

NSPRC Guidelines on the Distribution of Duration Time between Supplier Attributable (product) and Service Provider Attributable (customer) to be used in the calculation of all duration based TL 9000 measurements.

When presenting duration-based TL 9000 measurements to NSPRC, the following guidelines should be followed whenever it is deemed appropriate to split the total duration of an outage between Supplier Attributable and Service Provider Attributable. These guidelines are to be used by both service providers (in the distribution of duration time on SOTS records that are provided to suppliers) and by suppliers (in the distribution of duration time on outages from “case” records, ASRs, CSRs, “calls in TAC”, etc.).

- Delays in contacting supplier technical support, after the onset of an outage, may be labeled as Service Provider Attributable time if that delay is beyond what would be considered as “reasonable”. It is not, however, reasonable to expect that supplier technical support would be contacted immediately on the start of an outage as internal service providers processes need to be followed prior to escalation to the supplier technical support organization. For this reason, any time in excess of 45 minutes between the onset of an outage and initial contact with supplier technical support (or the supplier’s “front door” call taking organization) may be marked as Service Provider Attributable time. [Initial contact may be the logging of an issue online if that is the approved method for initial contact with the supplier to request technical support.] If the time between the onset of an outage and initial contact with supplier technical support is less than 45 minutes, then no time may be marked as Service Provider Attributable (unless, of course, the service provider is responsible for causing the outage).
- Delays in outage restoration resulting from the service providers, inability to provide either hardware (circuit packs, test sets, etc.) or personnel onsite within a reasonable amount of time may be labeled as Service Provider Attributable time. For this reason, any time in excess of 90 minutes between the time the supplier’s technical support requests either a specific piece of hardware or service provider personnel to be onsite and the time that hardware or personnel arrives onsite may be marked as Service Provider Attributable time. The ‘clock’ on this 90 minute interval does not start until the supplier’s technical support requests specific hardware (a particular circuit pack, for example) or personnel.