **Disaggregation Reporting:** State-wide level.
  Measures the percentage of trunks blocking in local interoffice final trunks, reported by:
  NI-2A Trunks connecting U S WEST end offices to U S WEST tandem offices;
  NI-2B Trunks connecting U S WEST end offices to other U S WEST end offices.

Exclusions:

- Toll trunks, non-final trunks, and trunks that are not connected to the public switched network.

Formula:
Σ[(Blockage in Final Trunk Group of Specified Type)(Number of Circuits in Trunk Group)] / (Total Number of Final Trunk Circuits in all Final Trunk Groups)

Explanation: Actual average percentage of trunk blockage is calculated by dividing the equivalent average number of trunk circuits blocking by the total number of trunk circuits in final trunks of the type being measured. Final trunks are those that do not overflow calls to other trunk types when blocking.

Core Collocation Indicators

Indicator Number: CP-1
Category: Collocation Provisioning
Measure: Installation Commitments Met

Purpose:

? Evaluates the extent U S WEST completes initial collocation arrangements for CLECs as scheduled or promised.

Description:

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

- Includes all initial collocations assigned a due date by U S WEST and completed within the reporting period, including those with CLEC-requested due dates longer than the standard interval and those with extended due dates negotiated with the CLEC.
- Original due date matched by completion date is counted as a met due date.
- A due date missed for customer-not-ready or customer equipment reasons is counted as met.

?
?
? **Reporting Dimensions:**

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results

- **Reporting Period:** One month

- **Unit of Measure:** Percent

- **Disaggregation Reporting:** State-wide level.

? Results for this indicator are disaggregated and reported as follows:

A. Physical Collocations; and
B. Virtual Collocations.

Exclusions:

- None.

Formula:

? [(Total Orders completed on Original Due Date) / (Total Number of Orders completed)] x 100

Product:

569 Virtual Collocations
570 Physical Collocations

Indicator Number: CP-2
Category: Collocation Provisioning
Measure: Installation Interval

Purpose:
Evaluates the timeliness of U S WEST's installation of initial collocation arrangements for CLECs, focusing on the average time to complete such arrangements.

Description:
Measures the interval between the receipt of the down payment from the CLEC and the completion of the collocation installation, expressed in calendar days.

- Includes all initial collocations assigned a due date by U S WEST and completed during the reporting period, subject to exclusions specified below.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Calendar Days
- **Disaggregation Reporting:** State-wide level.
  Results for this indicator are disaggregated and reported as follows:
  A. Physical Collocations; and
  B. Virtual Collocations.

Exclusions:

- CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses.

Formula:

Σ[(Collocation Completion Date) - (Collocation Down Payment Date)] / (Total Number of Collocations Completed in Reporting Period)

Product:
Virtual Collocations
Physical Collocations

DIAGNOSTIC INDICATORS

Diagnostic Pre-order/Order Indicators

Indicator Number: DPO-1
Category: Pre-Order / Order
Measure: Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor

Purpose:
Monitors the extent U S WEST's processing of CLEC 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. Provides diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:
Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without rejection or error and without any human intervention.

- Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.
  Results for this indicator are reported according to the gateway interface used to submit the LSR:
  DPO-1A LSRs received via IMA
  DPO-1B LSRs received via EDI

Exclusions:

- Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).

Formula:
[(Number of Electronic LSRs that pass from the Gateway Interface to the SOP) / (Total Number of Electronic LSRs pass through the Gateway Interface)] x 100

Indicator Number: DPO-2
Category: Pre-Order / Order
Measure: LSR Rejection Notice Interval

Purpose:
Monitors the timeliness with which U S WEST notifies CLECs that electronic LSRs were rejected, and provides available diagnostic information to help address potential issues that might be raised by the core pre-order/order performance indicators.

Description:
Measures the interval (in business days) between the receipt of an electronic Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons.

