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BEFORE THE ARIZONA CORPORATION COMMISSION

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CARL J. KUNASEK  
Chairman

JIM IRVIN  
Commissioner

WILLIAM A. MUNDELL  
Commissioner

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ARIZONA CORPORATION COMMISSION  
DOCUMENT CONTROL

IN THE MATTER OF U S WEST )  
COMMUNICATION, INC.'S COMPLIANCE )  
WITH SECTION 271 OF THE TELE- )  
COMMUNICATIONS ACT OF 1996 )

DOCKET NO. T-00000A-97-0238

COMMENTS OF INTERVENOR ONE POINT COMMUNICATIONS-COLORADO,  
L.L.C., REGARDING ADDITIONAL PERFORMANCE BENCHMARKS FOR  
EVALUATING U S WEST COMMUNICATIONS' OPERATIONAL SUPPORT  
SYSTEMS

OCTOBER 14, 1999

Arizona Corporation Commission

DOCKETED

OCT 14 1999

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1 On September 24, 1999, OnePoint Communications--Colorado, L.L.C., ("OnePoint")  
2 submitted comments regarding performance benchmarks for evaluating the operations support systems  
3 ("OSS") of U S WEST Communications, Inc., ("U S WEST"), together with an annotated copy of  
4 Appendix "D" (RECOMMENDED BENCHMARKS FOR PERFORMANCE MEASURES) to the Master Test Plan  
5 for Testing U S WEST's Operations Support Systems in Arizona (the "Master Test Plan"). OnePoint  
6 has identified four additional categories of performance benchmarks that should be included in the  
7 Master Test Plan. Each category is briefly described below.

8 1. Repair Commitments Made.

9 OnePoint proposes the inclusion of an additional measurement category which would assess  
10 repair commitments made by U S WEST. This category would include two measurements:

11 a. Measurement 1: The number of repair commitments made (numerator) divided  
12 by the number of repair commitments requested (denominator).<sup>1</sup>

13 b. Measurement 2: The number of times that repair commitments matched the  
14 CLECs' repair requests (numerator) divided by the total number of repair commitments requested  
15 (denominator).

16 2. Facility Installation Interval - Interconnect.

17 OnePoint proposes the inclusion of an additional category captioned "Average Number of  
18 Business Days to Complete Facility Installation." This benchmark would measure how quickly U S  
19 WEST responds to requests for installation of large capacity facilities (such as DS-1 and DS-3  
20 facilities) from the time an order is received through the closeout of the work order, including circuit  
21 design, installation activities and testing. OnePoint proposes a performance benchmark of 21 business  
22 days for this category.

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25 <sup>1</sup> Repair commitments made must be computed based upon the date that a service problem is  
26 actually resolved, and not merely the date the repair ticket or order is closed by U S WEST.

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3. Trunk Installation Interval - Interconnect.

OnePoint proposes the inclusion of an additional category captioned "Average Number of Business Days to Complete Trunk Installation." This benchmark would measure how quickly U S WEST responds to requests for interoffice trunks from the time an order is received through the closeout of the work order, including testing of the interoffice trunk.

4. Network - Mean Time to Clear.

OnePoint proposes the inclusion of additional performance benchmarks designed to measure the time required for U S WEST personnel to clear the following three categories of central office alarms:

- a. Critical Alarm (effecting service)--performance benchmark of 45 minutes
- b. Major Alarm--performance benchmark of 90 minutes
- c. Minor Alarm--performance benchmark of 120 minutes

OnePoint believes that the inclusion of the additional performance benchmarks identified above will improve the usefulness and completeness of the Master Test Plan.