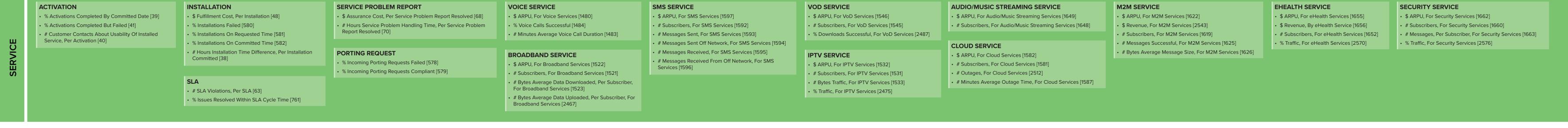
tmforum Metrics Framework. Frameworx Release 18.5

Propensity to Call (PTC) [704]

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% Customer Orders Abandoned [1305]

Received, Per Customer Order [93]

Customer Order [92]

Customer Order Accepted By Customer [37]

Customer Order Accepted By Customer [50]

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• # Hours Order Fulfillment Time, From Ordering, To Activation, Per

• # Hours Order Fulfillment Time, From Bill Dispatch, To Cash

• # Hours Order Fulfillment Time, From Activation, To Bill Dispatch, Per

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