- Includes all LSRs submitted electronically through the specified interface that are rejected during the reporting period, subject to exclusions specified below.
- Standard reasons for rejections include: 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 U S WEST territory, service-affecting order pending, request is outside established parameters for service, and lack of response to U S WEST question for clarification posed to CLEC about the LSR.
- Included in the interval is time required for efforts by U S WEST to work with the CLEC to avoid the necessity of rejecting the LSR.
- Same day notification is counted as 0 days; the day following the receipt date is counted as 1 day.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Days
- **Disaggregation Reporting:** State-wide level.
  Results for this indicator are reported according to the gateway interface used to submit the LSR:
  DPO-2A LSRs received via IMA
  DPO-2B LSRs received via EDI

Exclusions:
- Non-electronic LSRs.

Formula:
Σ [(Date and time of Rejection Notice transmittal) – (Data and time of LSR receipt)] / (Total number of LSR Rejection Notifications)

?

Indicator Number: DPO-3
Category: Pre-Order / Order
Measure: LSRs Rejected

Purpose:
Monitors the extent electronic LSRs are rejected as a percentage of all electronic LSRs to provide diagnostic information to help address potential issues that might be raised by the diagnostic indicator of LSR rejection notice intervals.

Description:
Measures the percentage of electronic LSRs rejected (returned to the CLEC) for standard categories of errors/reasons.

- Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below.
- Standard reasons for rejections include: 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 U S WEST territory, service-affecting order pending, request is outside established parameters for service, and lack of response to U S WEST question for clarification posed to CLEC about the LSR.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Percent of LSRs
- **Disaggregation Reporting:** State-wide level.
  Results for this indicator are reported according to the gateway interface used to submit the LSR:
  DPO-3A LSRs received via IMA
  DPO-3B LSRs received via EDI

Exclusions:

- Non-electronic LSRs.

Formula:
[(Total number of LSRs rejected) / (Total number of LSRs received)] x 100

Indicator Number: DPO-4
Category: Pre-Order / Order
Measure: Firm Order Confirmation (FOC) Interval

Purpose:
Monitors the timeliness with which U S WEST returns Firm Order Confirmations (FOCs) to CLECs, and provides diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:
Measures the average time for U S WEST to provide a Firm Order Confirmation (FOC) in response to a customer LSR/ASR received from the CLEC.

- Includes all LSRs that are submitted during the reporting period through the specified interface or in the specified manner (i.e., facsimile) that receive an FOC.
- The interval measured is the period between U S WEST's receipt of the LSR/ASR and U S WEST's response with a FOC notification.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Business Days
- **Disaggregation Reporting:** State-wide level.
  Results for this indicator are reported according to the electronic gateway interface or manual method used to submit the LSR/ASR:

  DPO-4A LSRs received via IMA
  DPO-4B ASRs received via Exact
  DPO-4C LSRs received via EDI
  DPO-4D LSRs received via Facsimile

Exclusions:
- None.

Formula:
Σ[(Date and Time of FOC Notification) - (Date and Time of LSR Receipt)] / (Total Number of FOC Notifications transmitted).

Indicator Number: DPO-5
Category: Pre-Order / Order
Measure: Pre-Order / Order Response Times for U S WEST Retail Transactions

Purpose:
Reports the timeliness of retail service representative access to U S WEST's operational support systems in carrying out pre-ordering and ordering functions, focusing on specific transaction types.

Description:
Measures the time interval between query and response for specified pre-order/order transactions through U S WEST's retail pre-order/ordering systems.

- Measurements are made using a system that simulates the transactions of U S WEST retail service representatives requesting pre-ordering and ordering information from the underlying existing OSS.
  - These simulated transactions are made through the operational production systems in a manner that reflects, in a statistically-valid manner, the transaction response times experienced by retail service representatives in the reporting period.
  - The system sends the same type, number, and timing of simulated requests as specified for CLEC transactions simulated for performance indicator PO-1.
- 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" at the retail representative workstation. Time to access the various screens involved in executing the query and receiving the response are included in the response time for each transaction.

