Appendix 2 – Definitions document

The following section will provide detailed definitions of the recommended quality of service measures for the forthcoming consultation.

Service Delivery Time in days

Overview

To measure the average time taken for a service to be initially provided

This measure represents the Service Provider's performance in fulfilling orders for the provision of new products and services.

The object of the measure is to provide the consumer with an expectation of the estimated duration for a service to be connected.

Requirements

Separate measures, based on the orders which were completed during the period irrespective of when the orders were received, are required for:

- Fixed Line Telephony
- Broadband
- Pay TV

Calculations

A / B (days), where:

- A = The total time in days for the fastest 95% of completed orders
- B = The total count of the fastest 95% of completed orders

Definitions

An order is defined as an arrangement to provide:

- A new service
- Take over ownership of an existing service
- A provision of a secondary or further services

The supply duration commences from the instant an order is received by the service provider to the instant a working service is made available for use.

For calculation purposes, the date the order is received is day zero

Order completion is defined as the instant a service is available for use, including additional content (such as premium channels) or select services (such as features) if agreed prior to the date of connection.

Where an order contains multiple services, each service will be measured separately, and not as one bundled order. Therefore, if one service is delayed then the other services can be counted as completed if adhering to the previous clause.

Orders for connecting services at different locations will be measured separately.

Orders which are delayed by the consumer will exclude any delay duration which is caused solely by the consumer, i.e. where the consumer initiates the delay. If the consumer delays the order due to an inability to agree the earliest delivery, or after a delay which has been caused by the service provider, then this time cannot be excluded

Consumer delays (as per the previous clause) are only applicable after the original delivery date has been agreed. Consumer delays in arranging the original delivery date are to be included within the duration of the measurement

Exclusions

All orders for cessation of products or services

All orders which are cancelled by the Consumer before the delivery is completed.

All orders which only require the delivery of hardware through the post, and receipt is not subsequently confirmed with the Consumer.

All orders which are not to provide services to Residential consumers

Administrative additions or alterations including spelling amendments and changes of address / name requests.

All orders for features, select services, premium channels, package alterations which do not require the installation of a new service.

All orders for Carrier Pre-Select (or calls only packages)

Example

A telesales operator agrees an order with a consumer for the service provider to connect a fixed line telephony service and pay TV service to the consumer's home premise. The order is recorded on the service provider's billing\order management system on the day i.e. 1st March. The telesales operator offers a delivery date of 10th March, but the consumer is not available on that day so the order is scheduled for the 11th March.

On the 2nd March, the consumer contacts the service provider and requests the order to be delayed by 3 days. The delivery date is now re-scheduled for the 14th March, and is classed as a consumer reschedule.

On the 14th March, the service provider connects the fixed line telephony service, but identifies problems which delay the Pay TV service from being connected on that day. The service provider confirms that the problem will be rectified by the next day, but the consumer is not available until day 16th March, therefore the order is rescheduled for the 16th for the Pay TV connection, and is classed as an operator reschedule. On the 16th March, the Pay TV service is connected, and the service provider completes the order.

Fixed Line Telephony duration is calculated as follows:

Total days to connect service	=	13
Total days delayed due to consumer	=	3
Delivery Time	=	(13 – 3) = 10 days

Pay TV duration is calculated as follows:

Total days to connect service	=	15
Total days delayed due to consumer	=	3
Delivery Time	=	(15 – 3) = 12 days

Early Life Failures

Overview

To measure the percentage of new connections encountering a reported fault within the first thirty days

This measure represents the Service Provider's performance in providing a fully reliable working service.

The object of the measure is to provide the consumer with an expectation of initial failure rates when a new service is connected.

Requirements

Separate measures, based on the faults completed within the period which are reported within thirty days after new connections being completed:

Part A

- Fixed-Line Telephony (all fault reports)
- Mobile Telephony (all fault reports)
- Broadband (all fault reports)
- Pay TV (all fault reports)

Part B

- Fixed Line Telephony (all fault reports, excluding customer)
- Mobile Telephony (all fault reports, excluding customer)
- Broadband (all fault reports, excluding customer)
- Pay TV (all fault reports, excluding customer)

Calculations

C / D as a percentage, where:

- C = The number of new connection related faults
- D = The number of new connection orders completed

Definitions

A new connection order is defined as an arrangement to provide:

- A new service
- Take over ownership of an existing service
- A provision of a secondary or further services

The fault must be reported against the same newly connected service at the same consumer account\premises.

