

**MATCHING LOSS**  
**NETWORK ADMINISTRATION**  
**NO. 3 ELECTRONIC SWITCHING SYSTEMS**

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**1.05** Busy hour determination is described in Section 780-200-031. The office busy hour data should be used to calculate the network matching loss (NML) for the Network Switching Performance Measurement Plan (NSPMP). Network matching loss is reported in the Performance Indicator section of the NSPMP. A minimum of 15 days valid busy hour data is required each month. Section 233-020-005 contains details of the NSPMP.

**1.06** Registers necessary for calculating matching loss are found in the Office Total (OFT) section of the available measurements. The OFT section is usually assigned to the hourly (H) schedule. For more information, refer to Part 2 of this section.

**1.07** It is the responsibility of the network administrator to review the matching loss service indicators daily. This review will indicate when corrective action is necessary.

**1.08** Problem analysis will involve two areas, trouble with the data (incorrect data) or excessive load (poor matching loss results). Either condition must be analyzed, and corrective action taken if necessary.

### MATCHING LOSS

**1.09** Matching loss is a measure of customer attempts to make calls that do not complete because of the inability of the No. 3 ESS to provide a talking path within the switching machine. Attempts to establish a signaling path, prior to the talking path, are not considered for matching loss.

**1.10** There are three types of matching loss used as service indicators.

(a) **Incoming Terminating Matching Loss (IML):** The inability of the No. 3 ESS to find a talking path of an incoming call to terminate to an idle called number after the final (second) attempt.

(b) **Originating Matching Loss (ORML):** The inability to complete an originating call to an idle outgoing trunk or to a called line after the final (second) attempt.

(c) **Tandem Matching Loss (TML):** The inability to complete a tandem call to an idle trunk on the outgoing portion of the call. Tandem calls involve a call received on an incoming trunk destined to complete to an outgoing trunk after the final (second) attempt.

**1.11** For the purpose of the NSPMP, **Network Matching Loss (NML)** is used. This is a combined matching loss of those listed in paragraph 1.10.

**Note:** NML is not the sum of the individual matching loss percentages.

### FIRST FAILURE TO MATCH

**1.12** First Failure to Match (FFM) represents the number of first try failures to find a talking path through the network. This includes an outgoing call, an incoming call, a tandem call, an intraoffice call, and a call routed to an announcement or tone.

### 2. MATCHING LOSS MEASUREMENTS

**2.01** The measurements required to calculate all matching loss categories and the first failure to match are listed in Table A.

**2.02** All measurements are part of the OFT section and are found usually on the hourly (H) schedule.

**2.03** The No. 3 ESS Central Office Equipment Report (COER) uses the OFT measurements to calculate **NML**, **IML** and **ORML** as shown in Fig. 1.

**Note:** No. 3 ESS COER calculates neither TML nor FFM.

### 3. MATCHING LOSS CALCULATIONS

**3.01** Matching loss is expressed as a percentage. The formulas in Fig. 1 determine the appropriate percentage. They can be applied to the manual procedure described later or used as a base for a computerized program.

**3.02** Examples of matching loss calculations are shown in Figures 2, 3, 4, and 5 (Work Sheets A, B, C, and D). Instructions for the preparation of each work sheet are in Part 4. The

resultant of all calculations should be rounded to two decimal places on all work sheets. The second decimal number should be rounded up if the third decimal is 5 or more.

**3.03** The complete set of matching loss work sheets is listed below:

- IML—Work Sheet A
- ORML—Work Sheet B
- FFM & TML—Work Sheet C
- NML—Work Sheet D.

**3.04** Data for all work sheets are obtained from the measurements in the OFT section. These are found usually on the hourly (H) schedule. (See Table A.)

#### 4. WORK SHEET DESCRIPTION

**4.01** Reproducible copies of all work sheets are available at the end of this section. Space for 23 daily entries (the maximum number of days in a report month) are provided on each work sheet.