Reporting Dimensions:

- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Minutes and seconds
- **Disaggregation Reporting:** State-wide level.
  Results are reported separately for the following transaction types:
  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

Exclusions:

- Failed or rejected requests/errors.

Formula:
Σ[(Query Response Date & Time) – (Query Submission Date & Time)] / Number of Queries Submitted in Reporting Period.

Indicator Number: DPO-6
Category: Pre-Order / Order
Measure: Order Completion Notifications Transmitted within 24 hours (Under Development)

Purpose:
Reports the timeliness of completion notifications, focusing on the percentage of notifications transmitted within 24 hours of the date and time orders are completed.

Description:
Measures the number of completion notifications transmitted within 24 hours as a percentage of all orders completed in the reporting period:

Note: *This performance indicator is under development for November 1999.*

Reporting Dimensions:
- **Reporting Comparisons:** CLEC Aggregate, U S WEST Retail and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

Exclusions:
- None.

Formula:
[(Total Number of Completion Notifications Transmitted within 24 hours) / (Total Number of Orders Completed)] x 100

Explanation: The percentage is calculated by dividing the number of completion notifications transmitted to CLECs within 24 hours by the total number of orders completed in the reporting period.

Indicator Number: DPO-7
Category: Pre-Order / Order
Measure: Order Completion Notification Interval (Under Development)

Purpose:
Reports the timeliness of completion notifications, focusing on the time it takes for such notifications to be transmitted to CLECs.

Description:
Measures the time interval between order fulfillment and transmission of the completion notification to the CLEC.

Note: *This performance indicator is under development for November 1999.*

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate, U S WEST Retail and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Hours and Minutes
- **Disaggregation Reporting:** State-wide level.

Exclusions:
- None.

Formula:
Σ[(Date & Time of Completion Notice was Transmitted) – (Date & Time the Order was Completed)] / Number of Orders Completed

Explanation: The average notification interval is calculated by dividing the sum of the individual intervals measured for completion notification by the total number of orders completed in the reporting period.

Diagnostic Ordering and Provisioning Indicators

Indicator Number: DOP-1
Category: Ordering and Provisioning
Measure: Customer-caused Installation Misses

Purpose:
Evaluates the extent that installation misses were caused by Customer, and provides diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:
Measures the percentage of installation commitments missed for customer's reasons.

- Measures orders completed during the reporting period for which the due date was missed for the standard categories of customer reasons, as defined in performance indicator OP-3, as a percentage of all applicable inward orders (Change, New, and Transfer order types). Applicable inward orders are as defined in performance indicator OP-3, subject to exclusions specified below.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

Exclusions:
- U S WEST-caused misses (which are reflected in commitments met indicators), orders issued pending Right of Way; facilities; or customer deposit are excluded.

Formula:
(Orders where installation commitment is missed due to customer's reasons) / (Total number of orders completed during the period)

Products:
140 Residence
141 Business
142 Centrex
143 PBX Trunks
144 Basic ISDN
145 Designed ISDN
146 Primary ISDN
153 DSO
154 DS1
155 DS3
322 LIS Trunks

Indicator Number: DOP-2
Category: Ordering and Provisioning
Measure: Percent Delayed Orders Completed more than 15 days past the commitment date

Purpose:
Evaluates the extent that delayed order completions were late beyond a specified interval (15 business days), and provides diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days.

Description:
Measures the percentage of orders for which service is delayed more than 15 business days beyond the original due date for 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 due date assigned by U S WEST, are measured, subject to exclusions specified below.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

Exclusions:

- Customer-caused delays.
- Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Formula:
(Number of Orders Completed more than 15 business days late) / (Total Number of Late Orders Completed in the Reporting Period)

Products:

871 Residence
872 Business
873 Centrex
875 PBX Trunks
877 Basic ISDN
878 Designed ISDN
879 Primary ISDN
886 DSO
887 DS1
888 DS3
944 LIS Trunks

Indicator Number: DOP-3
Category: Ordering and Provisioning
Measure: Percent Delayed Orders Completed more than 90 days past the commitment date

Purpose:
Evaluates the extent that delayed order completions were late beyond a specified interval (90 business days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days.

