TL 9000 Informational Alert

1. Originating Workgroup:
   Workgroup: Integrated Global Quality Requirements & Measurements
   Contact: Tom Yohe (Thomas.F.Yohe@alcatel.com)

2. Alert Number:
   03-003A

3. Documentation Affected:
   Measurements Handbook Release R3.5

4. Issue Date:
   09/01/2003

5. Reason for Alert:
   Correct omission in Table A-2 Measurement Applicability Table (Normalized Units)

6. Description:
   During final preparation of the material for the Measurements Handbook Release R3.5, the entry in Table A-2 for Product Category 7.6.2 Sourcing/Purchasing Services page A-42 was inadvertently changed from “Transactions” to “NA”. It should be “Transactions”. Reporting of the Service Quality measure to the MRS is required for this product category.

7. Comments:
   This will be corrected in the next update to the Product Category Tables. The information for Product Category 7.6.2 will appear as shown below.

<table>
<thead>
<tr>
<th>Product Category Code</th>
<th>Description</th>
<th>Problem Reports</th>
<th>Outage Frequency</th>
<th>Service Quality</th>
<th>Return Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>TL 9000 Measurement Symbols (see Table A-6)</td>
<td>NPR, EIO, SQ, FR</td>
<td>Problem Reports</td>
<td>Outage Frequency</td>
<td>Service Quality</td>
<td>Return Rate</td>
</tr>
<tr>
<td>7.6.2</td>
<td>Sourcing/Purchasing Services</td>
<td>Transactions</td>
<td>NA</td>
<td>Transactions</td>
<td>NA</td>
</tr>
</tbody>
</table>