##### A. IML—Work Sheet A

**4.02** This work sheet is a monthly running record for IML. An example of a completed Work Sheet A is shown in Fig. 2.

**4.03** To compute IML, the formula in Fig. 1 shows that the No Path Incoming Terminating (OFT 56) is divided by the result of the Incoming Call Attempts (OFT 34) minus Tandem Call Attempts (OFT 42) and Incoming Calls to Busy Lines (OFT 69). Explanations for Work Sheet A are as follows:

- **Column 1:** Incoming Call Attempts (OFT 34).
- **Column 2:** Tandem Call Attempts (OFT 42).
- **Column 3:** Incoming Calls to Busy Lines (OFT 69).
- **Column 4:** This is the result of subtracting the total of columns 2 and 3 from column 1.

- **Column 5:** No Path—Incoming/Terminating (OFT 56).

- **Column 6:** Daily percent IML. This is obtained by dividing column 5 by column 4 and multiplying by 100.

- **Column 7:** Cumulative percent IML is obtained by adding the daily percent IML to the previous cumulative. When the daily IML is zero, the previous cumulative total is carried forward.

- **Column 8:** Current IML is calculated by dividing the cumulative percent IML (Col. 7) by the number of days the data are available. This column furnishes an ongoing IML on any given day.

##### B. ORML—Work Sheet B

**4.04** Work Sheet B (Fig. 3) is an ongoing record of the ORML. The formula for ORML is shown in Fig. 1 and is similar to the IML calculation discussed in paragraph 4.03. The OFT registers used to calculate ORML are the only changes necessary. Work Sheet B may be used for ORML as follows:

- **Column 1:** Originating Calls (OFT 17).
- **Column 2:** Partial Dial Abandoned Peg Count (OFT 23).
- **Column 3:** IAO Calls to Busy Lines (OFT 26)
- **Column 4:** Ineffective Originating Signaling (OFT 52).
- **Column 5:** Adjusted Originating Attempts is calculated by subtracting the sum of Cols. 2, 3, and 4 from Col. 1.
- **Column 6:** No Path—Outgoing and IAO (OFT 57).
- **Column 7:** Daily percent matching loss is determined by dividing column 6 by column 5 and multiplying by 100.
- **Column 8:** Cumulative percent ORML is obtained by adding the daily percent ORML to the previous cumulative. When the daily

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ORML is zero, the previous cumulative is carried forward.

- **Column 9:** Current ORML is calculated by dividing the cumulative percent ORML (Col. 8) by the number of days the data are available. The result in this column gives an ongoing ORML on any given day.

**C. FFM and TML—Work Sheet C**

**4.05** Work Sheet C (Fig. 4) contains space to calculate FFM and TML. The formulas for these items are in Fig. 1. The procedure to calculate these two items is similar to those previously described; therefore, a detailed description is not included.

**Note:** Tandem call attempts (OFT 42) include incoming calls that may route to another office for operator, AIS or 6A machine treatment. These calls may be identified by assigning the route indexes for intercept treatment outside the No. 3 ESS to OFT 39, OFT 40 and OFT 41 (Incoming Intercepts). The assignment is done by use of the **RC:INCP** input message. Deducting the peg counts of these three registers from OFT 42 furnishes the normal tandem call attempts. **However, the tandem calls to intercept should not be deducted when calculating TML.**

**D. NML—Work Sheet D**

**4.06** Work Sheet D (Fig. 5) is a record of the daily NML data. There is also space to record the cumulative NML. Data for the columns are obtained from Work Sheets A, B, and C. Explanation of the Columns is as follows:

- **Column 1:** Enter the No Path Incoming/Terminating from Col. 5, Work Sheet A.
- **Column 2:** Enter the No Path Outgoing and IAO from Col. 6, Work Sheet B.
- **Column 3:** Enter the No Path Tandem from Col. 6, Work Sheet C.
- **Column 4:** Add columns 1, 2, and 3 for the Total No Path count.

