



**INSTITUT BELGE DES SERVICES POSTAUX
ET DES TÉLÉCOMMUNICATIONS**

**ADDENDUM À LA CONSULTATION
ORGANISÉE PAR LE CONSEIL DE L'IBPT
CONCERNANT UN PROJET DE DÉCISION DU CONSEIL DE L'IBPT
DU XX/XX/ 2007
COMPLÉTANT LES DÉCISIONS RELATIVES À L'ANALYSE
DES MARCHÉS 1, 2, 8, 9, 10 ET 13
POUR CE QUI CONCERNE LES INDICATEURS DE QUALITÉ DE SERVICE
(KPI - KEY PERFORMANCE INDICATORS)**

On trouvera ci-après l'annexe 3 cité à la page 5 de la consultation ci-mentionnée

Modalités de consultation

Délai de réponse : le 17 septembre 2007

À l'attention de: Institut belge des services postaux et des télécommunications

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1210 Bruxelles

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Les réponses sont demandées uniquement sous forme électronique.

Les parties confidentielles y seront clairement délimitées

La présente consultation a lieu en application de l'article 140 de la loi du 13 juin 2005

7.2. Annexe 3

KEY PERFORMANCE INDICATORS FOR UNBUNDLING & BITSTREAM

Decision BIPT, 05/2007

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

Unbundling & Bitstream - With voice		BRUO SP	BROBA ADSL WV
	<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

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

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

Repair

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

Unbundling & Bitstream

BRUO + BROBA

Repair - Availability helpdesk

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

1	Average Validation Timer
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Definition	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”
Granularity	Per product
Relevant Products	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
Unity	Working days

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

3	Average Installation Timer
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Definition	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”
Granularity	Per product
Relevant Products	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
Unity	Working days

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

5	Number of working days until 95% 'done'
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Definition	<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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Granularity	Per product																															
Relevant Products	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL																															
Unity	Working days - 1 decimaal																															

6 Number of working days until 99% 'done'

Definition	<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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Relevant Products	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL																															
Unity	Working days - 1 decimaal																															

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

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

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

10	Appointment Kept
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Definition	% 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.
Granularity	Per product
Relevant Products	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL
Unity	%

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

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

13 Time to repair 90% of cases																																					
Definition	<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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Relevant Products	BRUO with voice, BROBA ADSL with voice, BRUO ADSL without voice, BROBA without voice, BROBA SDSL																																				
Unity	Hours																																				

14

Time to repair 95% of cases

Definition	Time needed between the opening and the closing of the trouble ticket for 95% of the not wrongful trouble tickets.																																
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Unity	Hours																																

15

Percentage of not wrongful trouble tickets

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

16

Average call duration wait LLU helpdesk

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

17

Percentage of helpdesk calls with wait duration higher than 15 min

Definition	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
Granularity	For BRUO en BROBA together
Unity	%