

## Appendix I

### WQAP GLOSSARY

<b>ACNA</b>	Access Customer Name Abbreviation
<b>AECN</b>	Alternate Exchange Carrier Name
<b>AOM</b>	Area Operations Manager
<b>ATN</b>	Account Telephone Number
<b>CAT</b>	Category of the Trouble Report column heading on the Maintenance Excel worksheet.
<b>CATC</b>	Carrier Account Team Center
<b>CCI</b>	Change Control Initiation
<b>CCM</b>	Change Control Manager
<b>CCR</b>	Change Control Record
<b>CID</b>	Concept Initiative Definition
<b>CIR NO</b>	Customer Telephone Number or Circuit ID Number column heading on the Maintenance Excel worksheet.
<b>CNE</b>	Customer Network Engineering
<b>CP</b>	Close Person employee code column heading on the Maintenance Excel worksheet.
<b>CS</b>	Class of Service column heading on the Maintenance Excel worksheet.
<b>DD</b>	Date Due
<b>DIST</b>	District Identification column heading on the Maintenance Excel worksheet.
<b>DP</b>	Data Provider
<b>DR</b>	Data Reporter
<b>DTSENT</b>	Date Sent. The date (and time) the CLEC enters on the LSR to indicate when they are sending the LSR to begin the ordering process
<b>ECCKT</b>	Existing CLEC Circuit Number. The CLEC-designated circuit number for the loop used to provide service
<b>FDIS</b>	Trouble report Final Disposition Code column heading on the Maintenance Excel worksheet.
<b>FDT</b>	Frame Due Time
<b>FID</b>	Field Identifier
<b>IDLC</b>	Integrated Digital Loop Carrier
<b>IPOR</b>	Initial Plan of Record
<b>JAD</b>	Joint Application Development
<b>JOB ID</b>	Sequenced number of Trouble Reports per review (Job Identification) column heading on the Maintenance Excel worksheet
<b>LA</b>	Listed Address.
<b>LN</b>	Listed Name.
<b>M&amp;P</b>	Method & Procedures
<b>MA</b>	Missed Appointment column heading on the Maintenance Excel worksheet. A '1' in the MA field indicates the trouble report was a Missed Appointment. A '0' in the MA field indicates the trouble report was not a Missed Appointment.
<b>MD</b>	Metrics Development

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<b>MEA</b>	Measured column heading on the Maintenance Excel worksheet. A '1' in the MEA field indicates the trouble report was a Measured Report. A '0' in the MEA field indicates the trouble report was a Non-Measured Report
<b>MRA</b>	Missed Repair Appointment
<b>MTTR</b>	Mean Time To Repair
<b>NDSUP</b>	An electronic work ticket submitted by the RCCC to the VERIZON Central Office (Frame) and is used in the Hot Cut work process
<b>NMC</b>	Wholesale Services National Market Centers.
<b>OOS</b>	Out of Service. OOS column heading on the Maintenance Excel worksheet. A '1' in the OOS field indicates that this trouble was stasured as OOS. A '0' in the OOS field indicates that this trouble was not stasured as OOS.
<b>OOS&gt;24</b>	Out Of Service Greater Than 24 Hours. OOS>24 column heading on the Maintenance Excel worksheet. A '1' in the OOS>24 field indicates that this trouble was an OOS>24. A '0' in the OOS>24 field indicates that this trouble was not an OOS>24.
<b>OSSIMG</b>	The WFA Service Order Image screen.
<b>OSSLOG</b>	The WFA Trouble Report LOG. The Work Log is a display screen that shows a detailed account of activities on an order or trouble report
<b>OSSOI</b>	The WFA Order Information screen. This displays administrative, tracking and customer/premises order information
<b>OSSTR</b>	The WFA Trouble Report History screen.
<b>QSP</b>	Quality Sample Plan
<b>RCCC</b>	Regional CLEC Coordination Center
<b>RCMC</b>	Regional CLEC Maintenance Center
<b>REC DATE</b>	Date the Trouble Report was Received column heading on the Maintenance Excel worksheet.
<b>REC TIME</b>	Time the Trouble Report was Received column heading on the Maintenance Excel worksheet.
<b>REV MA</b>	Review Missed Appointment. A column heading on the Maintenance Excel worksheet. Based on the narrative, disposition and trouble history a '1' in the REV MA field indicates the reviewer determined that this trouble was a Missed Appointment. A '0' in the REV MA field indicates the reviewer determined that this trouble was not a Missed Appointment.
<b>REV MEA</b>	Review Measured. A column heading on the Maintenance Excel worksheet. Based on the narrative, disposition and trouble history a '1' in the REV MEA field indicates the reviewer determined that this trouble was a Measured Report. A '0' in the REV MEA field indicates the reviewer determined that this trouble was a Non-Measured Report
<b>REV OOS</b>	Review Out of Service. A column heading on the Maintenance Excel worksheet. Based on the narrative, disposition and trouble history a '1' in the REV OOS field indicates the reviewer determined that this trouble was an OOS. A '0' in the REV OOS field indicates the reviewer determined that this trouble was not an OOS

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<b>REV &gt;24</b>	Review Out of Service Greater than 24 Hours. A column heading on the Maintenance Excel worksheet. Based on the narrative, disposition and trouble history a '1' in the REV >24 field indicates the reviewer determined that this trouble was an OOS>24. A '0' in the REV >24 field indicates the reviewer determined that this trouble was not an OOS>24.
<b>RRF</b>	Request Response Form
<b>RSA/CSA</b>	Numeric Employee Code for the repair/customer service agent who entered the Trouble Report column heading on the Maintenance Excel worksheet
<b>SA</b>	Service Address.
<b>SOID</b>	Service Order Identifier. The Verizon service order number.
<b>SPOT</b>	Shared point of Termination
<b>TDMS</b>	Trunk Data Management System
<b>TECH</b>	Service Technician's Numeric Employee Code who worked on/ completed the Trouble Report column heading on the Maintenance Excel worksheet.
<b>TFS</b>	Trunk Forecasting System.
<b>TIDE</b>	Traffic Information Distributor Editor. .
<b>TIRKS</b>	Trunk Integrated Record Keeping System
<b>TNDS - TK</b>	Total Network Data Systems – Trouncing
<b>TR</b>	Trouble Report.
<b>TRBL DESC</b>	Trouble Description column heading on the Maintenance Excel worksheet.
<b>TRDB</b>	Trunk Database
<b>TSS</b>	Trunk Servicing System
<b>TYP</b>	Trouble Report Type Code column heading on the Maintenance Excel worksheet.
<b>WFA</b>	Work and Force Administration OSS
<b>WFA/C</b>	WFA/Control System is the work assignment and control module of WFA
<b>WMD</b>	Wholesale Metrics Development
<b>WQAT</b>	Wholesale Quality Assurance Team