- **Column 5:** Enter the Adjusted Incoming Attempts from Col. 4, Work Sheet A.
- **Column 6:** Enter the Tandem Call attempts from either Col. 2, Work Sheet A, or Col. 7, Work Sheet C.
- **Column 7:** Enter the Adjusted Originating Attempts from Col. 5, Work Sheet B.
- **Column 8:** Add columns 5, 6, and 7 for the Total Adjusted Attempts.
- **Column 9:** The Daily Percent NML is obtained by dividing column 4 by column 8 and multiplying by 100.
- **Column 10:** Cumulative percent NML is obtained by adding the Daily NML to the previous cumulative. When the daily NML is zero, the previous cumulative is carried forward.
- **Column 11:** The Current Percent NML is determined by dividing the Cumulative Matching Loss by the number of days data are available. This furnishes the network administrator with a current NML figure.

**5. CUSTOMER SERVICE**

**5.01** Matching loss is an indicator of customer service. The threshold of 1.5 percent is required in the NSPMP. Anything above 1.5 percent is considered a soft spot. Daily and monthly monitoring should be performed using all data sources available.

**5.02** When thorough analysis of data indicates corrective action is necessary, one or more of the following actions should be considered.

- Reduction in the number of links out of service
- Trunk, service circuit, and line redistribution.

The corrective action must be a joint endeavor of the Network Administration, Central Office Maintenance and Engineering groups.

$$\%IML = \frac{\text{No Path-Incoming Terminating OFT56}}{[\text{Incoming Call Attempts OFT34} - (\text{Tandem Call Attempts OFT42} + \text{Incoming Calls to Busy Lines OFT69})]} \times 100$$

$$\%ORML = \frac{\text{No Path-Outgoing and IAO OFT57}}{[\text{Total Originating Calls OFT17} - (\text{Partial Dial Abandoned OFT23} + \text{IAO Calls to Busy Lines OFT26} + \text{Ineffective Originating Signaling OFT52})]} \times 100$$

$$\%TML = \frac{\text{No Path-Tandem OFT55}}{\text{Tandem Call Attempts OFT42}} \times 100$$

$$\%NML = \frac{(\text{OFT55} + \text{OFT56} + \text{OFT57})}{[(\text{OFT17} + \text{OFT34}) - (\text{OFT23} + \text{OFT26} + \text{OFT52} + \text{OFT69})]} \times 100$$

$$\%FFM = \frac{\text{First Failure to Match OFT44}}{\text{First Attempt to Match OFT43}} \times 100$$

Fig. 1—Matching Loss Calculations (2.03) (3.01) (4.03) (4.05)

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INCOMING TERMINATINGWORK SHEET A (6/80)  
DATES 4/23 - 5/22-90

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	DATE	INC CALL ATTEMPTS (OFT34) 1	TANDEM CALL ATTEMPTS (OFT42) 2	INC CALLS TO BUSY (OFT69) 3	ADJ INC ATTEMPTS (COL 1-2-3) 4	NO PATH INC/TERM (OFT56) 5	DAILY % IML (5/4 X 100) 6	CUM % IML 7	CURRENT % IML (7/DAYS) 8
1	4/23	112	5	11	96	0	0	0	0
2	24	140	5	23	112	0	0	0	0
3	25	134	3	25	106	0	0	0	0
4	28	108	2	18	88	0	0	0	0
5	29	TTY Ribbon Torn		-	-	-	-	-	0
6	30	117	7	14	96	0	0	0	0
7	5/1	99	2	12	85	0	0	0	0
8	2	102	1	8	93	0	0	0	0
9	5	142	7	20	115	1	.870	.87	.11
10	6	TTY Trouble		-	-	-	-	-	.11
11	7	129	7	10	112	0	0	.87	.10
12	8	116	2	17	97	0	0	.87	.09
13	9	118	3	9	106	0	0	.87	.08
14	12	121	1	4	116	0	0	.87	.07
15	13	122	12	11	99	0	0	.87	.07
16	14	115	3	5	107	0	0	.87	.06
17	15	80	6	3	71	0	0	.87	.06
18	16	120	2	13	105	0	0	.87	.05
19	19	Printout Not Available		-	-	-	-	-	.05
20	20	136	5	18	113	0	0	.87	.05
21	21	119	1	6	112	0	0	.87	.05
22	22	158	6	18	134	1	.746	1.62	.09
23									

