

TL 9000 Measurements Handbook

Release 3.5

Errata

The TL 9000 Measurements Handbook Release 3.5 is by far the most error free handbook yet released. However, there are a few errors and omissions as follows:

Table of Contents, Correct Table names for 8.1.8-4, 9.1-15 – See below

Page 4-2 opposite paragraph 4.2.1. The section heading is missing. It is **4.2 Measurements Data and Reports**

Page 5-29, Table 5.4-7 Remove the final note at the bottom of the table, which reads “The line items and associated quantities are shown for completeness only. The service has not been delivered until the last item has been accepted.” This note does not apply to this table.

Page 6-21, Table 6.1-18. The SONA identifiers in this table are not correct. They are of the form ‘NAX’ and should be ‘NAOx’.

Page 6-18, Example 6.1.7. The downtime calculation formula for host system is correct but the calculated answer of 720 minutes/termination/year is incorrect. The correct number is 360.

Page 8-7, Table 8.1.5-5. Definitions for Pr0, Pr1, and Pr2 all reference cumulative number of release application **aborts** ... The correct word is **problems** in place of aborts.

Page 8-13, Table 8.1.6-7. The Identifier for Mi0 contains an extra l. It is shown as ‘Mi0l’ and should be ‘Mi0’.

Page 8-24, Table 8.1.8-4. The table name is incorrect. It is ‘PPD Data Type’ but should be ‘SWU Data Type’. Also correct the Table of Contents.

Page 9-7, Table 9.1-15. The Example number in the table name is incorrect. It is ‘2’ but should be ‘3’.

Note: The following corrections to Table A-1 and A-2 are obsolete as the 3.5 version of the tables have been replaced by Release 3.6 of the Product Category Table.

Page A-10, Table A-1. The final example in 3.1.1.3.2 wraps. Solution is to insert a space after the final /.

Page A-10, Table A-1. The Category Name for 3.1.1.3.3 is shown as Ancillary Sub-Systems. The capital S in Systems should be lower case to read Ancillary Sub-systems.

Page A-10, Table A-1. The Category Name for 3.1.1.3.4.1 is shown as ‘Radio antenna systems’. The capitalization should be changed to match the rest of the table so the name should be ‘Radio Antenna Systems’. Similarly for 3.1.1.3.4.2 the name should be ‘Satellite Antenna Systems’ and for 3.1.1.3.4.3 the name should be ‘Optical Transmission Antenna Systems’.

Page A-11, Table A-1. The capitalization of the Category Name for 3.1.2.2 should be ‘Support Structures’ to match the rest of the table.

Page A-13, Table A-1. The Category Name for 3.2.2.1.1 should add an 's' to System to be 'Metallic Carrier Systems' to match the rest of the table.

Page A-16, Table A-1. The capitalization of the Category Name for 3.2.6.1 should be 'Cable Modem Termination Equipment' to match the rest of the table.

Page A-16, Table A-1. The capitalization of the Category Name for 3.2.6.2 should be 'Cable Transmission Equipment' to match the rest of the table.

Page A-16, Table A-1. The final example in 3.2.6.2 does not have a bullet. Change the style to 'Bullet' to match the other examples in the table.

Page A-18, Table A-1. The Category Name for 4.2.1, 'On Line Critical' should be 'On-line Critical'.

Page A-18, Table A-1. The Category Name for 4.2.2, 'On Line Non-critical' should be 'On-line Non-critical'.

Page A-18, Table A-1. The Category Name for 4.2.31, 'Off Line' should be 'Off-line'.

Page A-22, Table A-1. The Category Name for 6.2.2, 'Fax equipment' should be 'Fax Equipment'.

Page A-26, Table A-1. The category name for 7.6.2 is too long for the column width wrapping the word Purchasing. Corrected by inserting a space after the /.

Page A-33, Table A-1. The category name for 9.6 should replace '&' with 'and' to be 'e-Business and Content Hosting'.

Page A-39, Table A-2, line item 4.1 Systems. There is an extraneous period after 4.1.

Page A-42, Table A-2. The Service Quality measurement for 7.6.2 is incorrectly marked as NA. It should be 'transactions'.

Page A-42, 43 and 44, Table A-2. The Return Rate mnemonic in the table heading is shown as RR. The correct mnemonic is FR.

Glossary, Engineering Outage and Installation Outage. These definitions are extraneous and should not be in the glossary since they are referenced only in Section 6.2 where the same definition appears.