

AT&T Service Quality Measurement Plan (SQM)

Kentucky Performance Metrics

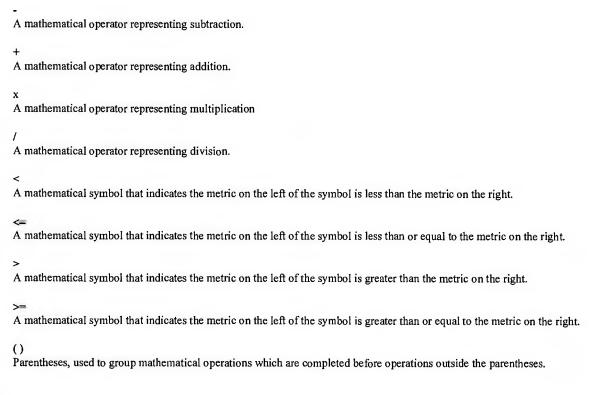
Measurement Descriptions Version 4.04-2

Effective Date: September 1, 2012 March 1, 2014



Appendix A: Glossary of Acronyms and Terms

Symbols used in calculations



Α

ABM

AT&T Business Manager is a front end ordering system that provides service order negotiation for Small and Large Business customers.

ACD

Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

Aggregate

Sum total of all items in a like category, e.g. CLEC aggregate equals the sum total of all CLEC data for a given reporting level.

ALEC

Alternative Local Exchange Company – An AT&T wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

ADSL

Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.



OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

OSS Table 1: SQM Interface Availability for Pre-Ordering/Ordering

OSS Interface Availability Application	Applicable to	% Availability
LEX	CLEC	X
LASR		X
WFM	CLEC	x
OBF	CLEC	x
Enhanced Verigate	CLEC	X
LESOG	CLEC	Х
LNP Gateway		x
XML Gateway	CLEC	X
COG		X
SGG	CLEC	x
DOE	CLEC/AT&T	x
SONGS	CLEC/AT&T	x
ATLAS/COFFI	CLEC/AT&T	X
BOCRIS/CRIS	CLEC/AT&T	x
DSAP	CLEC/AT&T	X
RSAG	CLEC/AT&T	X
SOCS	CLEC/AT&T	x
LFACS	CLEC/AT&T	x
RNS	AT&T	X
ROS ABM	AT&T	x

OSS Table 2: SQM Interface Availability for Maintenance & Repair

	AT&T TAFIx
	CLEC TAFIx
	CLEC EBTAx
AT&	T & CLEC
	CRISx
	LNP Gatewayx
	MARCHx
	NSDBx
	OSPCMx
	PREDICTORx
	SOCSx

OSS Interface

% Availability