Description:
Measures the percentage of orders for which service is delayed more than 90 business days beyond the original due date for 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 due date assigned by U S WEST, are measured, subject to exclusions specified below.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

Exclusions:

- Customer-caused delays, Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Formula:
(Number of Orders Completed more than 90 business days late) / (Total Number of Late Orders Completed in the Reporting Period)

Products:

925 Residence
926 Business
927 Centrex
929 PBX Trunks
931 Basic ISDN
932 Designed ISDN
933 Primary ISDN
940 DSO
941 DS1
942 DS3
947 LIS Trunks

Diagnostic Maintenance and Repair Indicator

Indicator Number: DMR-1
Category: Maintenance and Repair
Measure: Customer-caused Trouble Reports

Purpose:
Evaluates the extent that trouble reports were caused by Customer, 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 occur due to customer action.

- Measures trouble reports closed during the reporting period related to customer equipment, customer education (instruction on how to use product or service), inside wire, and "test OK," as a percentage of all trouble reports resolved during the reporting period, subject to exclusions specified below.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate, individual CLEC and U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

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.
  ?

Formula:
(Number of Trouble Reports caused by CLEC or CLEC's customer) / (Total Number of Trouble Reports)

Products:
245 Residence
246 Business
247 Centrex
248 PBX Trunks
249 Basic ISDN
250 Designed ISDN
251 Primary ISDN
258 DSO
259 DS1
260 DS3
327 LIS Trunks

Diagnostic Collocation Provisioning Indicators

Indicator Number: DCP-1
Category: Collocation Provisioning
Measure: CLEC caused Collocation Misses

Purpose:
Evaluates the extent that collocation installation due date misses were caused by CLEC, and provides diagnostic information to help address potential issues that might be raised by the core collocation provisioning performance indicators.

Description:
Measures the percentage of CLEC-caused installation commitment misses.

- Includes all collocation orders completed during the reporting period for which the due date was missed for the standard categories of customer reasons, as defined in performance indicator CP-1, as a percentage, subject to exclusions specified below.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.
  Results are reported as follows:
  DCP-1A Physical Collocation
  DCP-1B Virtual Collocation
  ?

Exclusions:

- U S WEST-caused Collocation misses.
  ?

Formula:
(Number of Collocation installation commitment Misses caused by CLEC) / (Total Number of Collocations Completed)

Products:
572 Physical collocation
571 Virtual collocation

Indicator Number: DCP-2
Category: Collocation Provisioning
Measure: Average Collocation Feasibility Study Interval

Purpose:
Evaluates the timeliness of the U S WEST sub-process function of providing a collocation feasibility study to the CLEC, and provides diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:
Measures average interval to respond to Central Office collocation studies for feasibility of installation.
- Feasibility studies included are those associated with collocation arrangements completed in the reporting period.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Calendar Days
- **Disaggregation Reporting:** State-wide level.
  Results are reported as follows:
  DCP-2A Physical Collocation
  DCP-2B Virtual Collocation
  ?

Exclusions:
- CLEC requested due date beyond standard interval.
  ?

Formula:
Σ[(Date of Feasibility Study completion) – (Date of receipt of CLEC request for Feasibility Study)] / (Total applicable number of requests received for Feasibility Studies)

Products:
Physical collocation
Virtual collocation

Indicator Number: DCP-3
Category: Collocation Provisioning
Measure: Collocation Feasibility Study Commitments Met

Purpose:
Evaluates the degree that U S WEST met its stated commitment in the sub-process function of providing a collocation feasibility study to the CLEC, and provides diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:
Measures the percentage of Central Office collocation studies for feasibility of installation that are completed within the allotted time frame for such studies.