All faults relating to consumer education or equipment are to be included in Part A of this measure

All faults relating to consumer education or equipment are to be excluded in Part B of this measure

Where a new connection has more than one fault reported, then only the first fault report will count in this measurement. Any multiple fault report scenario will be measured under repeated faults.

Exclusions

New connection exclusions are:

- All orders for cessation of products or services
- All orders which are cancelled by the Consumer before the delivery is completed.
- All orders which only require the delivery of hardware through the post, and receipt is not subsequently confirmed with the Consumer.
- All orders which are not to provide services to Residential consumers
- Administrative additions or alterations including spelling amendments and changes of address / name requests.
- All orders for features, select services, premium channels, package alterations which do not require the installation of a new service.
- All orders for Carrier Pre-Select (or calls only packages)

A new connection related fault must be reported within thirty days of the service being connected.

Example 1

A service provider connects a consumer to Fixed-Line Telephony and Broadband on the 1st February. The consumer loses access to the Broadband service and reports a fault to the service provider on the 3rd February. The service is restored on the same day as reported, and the cause is identified as a faulty consumer supplied modem. On the 14th February, the consumer reported a fault with their telephone service. The service is restored on the 16th February and the cause is found to be faulty external wiring.

In this scenario, the service provider has connected two services (1 fixed-line telephone and 1 broadband). Both services generated faults within 30 days and therefore have a 100% failure rate for Part A of this measure. However, only the Modem is within the consumer's responsibility and therefore will be excluded under Part B.

Example 2

Over the reporting period, the service provider connects 2000 new fixed-line telephone and 1500 new broadband services to consumers. 800 fixed-line telephone and 1200 broadband faults are raised throughout the same period, but when matched to the new connection orders, 100 fixed-line telephone and 400 broadband faults are found to be following new connections within 30 days. Further investigation has found that 40 fixed-line telephone and 100 broadband faults are due to consumer equipment or education.

Part A

Fixed-Line Telephone Early Life Failures is calculated as follows:

Total new fixed-line telephone connections	= 2000
Fixed-Line Telephone faults within 30 days	= 100
Early Life Failure Rate	**= 5%**

Broadband Early Life Failures is calculated as follows:

Total new broadband connections	= 1500
Broadband faults within 14 days	= 400
Early Life Failure Rate	**= 27%**

Part B

Fixed-Line Telephone Early Life Failures is calculated as follows:

Total new fixed-line telephone connections	= 2000
Fixed-Line Telephone faults within 30 days	= 100-40 = 60
Early Life Failure Rate	**= 3%**

Broadband Early Life Failures is calculated as follows:

Total new broadband connections	= 1500
Broadband faults within 14 days	= 400-100 = 300
Early Life Failure Rate	**= 20%**

Network Outages

Overview

To measure the number of unplanned service interruptions for consumers who have been affected during the period

This measure is only relevant for network providers, and is to be reported to Ofcom and not for consumer distribution.

The object of the measure is to provide the regulator with an understanding of the reliability of the provider networks. This would indirectly benefit consumers if the regulator penalised network providers for unsuitable network reliability

Requirements

Network Providers only

Calculations

The number of unplanned service interruptions during the period

Definitions

A Network Provider is an organisation who provides an infrastructure to process telephone, broadband and Pay TV transmissions to residential consumers.

An unplanned service interruption is where more than 10 consumer connections are affected by a failure within the network, lasting more than 60 seconds.

A planned service interruption is where consumers are informed 5 days prior to any temporary downgrade or loss of service. A planned service interruption must have set start and end times which have been communicated to the affected consumers.

A planned service interruption overrun is where consumers lose or have degraded service prior to or after the planned interruption time, and must be included in this measurement if more than 10 consumers are affected for more than 60 seconds.

Consumers are not required to report faults for this measure.

Consumers receiving services over a satellite link are still to be counted as connected if they are registered as a customer to the network provider.

Exclusions

Planned maintenance if consumers have been given 5 days notice, confirming the actual start and end times.

Consumer reported faults are excluded from this measure

Example

A network provider has an average of 2,000,000 consumers connected to their network, who could receive telephony, broadband or Pay TV services.

During the reporting period 500 consumers are affected by loss of telephone services for one hour due to an unplanned fibre cut; all consumers lose the TV service for two days on a given channel due to the hosts transmission failure; 800 telephony and broadband consumers experience degraded\intermittent service due to faulty equipment within an exchange, for twenty-four hours.

In summary, 3 unplanned service interruptions are to be reported for the period

Average Duration between Consumer Reported Faults

Overview

To measure the average duration in months between consumers reported faults.

