AT&T Service Quality Measurement Plan (SQM)

Kentucky Performance Metrics

Measurement Descriptions
Version 4.010

Effective Date: ~~March 01, 2011~~ September 1, 2012

M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Calendar Days

Definition

This report measures the percentage of customer trouble reports received within 30 calendar days of a previous trouble report.

Exclusions

- Trouble tickets canceled at the CLEC request
- AT&T trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of AT&T's control
    - A cut or damaged cable, caused by other than AT&T employees or contractors
    - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than AT&T

Business Rules

Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 calendar days of an original customer trouble report. Candidates for this measure are determined by using ~~either the 'cleared date' from LMOS or~~ the 'closed date' from WFA of the first trouble, and the 'received date' of the next trouble.

Calculation

Percent Repeat Customer Troubles within 30 Calendar **Days** = (a / b) x 100

- a = Count of repeat customer trouble reports, within a continuous 30 calendar day period
- b = Total customer trouble reports cleared or closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- AT&T Aggregate
- Geographic Scope
    -State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**

- Resale Residence (Non-Design)..Retail Residence (Non-Design)
- Resale Business (Non-Design)...Retail Business (Non-Design)
- Resale Design...Retail Design
- UNE Analog Loop (Design)..Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design)..Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
- UNE Digital Loop >= DS1..Retail Digital Loop >= DS1
- UNE Loop + Port Combinations...Retail Residence and Business
- UNE EELs...Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, UCL and Line Splitting)....................ADSL Provided to Retail
- UNE ISDN/UDC/IDSL...Retail ISDN – BRI
- UNE Line Sharing...ADSL Provided to Retail
- UNE Other Design..Diagnostic
- UNE Other Non-Design...Diagnostic
- Local Interconnection Trunks...Parity with Retail Trunks

M&R-5 [OOS]: Out of Service (OOS) > 24 Clock Hours

Definition

This report measures the amount of Out of Service Customer Troubles (no dial tone, cannot be called, or cannot call out) and is represented as a percentage of Total OOS Customer Troubles cleared in excess of 24 clock hours. (All design service troubles are considered to be out of service).

Exclusions

- Trouble reports canceled at the CLEC request
- AT&T trouble reports associated with administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of AT&T's control
  - A cut or damaged cable, caused by other than AT&T employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than AT&T

Business Rules

Customer trouble reports that are out of service and cleared in excess of 24 clock hours. The clock starts when the customer trouble report is created in ~~LMOS/~~WFA and is counted if the elapsed time exceeds 24 clock hours.

Calculation

Out of Service (OOS) > 24 Clock Hours = (a / b) x 100

- a = Total Cleared Customer Troubles OOS > 24 clock hours
- b = Total OOS Customer Troubles in reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence (Non-Design)	Retail Residence (Non-Design)
Resale Business (Non-Design)	Retail Business (Non-Design)
Resale Design	Retail Design
UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
UNE Analog Loop (Non–Design)	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
UNE Loop - Port Combinations	Retail Residence and Business
UNE EELS	Retail DS1/DS3
UNE xDSL (HDSL, ADSL, UCL and Line Splitting)	ADSL provided to Retail
UNE ISDN/UDC/IDSL	Retail ISDN – BRI
UNE Line Sharing	ADSL Provided to Retail
UNE Other Design	Diagnostic
UNE Other Non-Design	Diagnostic
Local Interconnection Trunks	Parity with Retail Trunks

LFACS
Loop Facilities Assignment and Control System - Database of facilities inventory and assignment information.

LIDB
Line Information Database – Contains information about the user's calling card and other billing data.

LMOS
Loop Maintenance Operations System - An AT&T operations system that stores the assignment and selected account information for use by downstream OSS and AT&T personnel during provisioning and maintenance activities.

LMOS HOST
Loop Maintenance Operations System Host Computer

LMU
Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

LMUSI
Loop Make-up Service Inquiry – The form submitted by the CLEC to obtain the loop make-up information.

LNP
Local Number Portability - In the context of this document, the capability for a subscriber to retain their current telephone number as they transfer to a different local service provider.

LNP Gateway
Local Number Portability (gateway) - A system that provides both internal and external communications with various interfaces and processes including:

(1) Linking AT&T to the Number Portability Administration Center (NPAC).

(2) Allowing for inter-company communications between AT&T and the CLECs for electronic ordering.

(3) Providing interface between NPAC and AIN SMS for LNP routing processes.

Loops
Transmission paths from the central office to the customer premises.

LRN
Location Routing Number – A 10-digit number which routes calls to the appropriate end-user's ported telephone number.

LSR
Local Service Request – A request from a CLEC for local resale service or unbundled network elements.

M

Maintenance & Repair
The process and function by which trouble reports are sent to AT&T and the related service problems are resolved.

MARCH
AT&T Operations System which accepts service orders and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches.

N

NBR

New Business Request - Process required by AT&T for CLECs to initiate a service, which is not included within its interconnection agreement.

NC
No Circuits - All circuits busy announcement.

NMLI
Native Mode LAN Interconnection – An intraLATA, shared fiber-based, LAN inter-networking service.

NPA
Numbering Plan Area – Area Code portion of a telephone number.

NSDB

Network and Services Database- The database for WFA/C and as a central database for customer circuit and services information.

NXX
The exchange portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

O

OBF
Ordering and Billing Forum Adapter-Provides gateway between XML Gateway/COBRA/Verigate and the various BIS systems to retrieve pre-order data from legacy systems.

Ordering
The process and functions where resale services or unbundled network elements are ordered from AT&T, as well as the process by which an LSR or ASR is placed with AT&T

Ordering Interface Gateways
Gateways for CLECs to submit LSRs electronically

Order Types
The following order types are used in this document:

(1)   T - The "to" portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the AT&T region. A "T" Order Type is always pared with an "F" Order Type which will have the same telephone number following the "F" Order Type Code unless the orders are within different central offices.

(2)   N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another, such as when changing from PBX to Centrex.

(3)   C - Order Type used for the following conditions: changes or partial disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer's request.

(4)   R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no field work is involved.

OSPCM

Table 5: Legacy System Access Times for M&R (TAFI)

System	AT&T & CLEC	Count <= 10
CRIS	x	x
DLETH	x	x
DLR	x	x
LMOS	x	x
LMOSupd	x	x
LNP Gateway	x	x
MARCH	x	x
OSPCM	x	x
Predictor	x	x
SOCS	x	x
NIW	x	x
NSDB	x	x

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	CLEC	x
WFM	CLEC	x
OBF	CLEC	x
Enhanced Verigate	CLEC	x
LESOG	CLEC	x
LNP Gateway	CLEC	x
XML Gateway	CLEC	x
COG	CLEC	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	AT&T	x

OSS Table 2: SQM Interface Availability for Maintenance & Repair

OSS Interface	% Availability
AT&T TAFI	x
CLEC TAFI	x
CLEC EBTA	x

AT&T & CLEC

CRIS	x
LMOS HOST	x
LNP Gateway	x
MARCH	x
NSDB	x
OSPCM	x
PREDICTOR	x
SOCS	x