- Feasibility studies included are those associated with collocation arrangements completed in the reporting period.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.
  Results are reported as follows:
  DCP-3A Physical Collocation
  DCP-3B Virtual Collocation

Exclusions:

- None.

? **Formula:**
? [(Total Applicable Collocation Feasibility studies completed in agreed-upon timeframe) / (Total applicable Collocation Feasibility studies completed)] x 100

Products:
Physical collocation
Virtual collocation

Indicator Number: DCP-4
Category: Collocation Provisioning
Measure: Average Collocation Quote Interval

Purpose:
Evaluates the timeliness of the U S WEST sub-process function of providing a collocation quote commitment to the CLEC, and provides diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:
Measures the average interval to respond to Central Office collocation studies with quote commitments.
- Quotes included are those associated with collocation arrangements completed in the reporting period.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Calendar Days
- **Disaggregation Reporting:** State-wide level.
  Results are reported as follows:
  DCP-4A Physical Collocation
  DCP-4B Virtual Collocation
  ?

Exclusions:
- CLEC requested due date beyond standard interval.
  ?
  ?

Formula:
Σ[(Date of Quote delivery to CLEC) – (Date of receipt of CLEC request for Collocation quote)] / (Total applicable number of requests received for Collocation quotes)

Indicator Number: DCP-5
Category: Collocation Provisioning
Measure: Average Collocation Quote Commitments Met

Purpose:
Evaluates the degree that U S WEST met its stated commitment in the sub-process function of providing a collocation quote to the CLEC, and provides diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:
Measures the percentage of Central Office collocation quotes that are completed within the allotted time frame.

- Quotes included are those associated with collocation arrangements completed in the reporting period.

Reporting Dimensions:

- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.
  Results are reported as follows:
  DCP-5A Physical Collocation
  DCP-5B Virtual Collocation

Exclusions:

- None.

? **Formula:**
? [(Total Applicable Collocation Quotations completed in agreed-upon timeframe) / (Total applicable Collocation Quotations completed)] x 100

Products:
Physical collocation
Virtual collocation

Diagnostic Network Performance Indicators

Indicator Number: DNI-1
Category: **Network Performance – Network Interconnection**
Measure: **(indicator number reserved for future use)**

Indicator Number: DNI-2
Category: Network Performance – Network Interconnection
Measure: Local Interconnection Final Trunk Group Utilization

Purpose:
Monitors utilization levels on interconnection final trunks, and provides diagnostic information for use in conjunction with core network interconnection performance indicators.

Description:
Measures the interconnection trunks in use as a percentage of total interconnection trunks installed.
- Includes all interconnection direct final and alternate final trunk groups, subject to exceptions specified below.

Reporting Dimensions:
- **Reporting Comparisons:** CLEC aggregate and individual CLEC results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

Exclusions:
- Toll trunks, non-final trunks, and trunks that are not connected to the public switched network.

Formula:
(Number of final trunks required) / (Total number of final trunks in service)

Indicator Number: DNP-1
Category: Network Performance – U S WEST Network
Measure: U S WEST Local Interoffice Trunks Provisioned by Scheduled Date (percent)

Purpose:
Monitors the degree that U S WEST local interoffice trunks are completed by the scheduled date, and provides comparative diagnostic information for use in conjunction with core network performance indicators relating to commitments met.

Description:
Measures the number of U S WEST internal provisioning requests for trunk augmentation/installation of U S WEST local interoffice trunks that are completed by the scheduled date as a percentage of total requests.

- Includes all local interoffice direct final and alternate final trunk groups provisioned during the reporting period, subject to exclusions specified below.
- All Primary Intertoll message trunks, Message-Secondary Intertoll, Message-Interlocal, Message-Toll Access-Machine, and Message-Toll completing trunks are included.