Fig. 2—Example of Completed Incoming Terminating Matching Loss Work Sheet A (3.02) (4.02)

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NO. 3 ESS MATCHING LOSS  
ORIGINATING

WORK SHEET B (6/80)  
DATES 4/23-5/22/90

	DATE	ORIG CALLS (OFT17) 1	PARTIAL DIAL ABDS (OFT23) 2	IAO CALLS TO BUSY LNS (OFT26) 3	INEFF ORIG SIG (OFT52) 4	ADJ ORIG ATTEMPTS (COL 1-2- 3-4) 5	NO PATH OUT & IAO (OFT57) 6	DAILY % ORML (6/5 X 100) 7	CUM % ORML 8	CURRENT % ORML (8/DAYS) 9
1	4/23	200	12	5	2	181	0	0	0	0
2	24	235	17	17	1	200	0	0	0	0
3	25	254	18	16	4	226	1	.44	.44	.15
4	28	245	23	16	8	207	0	0	.44	.11
5	29	TTY Ribbon Torn		-	-	-	-	-	-	.11
6	30	239	19	20	4	196	0	0	.44	.09
7	5/1	191	15	7	1	168	0	0	.44	.07
8	2	213	19	15	3	176	0	0	.44	.06
9	5	219	21	4	3	191	0	0	.44	.06
10	6	TTY Trouble		-	-	-	-	-	-	.06
11	7	261	20	12	7	222	1	.45	.89	.10
12	8	161	13	8	3	137	0	0	.89	.09
13	9	176	14	14	0	148	0	0	.89	.08
14	12	267	18	21	3	225	1	.44	1.34	.11
15	13	256	16	6	0	234	0	0	1.34	.10
16	14	260	8	4	2	246	0	0	1.34	.10
17	15	247	22	21	1	203	0	0	1.34	.09
18	16	207	13	20	22	152	0	0	1.34	.08
19	19	Printout Not Available		-	-	-	-	-	-	.08
20	20	252	22	6	2	222	0	0	1.34	.08
21	21	230	20	7	3	200	0	0	1.34	.07
22	22	260	27	19	5	209	0	0	1.34	.07
23										

Fig. 3—Example of Completed Originating Matching Loss Work Sheet B (3.02) (4.04)

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## NO. 3 ESS MATCHING LOSS

WORK SHEET C (6/80)  
DATES \_\_\_\_\_

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	DATE	FIRST FAILURE TO MATCH					TANDEM MATCHING LOSS				
		FIRST FAIL TO MATCH (OFT44) 1	FIRST ATT TO MATCH (OFT43) 2	% FFM (1/2 X 100) 3	CUM % FFM 4	CURRENT FFM (4/DAYS) 5	TDM NO PATH (OFT55) 6	TDM CALLS (OFT42) 7	DAILY % TML (6/7 X 100) 8	CUM % TML 9	CURRENT TML (9/DAYS) 10
1	4/23	0	292	0	0	0	0	5			
2	24	0	353	0	0	0	0	5			
3	25	1	379	.26	.26	.09	0	3			
4	28	0	325	0	.26	.07	0	2			
5	29	TTY Ribbon Torn		-	-	-	-	-			
6	30	0	335	0	.26	.05	0	7			
7	5/1	0	279	0	.26	.04	0	2			
8	2	0	295	0	.26	.04	0	1			
9	5	1	338	.30	.56	.07	0	7			
10	6	TTY Trouble		-	-	-	-	-			
11	7	1	360	.30	.86	.10	0	7			
12	8	0	253	0	.86	.09	0	2			
13	9	0	262	0	.86	.08	0	3			
14	12	1	376	.27	1.13	.09	0	1			
15	13	0	361	0	1.13	.09	0	12			
16	14	0	372	0	1.13	.08	0	3			
17	15	0	304	0	1.13	.08	0	6			
18	16	0	302	0	1.13	.07	0	2			
19	19	Printout Not Available				-	-	-			
20	20	0	349	0	1.13	.07	0	5			
21	21	0	327	0	1.13	.06	0	1			
22	22	1	393	.25	1.38	.07	0	6			
23											