This measure represents the consumer's perceived reliability of the service provided

The object of the measure is to provide the consumer with an expectation of the frequency in which they may experience a fault with their service.

Requirements

A single measurement is required for Broadband Services

Calculations

A / (B * C), where:

- A = The average number of connections in the reporting period
- B = The total number of consumer reported faults closed in the reporting period
- C = The number of reporting periods in a year

(I.e. quarterly reporting = 4 periods)

Definitions

Fault rules

A fault report is a consumer's report of the inability for an item to perform a required function resulting in lost or degraded service.

The basis for counting End-user Reported Fault Reports is that each fault report raised as a result of a call from an End-user counts as one fault.

IVR messaging may be used to deflect calls from the service provider's consumer service centre, however if the consumer informs the service provider of the fault then the fault must be recorded and included.

Planned maintenance is maintenance activity, which has defined start and end times, of which consumers have been informed with at least 5 days notice. A fault report from a consumer affected by maintenance activity, of which that consumer has not been informed, cannot be attributed to planned maintenance and shall be included in this measure.

A fault report from a consumer affected by maintenance activity which has started before the advised start time or overrun past the advised end time cannot be attributed to planned maintenance and shall be included in this measure.

If the consumer reports that one or more broadband services of a multi-line connection have faults, then this is counted as one single fault received, regardless of the number of broadband services affected.

The average number of broadband connections during the period is to be calculated by halving the sum of the connections at the start and the end of the period.

A consumer reported fault report, which is not proven to be consumer responsibility / education, shall be included in this measure.

No access faults (i.e. where the Service Provider needs access to the consumer premises to determine the nature of a fault and this is denied) shall be included in this measure.

If the investigation or diagnostics cannot identify or confirm the existence of the fault, the fault report will still be included. Therefore, the measure will include: CWT, FNF, RWT or NFF.

A VoIP (Voice over Internet Protocol) fault is to be included as a Broadband fault.

Exclusions

Faults outside of the service provider's control are to be excluded from this measure. For example, where a broadband connection is reported as slow but found to be as a result of the website being selected and not the available bandwidth supported by the service provider.

Service Repair Time (in hours)

Overview

To measure the average time taken for a service to be repaired

This measure represents the Service Provider's performance in successfully restoring service to normal working order after a consumer has raised a fault report.

The object of the measure is to provide the consumer with an expectation of the estimated duration for a service to be repaired.

Requirements

Separate measures, based on the faults which were restored during the period irrespective of when the faults were received, are required for:

- Fixed Line Telephony
- Fixed Line Broadband
- Pay TV
- Mobile Telephony

Calculations

A / B (in clock hours), where:

- A = The total time in hours for the fastest 95% of faults restored
- B = The total count of the fastest 95% of faults restored

Definitions

Fault rules

A fault report is a consumer's report of the inability for an item to perform a required function resulting in lost or degraded service.

IVR messaging may be used to deflect calls from the service provider's consumer service centre, however if the consumer informs the service provider of the fault then the fault must be recorded and included.

If a fault is reported against multiple products, then this will count as a fault per product type, i.e. if the consumer reports the telephone and broadband to be faulty, then this will count as one telephony fault and one broadband fault.

A consumer reported fault report, which is not proven to be consumer responsibility / education, shall be included in this measure. A reported fault found to be in another network cannot be closed by providing consumer education.

No access faults (i.e. where the Service Provider needs access to the consumer premises to determine the nature of a fault and this is denied) shall be included in this measure.

If the investigation or diagnostics cannot identify or confirm the existence of the fault, the fault report will still be included. Therefore, the measure will include: CWT, FNF, RWT or NFF.

A VoIP (Voice over Internet Protocol) fault is to be included as a Broadband fault.

Maintenance

Planned maintenance is maintenance activity, which has defined start and end times, of which consumers have been informed with at minimum 5 days notice. A fault report from a consumer affected by maintenance activity, of which that consumer has not been informed, cannot be attributed to planned maintenance and shall be included in this measure.

A fault report from a consumer affected by maintenance activity which has started before the advised start time or overrun past the advised end time cannot be attributed to planned maintenance and shall be included in this measure.

Fault Restoration rules

The service restoration period will continue (i.e. the fault is not to be closed) until all items per service type, reported faulty by the consumer, have been restored.

Restoration is defined as being when all items reported faulty are again available for use by the consumer.

The time of restoration can be taken as being that time as confirmed by the Service Provider if the consumer is unavailable to confirm the services are all working correctly. Once the fault is closed, it cannot be re-opened.

