Code Part 731 – Carrier to Carrier Service Quality Rule
ICC Docket 01-0539
September 14, 2001

The general premise represented here is that these measurements identify the minimum standard that is required in Illinois for all wholesale carriers.

Summary of Measurements

1. Customer Service Record Request Response Time (pre-order)
2. Firm Order Response Time (order)
3. Percent Installs Within "X" days
4. Percent Missed Due Dates
5. Percent Installation Trouble Reports
6. Trouble Report Rate
7. Percent Missed Appointments – Repair
8. Percent Repeat Reports
9. Percent Out of Service >24 Hours
10. Operator Services and Directory Assistance Average Speed of Answer
11. Service Center (ordering) Average Speed of Answer
12. Repair Center Average Speed of Answer
13. Interconnection Trunk Call Blocking

Service Measurement Categories

- Pre-Ordering Measurements
  - Pre-order response time transactions may not be appropriate since they are specific to the individual interfaces deployed by each carrier. However, availability of Customer Service Records (CSRs) is very common and necessary to the process. CSR availability may be one area that can be measured with a generic measurement. Parameters might be:
    - CSR ordered electronically available within 24 hours
    - CSR ordered manually within 72 hours.
  - Performance measurements for OSS availability may also be appropriate… given that the measurement is established to measure against the Carriers' posted availability times.

- Ordering Measurements
  - Firm Order Confirmations are generally thought to be the most important measurement of the ordering process. Potential measurements should probably be segregated among resale, UNE-P, UNE Loops, Interconnection Trunks, LNP, etc.
    - These should be general measurement using general parameters such as electronic FOC (resale) within 24 hours or manual FOC (Loops) within 48 hours.

- Provisioning Measurements
  - The following provisioning measurements can be provided as appropriate broken down by specific products (Resale Service, Loops, Trunks, etc…)
    - Installation Interval - Percent installed within "X" days
    - Installation Timeliness - Percent missed due dates
    - Installation Quality - Percent of installation trouble reports (I-cases)

- Maintenance Measurements
  - The following maintenance measurements can be provided as appropriate broken down by specific products (Resale Service, Loops, Trunks, etc…)
    - Trouble Report Rate
    - Maintenance Timeliness - Percent Missed Repair Appointments
    - Maintenance Quality - Percent Repeat Trouble Reports
    - Out of Service Restoration – Percent OOS >24 hours

- Other Measures
  - Miscellaneous Administrative Measures include
    - Operator Services/ Directory Assistance Average Speed of Answer
    - Service Center (ordering) Speed of Answer
    - Repair Center Speed of Answer
  - Trunking Measurements
    - Call Blockage Measurement