Fig. 4—Example of Completed First Failure to Match and Tandem Matching Loss Work Sheet C (3.02) (4.05)

	DATE	NO PATH INC/TERM (COL. 5 WRKSHT A) 1	NO PATH OUT & IAO (COL. 6 WRKSHT B) 2	NO PATH TDM (COL. 6 WRKSHT C) 3	NO PATH TOTAL (1+2+3) 4	ADJ INC ATTEMPTS (COL. 4 WRKSHT A) 5	TDM CALL ATTEMPTS (COL. 2 WRKSHT A) 6	ADJ ORIG ATTEMPTS (COL. 5 WRKSHT B) 7	ADJ TOTAL ATTEMPTS (5+6+7) 8	DAILY % NML (4/8 X 100) 9	CUM % NML 10	CURRENT % NML (10/DAYS) 11
1	4/23	0	0	0	0	96	5	181	282	0	0	0
2	24	0	0	0	0	112	5	200	317	0	0	0
3	25	0	1	0	1	106	3	226	335	.30	.30	.10
4	28	0	0	0	0	88	2	207	297	0	.30	.08
5	29	TTY Ribbon Torn			-	-	-	-	-	-	-	-
6	30	0	0	0	0	96	7	196	299	0	.30	.06
7	5/1	0	0	0	0	85	2	168	255	0	.30	.05
8	2	0	0	0	0	93	1	176	270	0	.30	.04
9	5	1	0	0	1	115	7	191	313	.32	.62	.08
10	6	TTY Trouble			-	-	-	-	-	-	-	-
11	7	0	1	0	1	112	7	222	341	.29	.91	.10
12	8	0	0	0	0	97	2	137	346	0	.91	.09
13	9	0	0	0	0	106	3	148	257	0	.91	.08
14	12	0	1	0	1	116	1	225	342	.29	1.20	.10
15	13	0	0	0	0	99	12	234	345	0	1.20	.09
16	14	0	0	0	0	107	3	246	356	0	1.20	.09
17	15	0	0	0	0	71	6	203	280	0	1.20	.08
18	16	0	0	0	0	105	2	152	259	0	1.20	.08
19	19	Printout Not Available			-	-	-	-	-	-	-	-
20	20	0	0	0	0	113	5	222	340	0	1.20	.07
21	21	0	0	0	0	112	1	200	313	0	1.20	.07
22	22	1	0	0	1	134	6	209	349	.29	1.49	.08
23												

Fig. 5—Example of Completed Network Matching Loss Work Sheet D (3.02) (4.06)

TABLE A

## MATCHING LOSS MEASUREMENTS

REGISTER	DESCRIPTION	COMMENT
OFT17	Total Originating Calls	This count includes all hot-line calls and all calls where at least one digit is dialed. It excludes manual line calls and lines denied origination.
OFT23	Partial Dial Abandons	This count is pegged when an originating line, connected to a CDPR-DP or a CDPR-TT, disconnects after dialing a number of digits insufficient to route the call.
OFT26	IAO Calls to Busy Lines	After the terminating translation indicates a number served by the office, a busy test is made on the called line. If it is busy and the calling party is a line in the office, this count is pegged.
OFT34	Incoming Call Attempts	This count is pegged after the appropriate number of digits has been received from an incoming call. This measurement includes normal incoming calls from a trunk to a line in the office, tandem calls, incoming calls to an out-of-service line on the plug-up list, and incoming calls routed to announcements or tones.
OFT42	Tandem Call Attempts	Tandem call attempts include normal tandem calls and incoming calls which are routed to another office or operator, AIS, or 6A machine for treatment. The measurement includes calls where no transmitter is available, where no path between the transmitter and the trunk is available, and where the transmitter fails or times out. The register increments after all the digits have been received and a program check has indicated a tandem call.
OFT43	First Attempt to Match	This count is pegged on the first attempt to find a talk path on an outgoing call, an incoming call, a tandem call, an intraoffice call, and a call routed to an announcement or tone. Revertive calls and connections to service circuits are not included.
OFT44	First Failure to Match	This count is pegged when the first attempt as measured by OFT43 fails.