In determining the restoration time for a fault, any portion of the time attributable to the consumer is to be excluded from the total. If the service provider is unable to identify the start and end time (or duration) of the consumer delay, then the total fault duration will be used.

Appointments

An Appointment is a meeting agreed with the consumer where access is required to the consumer's premises for the purpose of restoring service. If the restoration does not require access to the consumer's premises, then this does not count as an Appointment.

Appointed faults are to be included within this measure and the time between the earliest available technician arrival and consumer preferred appointment time is to be counted as a consumer delay.

If an Appointment is rescheduled to a later time at the consumer's request then the duration between the original appointment and the newly agreed appointment is to be calculated as consumer delay time.

Exclusions

Faults in all consumer equipment or power, beyond the network termination point, or outside of the Service Provider's direct control, i.e. where a broadband connection is reported as slow but found to be as a result of the website being selected and not the available bandwidth supported by the service provider.

Fault reports that are resolved by educating the consumer relating to the operation of a feature, product or service.

Subsequent fault reports are not to be included in measurements. A subsequent fault report is a report taken against the same consumer service as the original report, whilst the original report remains open. Faults raised against a different service type, from that which is still in progress, will need to be recorded and included within this measure.

Fault reports from third parties shall be excluded unless the third party is acting on the consumer's explicit instructions.

Fault reports, which are subsequently cancelled by the consumer

Internal fault reports, generated by the service provider usually through network monitoring

Fault reports relating to disruption caused by planned maintenance, where the fault reported occurred during the planned maintenance period and the consumer has received at least five days prior notification.

Examples

Example 1

At 10:00am a consumer calls their service provider's customer service number and listens to the IVR welcome message and selects an option for faults. From this option the consumer hears a message identifying that there is an outage in the area which is known to be affecting the performance. On hearing the message the consumer chooses not to speak to a fault agent and terminates the call.

This call is not to be counted as a reported fault.

Example 2

At 10:00am a consumer calls their service provider's customer service number and listens to the IVR welcome message and selects an option for faults. From this option the consumer hears a message identifying that there is an outage in the area which is known to be affecting the performance. However, on hearing the message the consumer chooses still to speak to a fault agent and register their fault.

Once connected, the consumer informs the agent of the fault and describes the condition. The agent performs diagnostics and identifies that the fault is with the customer equipment. The consumer checks the equipment and confirms to the agent that the diagnostics are correct.

The agent records the fault report, but this is not to be included within the measurement due to the cause being related to the consumer.

Example 3

At 10:00am a consumer calls their service provider's customer service number and listens to the IVR welcome message and selects an option for faults. From this option the consumer hears a message identifying that there is an outage in the area which is known to be affecting the performance. However, on hearing the message the consumer chooses still to speak to a fault agent and register their fault.

Once connected, the consumer informs the agent of the fault with both the broadband and Pay TV service and describes the conditions. The agent performs diagnostics, records a fault per service type and identifies that the fault requires a technician to visit the consumer's premises. The agent checks for technician availability and confirms that an appointment can be made for 2pm. The consumer confirms that they will not be available until 4pm. The appointment is agreed for 4pm and is subject to a 2 hour consumer delay.

At 4pm the technician arrives at the consumer's premises and resolves the broadband fault immediately. However, the technician confirms that the Pay TV fault lies elsewhere and cannot be rectified at this point.

The next day at 10am, the technician finally restores the Pay TV service. Both the Broadband and Pay TV faults are closed by the service provider.

Broadband fault duration is calculated as follows:

Time fault reported	=	10am
Time fault fully repaired	=	4pm
Overall repair time	=	10am to 4pm = 6 hours
Consumer delay time	=	2pm to 4pm = 2 hours
Service Repair Time (in hours)	**=**	**6 – 2 = 4 hours**

Pay TV fault duration is calculated as follows:

Time fault reported	=	10am
Time fault fully repaired	=	10am (next day)
Overall repair time	=	10am to 10am (next day)
	=	24 hours
Consumer delay time	=	2pm to 4pm = 2 hours
Service Repair Time (in hours)	=	**24 – 2 = 22 hours**

Repeated Fault Reports

Overview

To measure the percentage of faults which recur within 30 days of a previously restored fault.

This measure represents the Service Provider's performance in successfully restoring service to normal working order on the first attempt.

The object of the measure is to provide the consumer with an expectation of the skill and workmanship in the service provider's ability to restore faults.

