**FORT Metrics Team Minutes**

**June 29, 2004**

Attending: Sue Tiffany – Sprint, Jeff Adrian – Sprint, Marc Larson – Sprint, Deb Stephens – Virizon Wireless, Dan Deneweth – Telecom Software

Reviewed the status of the Metrics team.

Reviewed the status of the four agreed to metrics. Following are the agreements reached:

* Carriers can begin creating repots using these metrics as soon as possible.
* Wireless should report on the first three metrics with the fourth being optional.
* Wireline should report on the first two metrics, ignore the third, and the fourth is optional.
* See following metrics.

## Ratio of Fallout Transactions to Confirmed Ports

Definition: The ratio of fallout transactions processed compared to the ports that were ‘Confirmed’.

Formula: Total number of fallout transactions divided by the total ‘Confirmed’ ports

Instantiations: Total porting, Wireless only, Inter-modal only

## Percentage of Ports Successfully Completed on Initial Submission

Definition: The percent of ports that are ‘Confirmed’ in the ICP process on their initial submission.

Formula: Total number of ports completed without error in their initial submission divided by the total number WPRs received

Instantiations: Total porting, Wireless only

## Percent of Fallout by each of the WICIS RCODES

Definition: The percentage of fallout attributable to each of the defined WICIS RCODES.

Formula: Total ‘Resolution Required’ for each RCODE divided by the total ‘Resolution Required’ transactions.

Instantiations: Total porting, Wireless only, Inter-modal only

## Fallout Percentages for Single Line vs. Multi-line Ports

Definition: Percentage of fallout to total port transactions for ‘single line’ and ‘multi-line’ ports respectively

Formula: Respective fallout transactions divided by the total respective WPRs, for both ‘single line’ and ‘multi-line’ ports

Instantiations: Total Electronic ports

* Reporting time frames are as follows:
  + These will be monthly reports
  + The data will be reported one month in arrears, i.e., a report requested in July will be reporting May and/or May YTD data.
  + The create date is defined as the date the request enters the porting systems. This is the date that will be used to determine in which month the metrics data will be reported.
* First Metric
  + Definition of Confirmed Ports – The port request has been confirmed by the Old Service Provider (OSP).
  + Port requests that are included as fallout include 1) requests that have missed the ICC timers, 2) requests that have been delayed, and 3) requests where a resolution is required.
* Second Metric

## Percentage of Ports Successfully Completed on Initial Submission - Change the wording from Completed to Confirmed so that the title matches the description to eliminate any confusion.

* + This formula is calculating totals.
* Third Metric
  + Report on the initial RCODE – Response Code.

NOTE: Some carriers are currently reporting multiple RCODES in remarks to facilitate correcting port requests (one and done). However, since the additional RCODES are in remarks, the information cannot currently be captured for reporting.

* Fourth Metric
  + Several carriers are processing multi-line port requests as single line requests internally so they do not have the ability to process this metric.
  + This metric is optional.

**Next Meeting (if needed) scheduled for July 14th, from 2:00 to 3:00 Central Time, using bridge number 816-650-7819 or 866-860-0517 pin 5593152.**