Reporting Dimensions:
- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

Exclusions:
- Toll trunks and trunks that are not connected to the public switched network.

Formula:
(Number of U S WEST internal provisioning request for augmentation or installation completed by the scheduled date) / (Total number of U S WEST internal provisioning requests for augmentation or installation)

Indicator Number: DNP-2
Category: Network Performance – U S WEST Network
Measure: U S WEST Local Interoffice Trunks Provisioning Interval (average)

Purpose:
Monitors installation intervals of U S WEST local interoffice trunks, and provides comparative diagnostic information for use in conjunction with core network performance indicators.

Description:
Measures the interval between the completion of a U S WEST internal provisioning request for local interoffice trunk augmentation/installation and fulfillment of the request.

- Includes all local interoffice direct final and alternate final trunk groups provisioned during the reporting period, subject to exclusions specified below.
- The result is an average based on the number of business days required to complete provisioning of the trunks.
- All Primary Intertoll message trunks, Message-Secondary Intertoll, Message-Interlocal, Message-Toll Access-Machine, and Message-Toll completing trunks are included.

Reporting Dimensions:

- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Business Days
- **Disaggregation Reporting:** State-wide level.

Exclusions:

- Toll trunks and trunks that are not connected to the public switched network.

Formula:
Σ[(Completion Date for U S WEST internal request for local interoffice trunk augmentation or provisioning) – (Request Date for U S WEST internal request for local interoffice trunk augmentation or provisioning)] / (Total number of U S WEST internal requests for local interoffice trunk augmentation or provisioning)

Indicator Number: DNP-3
Category: Network Performance – U S WEST Network
Measure: U S WEST Local Interoffice Trunk Provisioning Late Days (average)

Purpose:
Monitors the time extent to which U S WEST local interoffice trunks are completed late (i.e., beyond the scheduled date), and provides comparative data for evaluating core Network Performance indicators.

Description:
Measures the number of days beyond the scheduled date that U S WEST internal provisioning request for local interoffice trunk augmentation/installation are completed.

- Includes all local interoffice direct final and alternate final trunk groups provisioned during the reporting period, for which provisioning was completed later than the scheduled date, subject to exclusions specified below.
- All Primary Intertoll message trunks, Message-Secondary Intertoll, Message-Interlocal, Message-Toll Access-Machine, and Message-Toll completing trunks are included.

Reporting Dimensions:

- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Business Days
- **Disaggregation Reporting:** State-wide level.

Exclusions:

- Toll trunks and trunks that are not connected to the public switched network.

Formula:
Σ[(Completion Date for U S WEST internal request for local interoffice trunk augmentation or provisioning) – (Scheduled Date for U S WEST internal request for local interoffice trunk augmentation or provisioning)] / (Total number of late U S WEST internal requests for local interoffice trunk augmentation or provisioning)

Indicator Number: DNR-1
Category: Network Performance – U S WEST Network
Measure: U S WEST Local Interoffice Trunks Mean Time to Restore

Purpose:
Monitors timeliness of repair of U S WEST local interoffice trunks, focusing how long it takes to restore trunks to proper operation, and provides reference information for evaluating results reported for core interconnection repair performance indicators.

Description:
- ? Measures the average time to resolve troubles identified in U S WEST local interoffice trunks.
- Measures all trouble reports associated with U S WEST's local interoffice trunks resolved during the reporting period, subject to exclusions specified below.
- All interoffice trunks, two-way and one-way originating from U S WEST are included.
  ?
  ?

Reporting Dimensions:
- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Hours and Minutes
- **Disaggregation Reporting:** State-wide level.

? By December 1999, results will be disaggregated according to trunk troubles resolved:
  ? DNR-1A In High Density areas; and
  ? DNR-1B In Low Density areas.
  ?

Exclusions:
- Toll trunks and trunks that are not connected to the public switched network.
  ?