Requirements

Separate measures, based on the repeated faults which were restored during the period, irrespective of when the initial fault report was raised, are required for:

- Fixed Line Telephony
- Fixed Line Broadband
- Pay TV
- Mobile Telephony

Calculations

A / B * 100 where:

- A = The total count of repeated faults
- B = The total count of faults restored in the period

Definitions

Fault rules

The same fault rules apply as with the Service Repair Time measurement

A repeated fault is a one where the consumer raises a fault with the service provider for the same service, at the same premises within 30 calendar days of a previous fault of the same service and premise is restored, and where neither faults are subject to any of the exclusion rules.

Exclusions

Faults in all consumer equipment or power, beyond the network termination point

Fault reports that are resolved by educating the consumer relating to the operation of a feature, product or service.

Subsequent fault reports are not to be included in measurements. A subsequent fault report is a report taken against the same consumer service

as the original report, whilst the original report remains open. Faults raised against a different service type, from that which is still in progress, will need to be recorded and included within this measure.

Fault reports from third parties shall be excluded unless the third party is acting on the consumer's explicit instructions.

Fault reports, which are subsequently cancelled by the consumer

Internal fault reports, generated by the service provider usually through network monitoring

Fault reports relating to disruption caused by planned maintenance, where the fault reported occurred during the planned maintenance period and the consumer has received at least five days prior notification.

Example

A consumer reports a series of faults to their service provider. The service provider produces a report of all the faults for the reporting period plus the 30 days prior to the reporting period. The fault details are as follows:

Consumer ID	Service Type	Fault Number	Date Reported	Date Restored	Fault Reason
12345xxyy	Pay TV	125541	29/12/06	29/12/06	Service Provider
12345xxyy	Pay TV	125589	03/01/07	03/01/07	Service Provider
12345xxyy	Pay TV	126101	08/01/07	12/01/07	Consumer
12345xxyy	Broadband	126108	12/01/07	13/01/07	Service Provider
12345xxyy	Telephony	126502	15/01/07	15/01/07	Service Provider
12345xxyy	Pay TV	129401	02/02/07	08/02/07	Consumer
12345xxyy	Broadband	132562	13/02/07	14/02/07	Service Provider
12345xxyy	Broadband	134222	15/02/07	16/02/07	Service Provider
12345xxyy	Telephony	135239	15/02/07	15/02/07	Consumer
12345xxyy	Telephony	136905	16/02/07	18/02/07	Service Provider
12345xxyy	Telephony	137200	23/02/07	01/03/07	Service Provider
12345xxyy	Telephony	137365	09/03/07	10/03/07	Consumer

The results from the 1st report are sorted and grouped by Service Type.

Consumer ID	Service Type	Fault Number	Date Reported	Date Restored	Fault Reason
12345xxyy	Pay TV	125541	29/12/06	29/12/06	Service Provider
12345xxyy	Pay TV	125589	03/01/07	03/01/07	Service Provider
12345xxyy	Pay TV	126101	08/01/07	12/01/07	Consumer
12345xxyy	Pay TV	129401	02/02/07	08/02/07	Consumer
12345xxyy	Broadband	126108	12/01/07	13/01/07	Service Provider
12345xxyy	Broadband	132562	13/02/07	14/02/07	Service Provider
12345xxyy	Broadband	134222	15/02/07	16/02/07	Service Provider
12345xxyy	Telephony	126502	15/01/07	15/01/07	Service Provider
12345xxyy	Telephony	135239	15/02/07	15/02/07	Consumer
12345xxyy	Telephony	136905	16/02/07	18/02/07	Service Provider
12345xxyy	Telephony	137200	23/02/07	01/03/07	Service Provider
12345xxyy	Telephony	137365	09/03/07	10/03/07	Consumer

Next, the consumer related faults are removed and the dates between the Date Restored and the Date Reported of the following fault are compared

Consumer ID	Service Type	Fault Number	Date Reported	Date Restored	Fault Reason	Days Between Faults
12345xxyy	Pay TV	125541	29/12/06	**29/12/06**	Service Provider	
12345xxyy	Pay TV	125589	**03/01/07**	03/01/07	Service Provider	**5**
12345xxyy	Broadband	126108	12/01/07	**13/01/07**	Service Provider	
12345xxyy	Broadband	132562	**13/02/07**	**14/02/07**	Service Provider	**31**
12345xxyy	Broadband	134222	**15/02/07**	16/02/07	Service Provider	**1**
12345xxyy	Telephony	126502	15/01/07	**15/01/07**	Service Provider	
12345xxyy	Telephony	136905	**16/02/07**	**18/02/07**	Service Provider	**32**
12345xxyy	Telephony	137200	**23/02/07**	01/03/07	Service Provider	**5**

