



**BELGISCH INSTITUUT VOOR POSTDIENSTEN  
EN TELECOMMUNICATIE**

**ADDENDUM BIJ DE RAADPLEGING DOOR DE RAAD VAN HET BIPT  
OVER EEN ONTWERPBESLUIT VAN DE RAAD VAN HET BIPT  
VAN XX/XX/2007  
TER AANVULLING VAN DE BESLUITEN MET BETREKKING TOT  
DE ANALYSE VAN DE MARKTEN 1, 2, 8, 9, 10 EN 13  
WAT BETREFT DE INDICATOREN INZAKE KWALITEIT VAN DIENSTVERLENING  
(*KPI - KEY PERFORMANCE INDICATORS*)**

**Hierbij vindt men bijlage 3 vermeld op pagina 7 van de hierboven vermelde raadpleging**

**Werkwijze voor de raadpleging**

Antwoordtermijn: 17 september 2007  
Ter attentie van: Belgisch Instituut voor postdiensten en telecommunicatie  
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1210 Brussel  
Contactpersoon: Fabienne Marcelle, 1<sup>e</sup> adviseur (+32 2 226 87 77)  
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**Reacties worden enkel elektronisch verwacht.  
In het document moet duidelijk aangeduid worden wat vertrouwelijk is.  
Deze raadpleging heeft plaats overeenkomstig artikel 140 van de wet van 13 juni 2005**

## 7.2. Bijlage 3

### KEY PERFORMANCE INDICATORS FOR UNBUNDLING & BITSTREAM

Decision BIPT, 05/2007

<b>Unbundling &amp; Bitstream - Without voice</b>		<b>BRUO RC</b>	<b>BROBA ADSL WOV</b>	<b>BROBA SDSL</b>
<i>SLA Total Provisioning Timer</i>		<i>16 working days</i>	<i>16 working days</i>	<i>16 working days</i>
<i>Repair timer End User line</i>		<i>day+1</i>	<i>day+1</i>	<i>day+1</i>
<b>Provisioning</b>				
<b>1</b>	Average Validation Timer	WD	-	-
<b>2</b>	% Validations out of SLA	%	-	-
<b>3</b>	Average Installation Timer	WD	-	-
<b>4</b>	% Installations out of SLA	%	-	-
<b>5</b>	Number of working days until 95% 'done'	WD	-	-
<b>6</b>	Number of working days until 99% 'done'	WD	-	-
<b>7</b>	Number of installations/single line migrations	nb	-	-
<b>8</b>	First time right	%	-	-
<b>9</b>	Customer absent	%	-	-
<b>10</b>	Appointment Kept	%	-	-
<b>Repair</b>				
<b>11</b>	Average time to repair	WH	-	-
<b>12</b>	% trouble tickets out of SLA	%	-	-
<b>13</b>	Time to repair 90% of cases	WH	-	-
<b>14</b>	Time to repair 95% of cases	WH	-	-
<b>15</b>	Percentage of not wrongful trouble tickets	%	-	-

<b>Unbundling &amp; Bitstream - With voice</b>		<b>BRUO SP</b>	<b>BROBA ADSL WV</b>
	<i>SLA Total Provisioning Timer</i>	<i>10 working days</i>	<i>10 working days</i>
	<i>Repair timer End User line</i>	<i>day+1</i>	<i>day+1</i>

### Provisioning

<b>1</b>	Average Validation Timer	WD	-	-
<b>2</b>	% Validations out of SLA	%	-	-
<b>3</b>	Average Installation Timer	WD	-	-
<b>4</b>	% Installations out of SLA	%	-	-
<b>5</b>	Number of working days until 95% 'done'	WD	-	-
<b>6</b>	Number of working days until 99% 'done'	WD	-	-

<b>7</b>	Number of installations/single line migrations	nb	-	-
<b>8</b>	First time right	%	-	-
<b>9</b>	Customer absent	%	-	-
<b>10</b>	Apointment Kept	%	-	-

### Repair

<b>11</b>	Average time to repair	WH	-	-
<b>12</b>	% trouble tickets out of SLA	%	-	-
<b>13</b>	Time to repair 90% of cases	WH	-	-
<b>14</b>	Time to repair 95% of cases	WH	-	-
<b>15</b>	Percentage of not wrongful trouble tickets	%	-	-

<b>Unbundling &amp; Bitstream</b>		<b>BRUO + BROBA</b>
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### Repair - Availability helpdesk

<b>16</b>	Average call duration wait LLU helpdesk	min	-
<b>17</b>	Percentage of helpdesk calls with wait duration higher than 15 min	%	-

<b>1 Average Validation Timer</b>	
<b>Definition</b>	The average lead-time between the sending by the OLO of the "XML Order message" and the receipt by the OLO of the "XML validation message"
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	Working days

<b>2 % Validations out of SLA</b>	
<b>Definition</b>	% of validations that respect the SLA timers
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	%

<b>3 Average Installation Timer</b>	
<b>Definition</b>	The average lead-time between the sending by the OLO of the "XML Order message" and the receipt by the OLO of the "XML done message"
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	Working days

<b>4 % Installations out of SLA</b>	
<b>Definition</b>	% of installations that respect the SLA timers
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	%