Formula:
Σ[(Date & Time Trouble Identified in local interoffice trunk) – (Date & Time of Repair Completion)] / (Total number of repair reports for local interoffice trunks)

Indicator Number: DNR-2
Category: Network Performance – U S WEST Network
Measure: U S WEST Local Interoffice Trunks All Troubles Cleared within 4 hours

Purpose:
Monitors timeliness of repair for U S WEST local interoffice trunks, focusing on all troubles (both out of service and service affecting) and on the number of such cases resolved within 4 hours, and provides reference information for evaluating results reported for core interconnection repair performance indicators.

Description:
Measures the percentage of all trouble reports for U S WEST local interoffice trunks that are cleared within 4 hours of the trouble being identified.

- Measures all trouble reports associated with U S WEST's local interoffice trunks resolved during the reporting period, subject to exclusions specified below.
- All interoffice trunks, two-way and one-way originating from U S WEST are included.
  ?
  ?

Reporting Dimensions:

- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

? By December 1999, results will be disaggregated according to trouble reports:
  ? DNR-2A In High Density areas; and
  ? DNR-2B In Low Density areas.

Exclusions:

- Toll trunks and trunks that are not connected to the public switched network.

Formula:
[(Number of Trouble Reports for local interoffice trunks resolved within 4 hours) / (Total Trouble Reports identified for local interoffice trunks)] x 100

Indicator Number: DNR-3
Category: Network Performance – U S WEST Network
Measure: U S WEST Local Interoffice Trunks Repeated Trouble Incidents within 30 days

Purpose:

? Measures trouble incidents affecting U S WEST local interoffice trunks experienced within 30 calendar days of an initial trouble incident, as a percentage of the total trouble incidents in the reporting period, and provides reference information for evaluating results reported for core interconnection performance indicators.

?

Description:

? Measures the percentage of trouble incidents involving local interoffice trunks that are repeated within 30 calendar days of an initial trouble incident on the same trunk(s).

- Measures all trouble reports associated with U S WEST local interoffice trunks, resolved during the reporting period, which are received within thirty (30) days of the previous trouble report for the same trunk group (regardless of whether the report is about the same type of trouble), subject to exclusions specified below.
- All interoffice trunks, two-way and one-way originating from U S WEST are included.

?

?

Reporting Dimensions:

- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Percent
- **Disaggregation Reporting:** State-wide level.

? By December 1999, results will be disaggregated according to repeat repair reports:

? DNR-3A In High Density areas; and

? DNR-3B In Low Density areas.

?

Exclusions:

- Toll trunks and trunks that are not connected to the public switched network.

?

Formula:

[(Total Number of Trouble Reports received within 30 Calendar Days of an initial Trouble Report) / (Total Number of Trouble Reports)] x 100

Indicator Number: DNR-4
Category: Network Performance – U S WEST Network
Measure: U S WEST Local Interoffice Trunks Trouble Rate (percent) (under development)

Purpose:
Evaluates the overall rate of trouble reports as a percentage of the total installed base of interoffice trunks in service.

Description:
- ? Measures trouble report rate of occurrences per 100 trunk circuits in service.
- Includes all trouble reports associated with U S WEST local interoffice trunks that are resolved during the reporting period, subject to exclusions specified below.
- All interoffice trunks, two-way and one-way originating from U S WEST are included.
- ?
- ?

Reporting Dimensions:
- **Reporting Comparisons:** U S WEST Retail results
- **Reporting Period:** One month
- **Unit of Measure:** Trouble Reports per 100 Trunks
- **Disaggregation Reporting:** State-wide level.

? By December 1999, results will be disaggregated according to trouble reports:
- ? DNR-4A In High Density areas; and
- ? DNR-4B In Low Density areas.
- ?

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

Formula:
[(Total number of trouble reports for local interoffice trunks) / (Total number of local interoffice trunks that are in service in the reporting period)] x 100