Broadband % Repeat Rate is calculated as follows:

Total faults reported = 3

Total fault repeats = 1

% Repeat Rate = (1/3) x 100 = 33.3%

Telephony % Repeat Rate is calculated as follows:

Total faults reported = 3

Total fault repeats = 1

% Repeat Rate = (1/3) x 100 = 33.3%

Pay TV % Repeat Rate is calculated as follows:

Total faults reported = 1

Total fault repeats = 1

% Repeat Rate = (1/1) x 100 = 100.0%

Complaint Handling

Overview

To measure the average time taken for a complaint to be fully processed and the outcome confirmed to the complainant

This measure represents the Service Provider's performance in fully processing complaints and for the resolution to be confirmed to the customer

The object of the measure is to provide the consumer with an expectation of the estimated duration for a complaint to be fully processed.

Requirements

A single combined residential measure is required for Fixed Line Telephony, Broadband and Pay TV and any associated activities such as sales, customer services, billing, construction, and content.

Calculation

A / B (days), where:

- A = The total time in days for the fastest 95% of fully processed complaints
- B = The total count of the fastest 95% of fully processed complaints

Definitions

The day a Complaint is received counts as Day ZERO.

A complaint is defined as an expression of dissatisfaction with the Service Provider or the service it provides, received from a user or a member of the public. A complaint should not be confused with a query (a request for information) or with a fault report (when a consumer is reporting a service or equipment failure, etc.).

A complaint will be regarded as having been fully processed by the Service Provider when either:

a. A complainant agrees that all issues have been satisfactorily dealt with;
b. The complaint is withdrawn;
c. The Service Provider has fully completed all stages of its internal complaint handling procedures, and has confirmed the outcome with the complainant; or
d. The complainant has been informed of a deadlock situation and the complaint is with the Service Provider's insurers or in the legal system.

For the purpose of this measure, all expressions of dissatisfaction should be captured. It is not acceptable to limit the measure to count only those

expressions, which use key words such as 'Complaint', or to limit it to those situations where the complainant's tone of voice is irate.

A complaint shall be included whether or not it is deemed by the Service Provider to be justified.

All complaints irrespective of the means by which they were communicated shall be included.

A complaint that is satisfactorily processed at the first point of contact shall nonetheless be included.

A single received complaint which involves several service issues requiring different time frames to process shall nonetheless be counted as one complaint; it shall not be deemed to be fully processed until all the individual issues are themselves processed and the final outcome has been communicated to the complainant.

Once a complaint has been processed by the Service Provider it cannot be "re opened" or "re processed" in any way. If the complainant contacts the Service Provider and expresses dissatisfaction regarding an already processed Complaint then a new Complaint record must be made.

Bill Inaccuracy complaints should also be included in this measure.

A Complaint about how a fault has been handled counts as a Complaint, although the original fault report does not itself count as a complaint.

Delays attributable to the consumer may not be discounted from the Complaint resolution time. However, if the Service Provider is awaiting a customer response, and has a process which confirms that a Complaint should be classified as fully processed if no response is received, then this is acceptable. A minimum of 5 days should be permitted for a complainant to respond before the Service Provider can assume that no response is forthcoming.

For Service Providers operating a joint residential and business service centre, Non-customer complaints should be logged according to whether the issue is related to either business or residential. If the issue cannot be defined to either business or residential then it shall be included in both, and hence counted within this measure.

The resolution confirmation may be given to the customer verbally or in writing. It is not acceptable to leave messages to confirm the resolution. If verbally, clear notes must be made on the service provider's complaint record as to the agreed outcome and the communication made.

Complaints which require a lengthy and time consuming process to resolve may be counted as fully processed if the action plan and timescale has been communicated and agreed with the complainant. For example, if the service provider agrees to rectify an invoice for the next bill run, the complaint can be closed when the action plan has been confirmed and agreed with the complainant. However, if the complainant does not wish for the complaint to be closed until the action is complete, then the complaint must remain open.

Exclusions

Typical problem categories, which are to be excluded, are:

a. Complaints specifically about Business services

b. Complaints exclusively dial up internet;

c. Complaints specifically about Data Services, over any network, are to be excluded from the Complaints Measure

Example

A consumer writes to a service provider to complain about the customer service time to answer a call and the poor customer service assistance. The letter is received into the service provider on the 4th March and date stamped. On the 6th March the letter is opened via an agent in the service provider's service centre correspondence team. A letter is sent to the consumer on the 6th March, informing them that the letter is under review. On the 10th March a call is made to the consumer but there is no answer – a message is left requesting the consumer to contact the correspondence agent. No call back is received so the service provider writes to the consumer on the 12th March requesting further details about the date and times of the calls.