<b>5 Number of working days until 95% 'done'</b>	
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<b>Definition</b>	<p>Number of working days between the sending by the OLO of the "XML Order message" and the receipt by the OLOs of the "XML done message" for 95% of the messages that were ordered on that same date.</p> <p>This requested value is obtained after sorting the done messages by how many days it took to deliver them to the OLO. The maximum delay is calculated as follows:</p>																															
	<table border="1"> <thead> <tr> <th>Delay of delivery</th> <th>Number of delivered messages</th> <th>Cumulated number of delivered messages</th> <th>Cumulated % of all delivered messages</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>1678</td> <td>1678</td> <td>3.7%</td> </tr> <tr> <td>1</td> <td>8646</td> <td>10324</td> <td>23%</td> </tr> <tr> <td>...</td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td>1236</td> <td>40406</td> <td>90.1%</td> </tr> <tr> <td>8</td> <td>1016</td> <td>41422</td> <td>92.3%</td> </tr> <tr> <td>9</td> <td>726</td> <td>42148</td> <td>93.9%</td> </tr> <tr> <td>10</td> <td>552</td> <td>42700</td> <td>95.2%</td> </tr> </tbody> </table>	Delay of delivery	Number of delivered messages	Cumulated number of delivered messages	Cumulated % of all delivered messages	0	1678	1678	3.7%	1	8646	10324	23%	...				7	1236	40406	90.1%	8	1016	41422	92.3%	9	726	42148	93.9%	10	552	42700
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<b>Granularity</b>	Per product																															
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL																															
<b>Unity</b>	Working days - 1 decimaal																															

## 6 Number of working days until 99% 'done'

<b>Definition</b>	<p>Number of working days between the sending by the OLO of the "XML Order message" and the receipt by the OLOs of the "XML done message" for 99% of the messages that were ordered on that same date.</p> <p>This requested value is obtained after sorting the done messages by how many days it took to deliver them to the OLO. The maximum delay is calculated as follows:</p>																															
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<b>Unity</b>	Working days - 1 decimaal																															

<b>7</b>	<b>Number of installations &amp; single line migrations</b>
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<b>Definition</b>	Number of installations and single line migrations delivered during the reporting period
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	Number

<b>8</b>	<b>First time right</b>
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<b>Definition</b>	Percentage of installations that was provisioned correctly compared to total amount of provisioned installations during reporting period.
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	%

<b>9</b>	<b>Customer Absent</b>
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<b>Definition</b>	% of installations where customer wasn't present when technician arrived at end-user's premises to install the end-user line.
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	%

<b>10</b>	<b>Appointment Kept</b>
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<b>Definition</b>	% of installations with a respect of due date (i.e. committed appointment date given with validation message). This is applicable on all orders with a committed delivery date within the reporting period.
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	%

<b>11 Average time to repair</b>	
<b>Definition</b>	Average time between the opening and the closing of the not wrongful trouble tickets
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	Hours

<b>12 % Trouble Tickets out of SLA</b>	
<b>Definition</b>	% of trouble tickets that wasn't solved within the SLA timers
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	%

<b>13 Time to repair 90% of cases</b>																																					
<b>Definition</b>	<p>Time needed between the opening and the closing of the trouble ticket for 80% of the not wrongful trouble tickets.</p> <p>This requested value is obtained after sorting the trouble tickets messages by how many hours it took to close them. The time needed to close 90% is calculated as follows:</p> <table border="1"> <thead> <tr> <th>Delay of closure</th> <th>Number of closed tickets</th> <th>Cumulated number of delivered tickets</th> <th>Cumulated % of all closed tickets</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>16</td> <td>16</td> <td>3,3%</td> </tr> <tr> <td>1</td> <td>22</td> <td>38</td> <td>7,8%</td> </tr> <tr> <td>...</td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td>55</td> <td>300</td> <td>61,6%</td> </tr> <tr> <td>8</td> <td>40</td> <td>340</td> <td>69,8%</td> </tr> <tr> <td>9</td> <td>35</td> <td>375</td> <td>77,0%</td> </tr> <tr> <td>10</td> <td>36</td> <td>411</td> <td>84,4%</td> </tr> <tr> <td>11</td> <td>29</td> <td>440</td> <td>90,3%</td> </tr> </tbody> </table>	Delay of closure	Number of closed tickets	Cumulated number of delivered tickets	Cumulated % of all closed tickets	0	16	16	3,3%	1	22	38	7,8%	...				7	55	300	61,6%	8	40	340	69,8%	9	35	375	77,0%	10	36	411	84,4%	11	29	440	90,3%
Delay of closure	Number of closed tickets	Cumulated number of delivered tickets	Cumulated % of all closed tickets																																		
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<b>Granularity</b>	Per product																																				
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL																																				
<b>Unity</b>	Hours																																				

## 14

### Time to repair 95% of cases

<b>Definition</b>	Time needed between the opening and the closing of the trouble ticket for 95% of the not wrongful trouble tickets.																																
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Delay of closure	Number of closed tickets	Cumulated number of delivered tickets	Cumulated % of all closed tickets																														
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<b>Granularity</b>	Per product																																
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL																																
<b>Unity</b>	Hours																																

## 15

### Percentage of not wrongful trouble tickets

<b>Definition</b>	Percentage of not wrongful trouble tickets during reporting period compared to the number of active lines
<b>Granularity</b>	Per product
<b>Relevant Products</b>	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
<b>Unity</b>	%

## 16

### Average call duration wait LLU helpdesk

<b>Definition</b>	Average waiting time for all calls made to the LLU helpdesk during the reporting period
<b>Granularity</b>	For BRUO en BROBA together
<b>Unity</b>	minutes

## 17

### Percentage of helpdesk calls with wait duration higher than 15 min

<b>Definition</b>	Percentage of all calls made to LLU helpdesk with a wait duration higher than 15 minutes in comparison with all calls made to LLU helpdesk during the reporting period
<b>Granularity</b>	For BRUO en BROBA together
<b>Unity</b>	%