



Minimum Requirements to Deliver High-Speed Internet Service

1. Service Definition
 - 1.1 Service features?
 - 1.2 Service levels by customer segment?
 - 1.3 Backbone fabric in place?
 - 1.4 Back-office systems and processes in place?
 - 1.5 Usage forecast and lead time to increase capacity on shared facilities?
 - 1.6 Tariff structure?
2. Customer Attributes
 - 2.1 Service configuration options available to the customer?
 - 2.2 Help desk/customer service arrangements by customer segment?
 - 2.3 Sales/distribution channels? And, expected sales performance by channel?
 - 2.4 Customer premise equipment requirements and delivery options?
 - 2.5 Customer facility access arrangements?
3. Service Delivery to the Customer
 - 3.1 Acquisition plan?
 - 3.2 Order entry and exception handling?
 - 3.3 Provisioning?
 - 3.3.1 Central facility administration
 - 3.3.2 Physical network assignments
 - 3.3.3 Numbering plan arrangements
 - 3.4 Order tracking and audit process?
4. Fulfillment
 - 4.1 Pre and post sales support activity?
 - 4.2 Process to move or change service?
 - 4.3 Definition of physical work associated with the installation and activation of service at the customer's location and between customer location and central office?
 - 4.4 Coordination of delivery and receipt of delivery for customer premises equipment (CPE) to render service?
 - 4.5 Work performed remotely or in advance of actual service "turn-up"?
 - 4.6 Pre-service testing and definition of the steps needed to have service accepted as "complete and acceptable" by customer?
5. Network Management and Trouble Handling
 - 5.1 Define what the operational standards will need to be for each class of service?
 - 5.2 Proactive surveillance tools and process?
 - 5.3 Fault detection tools and process?
 - 5.4 Trouble ticket tracking, escalation and reporting?
 - 5.5 Full service restoration after network outage – process and audit?