The consumer telephones the correspondent agent on the 15th March, where the agent apologises for the issue and compensation is verbally agreed to appear in the next monthly invoice. The correspondence agent processes the transaction for the next invoice to receive an automated credit and closes the complaint, as per the customer agreement.

The complaint duration is calculated as follows:

Date complaint received	=	4th March
Date complaint closed	=	15th March
Complaint Duration	=	11 days

% Billing Contacts

Overview

To measure the percentage of bills issued where the customer is compelled to contact the service provider either for clarity or complaining about the information on the bill

This measure represents the Service Provider's performance in providing bills which are accurate and easy to understand

The object of the measure is to provide the consumer with an expectation of how often they are likely to contact their service provider to discuss the information on the bill

Requirements

A single combined residential measure is required for Fixed Line Telephony, Mobile, Broadband and Pay TV bills issued in the period

Calculation

A / B * 100 where:

- A = The total number of consumer contacts associated with the information provided on a bill
- B = The total count of bills issued in the period

Definitions

An issued bill is a request from the service provider to the consumer requiring payment for the supplied services. A bill may be issued electronically (e-billing) or via traditional postal means

A direct debit confirmation is to be included as an issued bill

A consumer contact can either be a call into the service provider's contact centre, an e-mail or postal (white mail), and must be associated with the information provided on a bill

An issued bill may have more than one associated contact

A consumer request for a repeat \ copy bill is to be included as a bill contact

Contacts from current or former consumers about the accuracy or information provided on their bills, received after any service disconnection or cancellation, are included

Exclusions

Consumer contacts which are purely to pay a bill

The following are not to be counted as issued bills

- final demands;
- repeat bills; and
- test bills

Example

A service provider issues 10,000 e-bills and 30,000 paper bills to consumers in the reporting period. 1000 calls are received by customer service agents where the consumers have requested clarity on their bills, and a further 50 calls are received where the consumers have complained about the information on their bills. 3,000 calls are also registered where the consumers have called in to pay their bills. 100 e-mails and 30 paper letters have been received related to the billing information.

The percentage of bill contacts is calculated as follows:

Number of bill contacts received	=	1,000 general bill calls
		+ 50 verbal bill complaints
		+ 100 e-mails
		+ 30 letters
	=	1180 contacts
Number of bills issued	=	40,000
% Bill Contacts	=	(1180 / 40,000) x 100
	=	2.95%

Average Speed of Answer

Overview

To measure the average time taken to answer incoming calls into the service provider's advertised contact numbers.

This measure represents the service provider's responsiveness to answer incoming calls from consumers.

The object of this measure is to provide the consumer with an expectation of how long it may take for their service provider's agent to answer calls into their designated contact centres.

Requirements

A single combined residential measure is required for Fixed Line Telephony, Mobile, Broadband and Pay TV

Calculation

A / B (minutes), where:

- A = The total time in minutes for the fastest 95% of calls to be connected to the customer service agents
- B = The total count of the fastest 95% of calls answered by customer service agents

Definitions

An incoming call is one received by the service provider's ACD for their designated contact number

An answered call is only counted when connected to the customer service agent.

The call duration will include any delay time, ring time, announcements, wait or holding time, up until the call is connected to the customer service agent

If no ACD or call distribution device is connected then the service provider may not be able to participate in this measure.

An answered call is one that is connected by an ACD through to an agent. The time starts when the call enters the ACD, regardless of any welcome messaging or announcements which are played during the waiting time.

ACD's which offer call back facility (i.e. where the queue position is held, but the caller hangs up and awaits the service provider to return their call) are still to be included within this measure. The time taken for the call back is to be included as customer queue time.

Exclusions

Calls which do not register on the service providers ACD, i.e. calls which terminate in the service provider's IVR

Calls which abandon without connecting to the customer service agents

Calls registered as handled by information announcements

Short calls

Call backs which are requested through a web-based service

First Time Call Resolution

Overview

To measure the percentage of calls where the consumer has called the service provider on multiple occasions

This measure represents the service provider's ability to answer all of the consumer's requirements on a single contact and keep the consumer fully informed about any issues previously discussed. In doing so, this will then negate the consumer from repeatedly chasing the service provider for updates or further information.

The object of this measure is to provide the consumer with an expectation of how likely it will be that they will have to repeatedly contact the service provider for information.

