

TL 9000 Measurement Smoothing Periods for NSPRC effective 3/1/2010

Smoothing Period values are in MONTHS

Measurement	Standard TL9000	NSPRC
NPR – Number of Problem Reports	6	6
FRT – Fix Response Time	6	6
OFR – Overdue Fix Response Time	6	6
OTS – On-Time Delivery for Installation	12	12
OTI – On-Time Delivery for Line Items	6	6
SO – Service Impact System Outage	12	12
SONE – Network Element System Outage	12	12
EIO – Engineering/Installation Outage	12	12
FR – Field Returns	12	12
SPR – Software Problem Reports	6	6
SFQ – Software Fix Quality	6	6
SQ – Service Quality	12	12
Critical Fixed Response Time	n/a	6
PCN Closures	n/a	By Quarter