TABLE A (Contd)

## MATCHING LOSS MEASUREMENTS

REGISTER	DESCRIPTION	COMMENT
OFT52	Ineffective Originating Signaling	This count is pegged when an originating call cannot be completed because of a partial dial time-out, multilated digits, or a vacant code dialed by the customer.
OFT55	No Path—Tandem	This count is pegged when a tandem call cannot be completed because of no talk path or transmitter path being available.
OFT56	No Path—Incoming Terminating	This count is pegged when an incoming call cannot be completed to a line in the office because either no talk path or ringing path being available.
OFT57	No Path—Outgoing and IAO	This count is pegged when either an outgoing or an IAO call cannot be completed because of either a talk path not being available or, for an outgoing call, no transmitter being available.
OFT69	Incoming Calls to Busy Lines	After the terminating translation indicates a number served by the office, call processing makes a busy test on the called line. If it is busy and the calling party is a trunk, this count is pegged.



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NO. 3 ESS MATCHING LOSS  
INCOMING TERMINATING

WORK SHEET A (6/80)  
DATES \_\_\_\_\_

	DATE	INC CALL ATTEMPTS (OFT34) 1	TANDEM CALL ATTEMPTS (OFT42) 2	INC CALLS TO BUSY (OFT69) 3	ADJ INC ATTEMPTS (COL 1-2-3) 4	NO PATH INC/TERM (OFT56) 5	DAILY % IML (5/4 X 100) 6	CUM % IML 7	CURRENT % IML (7/DAYS) 8
1									
2									
3									
4									
5									
6									
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NO. 3 ESS MATCHING LOSS  
ORIGINATING

WORK SHEET B (6/80)  
DATES \_\_\_\_\_

	DATE	ORIG CALLS (OFT17) 1	PARTIAL DIAL ABDS (OFT23) 2	IAO CALLS TO BUSY LNS (OFT26) 3	INEFF ORIG SIG (OFT52) 4	ADJ ORIG ATTEMPTS (COL 1-2- 3-4) 5	NO PATH OUT & IAO (OFT57) 6	DAILY % ORML (6/5 X 100) 7	CUM % ORML 8	CURRENT % ORML (8/DAYS) 9
1										
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3										
4										
5										
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NO. 3 ESS MATCHING LOSS

WORK SHEET C (6/80)  
DATES \_\_\_\_\_

	DATE	FIRST FAILURE TO MATCH					TANDEM MATCHING LOSS				
		FIRST FAIL TO MATCH (OFT44) 1	FIRST ATT TO MATCH (OFT43) 2	% FFM (1/2 X 100) 3	CUM % FFM 4	CURRENT FFM (4/DAYS) 5	TDM NO PATH (OFT55) 6	TDM CALLS (OFT42) 7	DAILY % TML (6/7 X 100) 8	CUM % TML 9	CURRENT TML (9/DAYS) 10
1											
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NO. 3 ESS MATCHING LOSS  
NETWORK

WORK SHEET D (6/80)  
DATES \_\_\_\_\_

	DATE	NO PATH INC/TERM (COL. 5 WRKSHT A) 1	NO PATH OUT & IAO (COL. 6 WRKSHT B) 2	NO PATH TDM (COL. 6 WRKSHT C) 3	NO PATH TOTAL (1+2+3) 4	ADJ INC ATTEMPTS (COL. 4 WRKSHT A) 5	TDM CALL ATTEMPTS (COL. 2 WRKSHT A) 6	ADJ ORIG ATTEMPTS (COL. 5 WRKSHT B) 7	ADJ TOTAL ATTEMPTS (5+6+7) 8	DAILY % NML (4/8 X 100) 9	CUM % NML 10	CURRENT % NML (10/DAYS) 11
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