To identify how good a Service Provider is at answering and resolving all of the consumer's queries first time. This method will also capture the events where a consumer calls the Service Provider requesting action, only to be told to call back a few days later due to the Service Provider's inability to schedule events.

Requirements

A single combined residential measure is required for Fixed Line Telephony, Mobile, Broadband and Pay TV

Calculation

Number of calls (resolved on first contact) (i.e. which do not have a repeat on the same CLI within 7 days) / Total calls = % First Call Resolution

Definitions

For a call to be identified as resolved on first contact, the calling CLI must not be repeated within a seven day window, post or prior.

All calls measured in the previous measure are applicable to this measure.

Exclusions

Calls handled by information announcements, or by automatic processing within an IVR (i.e. bill payments), i.e. both the originating and repeat call must have connected to a customer service agent.

All calls without a registered CLI are excluded from this measure

Example

A consumer contacts a Service Provider to enquire about payment options. Two days later the same consumer calls again to ask for a mailing address (within the 72 hour window).

This would count as not resolved on first contact because the agent taking the first call should have confirmed that the consumer had the (correct) mailing address, thus avoiding the need for the consumer to contact the Service Provider again. The resulting first call resolution percentage would be 0.00% (as BOTH calls count as not resolved on first call).

To further illustrate the above calculation, assume that five (5) total calls occur in the period, the two (2) detailed above and three (3) additional calls in the period that did not have subsequent (or prior) calls within the window. The metric would then yield the following:

3 (resolved on first contact) / 5 (total calls) = 60.00% First Call Resolution.

Broadband download speed ratio (offered versus experienced)

Overview

To measure the proportion of download speed compared to the "upto" speed offered.

This measure represents the service provider's ability to deliver the capacity of broadband speed offered to the consumer

The object of this measure is to provide the consumer with an expectation of the actual broadband speed compared to the potential maximum offered by the service provider.

Requirements

A single residential measure is required for both fixed line and mobile Broadband.

Calculation

A / B * 100, where:

- A = The actual tested broadband download speed
- B = The potential maximum broadband download speed

Definitions

HTTP Throughput measures the time taken to perform web page downloads of standard sized video and music files from a commonly used URL. These tests can be performed on cached (if this feature is supported by the ISP) and non-cached.

HTTP Throughput tests are to be performed at least every 30 minutes of the day and night, and the average result of all the tests (A) to be calculated as follows:

$$\text{HTTP Speed (bytes/sec)} = \frac{\text{Downloaded Data (bytes)}}{\text{Download Time (seconds)}}$$

All test locations must be within 1-2 miles from the broadband exchange.

All test scenarios must be performed on service offerings of 8Mb and above.

The tests are to be performed from standardized test equipment based upon the following PC specification:

- 1U 9" Aluminium Chassis
- Intel Celeron 2.4 GHz
- 256MB DDR RAM
- 40GB Maxtor Hard Disk
- Gigabyte GA-81845GV Motherboard
- Windows XP Pro patched to SP2

Broadband Cable testing is performed using the Cable modem (or TV set top box) supplied by the Cable ISP.

Exclusions

All tests which fail to complete the download of the required files

Example

4000 download speed tests are performed during the quarterly period on an advertised download potential maximum of 8Mb.

The HTTP Throughput results confirm an average speed of 2.7Mbps.

Broadband download speed ratio is calculated as follows:

Actual tested broadband download speed	=	2.7Mbps
Potential maximum broadband download speed	=	8.0Mbps
Broadband download speed ratio	=	2.7 / 8 * 100
	=	33.8%

Mobile Call Interruptions

Overview

To measure the proportion of successful calls which are not interrupted (drop out)

This measure represents the service provider's ability to maintain a call once it has been correctly established. This parameter measures failure in coverage, problems with the quality of the signal, network congestion and network failures.

The object of this measure is to provide the consumer with an expectation of how successful a mobile network will be at retaining the signal throughout the whole duration of the call.

Requirements

A single residential measure is required for Mobile telephony

Calculation

1- (A / B * 100), where:

- A = The number of call interruptions (drop outs)
- B = The total number of call connections completed during the period

Definitions

This measure includes both incoming calls and outgoing calls which, once they have been correctly established and therefore have an assigned traffic channel, are dropped or interrupted prior to their normal completion by the user, the cause of the early termination being within the service provider's network

Exclusions

Test calls made by the Service Provider, or any other non-real traffic

SMS traffic

Example

A service provider registers 2,000,000 connected calls during the period. From this count, 40,000 calls have been identified as terminated without instruction by either the originator all the receiver.

Proportion of successful calls = 1 - (40,000 / 2,000,000) %

= 98%