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Exhibit 2: Glossary of Terms Used

Acronym	Word	Definition
ANI	Automatic Number Identification	ANI provides for the transmission through the network of the telephone number associated with a pair of wires.
BOSS	Billing and Order Support System	BOSS is the system that manages the Customer Service Record (CSR). CSRs contain account status, billing, listing and services and equipment information. This system serves Qwest's central and eastern regions.
BPL	Business Process Layer	The business process layer provides system edits for the IMA (order entry) system. Today, the BPL contains a series of edits to increase automated flow-through. An additional series of edits will be proposed to make the BPL more efficient and effective in the future.
CO	Central Office	A building or space where transmission facilities or circuits are connected or switched.
CORAC	Central Office Resource Allocation Center	The CORAC's primary function is to assign or "load" orders to the COTs.
	Centrex/Centrex 21	Centrex is a business telephone service offered by a local telephone company from a local CO. Centrex is basically normal single line telephone service with added features like intercom, call forwarding, call transfer, etc. It has more features than those typically offered for residential service.
ZCID	CLEC Identification	The ZCID identifies the CLEC via a three character, alpha-numeric entry.
CJEOP	CLEC Jeopardy Code	An alphanumeric code assigned to a service order used to indicate the type of trouble the order is experiencing and the responsible party for resolution.
CFA	Connecting Facility Assignment	Identifies the dedicated transport facility on which the service will ride; the cable name (DS0, DS1); cable and pair the loop will use to connect the ICDF/SPOT frame that is collocated with Qwest; slot number; and, A to Z CLLI codes.
CARS	Customer Account Retrieval System	CARS is the system that manages the Customer Service Record (CSR). CSRs contain account status, billing, listing and services and equipment information. This system serves Qwest's western

Exhibit 2: Glossary of Terms Used

Acronym	Word	Definition
		region.
CNUM	Customer Number Database	Telcordia's Media Vantage/Media Core corporate number database system responsible for the selection and administration of numbers associated with a customer's service. CNUM provides a single corporate database for the selection, assignment and administration of TNs and their associated data. TNs and their attributes will be extracted from SWITCH and loaded into CNUM.
CSR	Customer Service Record	From BOSS/CARS (the Qwest CSR systems).The CSR is the record of all services that a customer currently has, it includes administrative information such as service addresses, billing USOCs and features.
DS	Design Services	Qwest organization responsible for designing the circuit.
DVA	Designed, Verified and Assigned Date	The date on which implementation groups are to report that all documents and materials have been received and are complete.
DD	Due Date	The specific date on which the requested service is to be available to the CLEC or the CLEC's end-user.
FOC	Firm Order Confirmation	The notice Qwest provides to the CLEC to confirm that the CLEC LSR has been received and has been successfully processed. The FOC confirms the schedule of dates committed to by Qwest for the provisioning of the service requested.
FOMS	Frame Operations Management System	FOMS is a Telcordia product. The major functions of this system are to inventory and assign line equipment and provide information about frame wiring. FOMS supports flow-through service provisioning and is part of this mechanized process. The OE-LOIS data is provided by FOMS.
IMA	Interconnect Mediated Access	IMA is a Qwest system that allows CLECs to request Resale and Interconnect Products from Qwest. IMA provides several types of functionality to CLECs and Service Centers. IMA has a GUI for entry of LSRs, as well as an EDI interface. It allows the CLECs to perform pre-order, order and post-order functions.

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Acronym	Word	Definition
LNP	Local Number Portability	Local Number Portability (LNP) allows consumers to change service providers while retaining their phone numbers. NeuStar provides LNP services to the telecommunications industry. North American Portability Management, LLC and Canadian LNP Consortium currently contract with NeuStar to provide this service.
LSR	Local Service Request	The industry standard forms and supporting documentation used for ordering local services.
LFACS	Loop Facility Assignment and Control System	The system performing automated loop assignment.
LPC	Loop Provisioning Center	Qwest has six of these to look at the requested service change, to determine whether the existing loop is adequate or whether a change to the physical loop is required.
MDF	Main Distribution Frame	Used to connect Qwest cable pairs and line and trunk equipment terminals on a Qwest switching system.
PID	Performance Indicator Definition	Performance Indicator Definitions were developed during Qwest's 271 approval process that provides Qwest's performance indicators for various systems and functions (e.g. pre-order/order, provisioning, billing, etc.) for both retail and wholesale customers.
POTS	Plain Old Telephone Service	The basic service supplying standard, single line telephones, telephone lines and access to the public switched network. Does not include added features such as call waiting and call forwarding. All POTS lines work on loop start signalling.
PON	Purchase Order Number	Field on LSR.
QCCC	Qwest CLEC Coordination Center	Dedicated to the support of CLECs in procuring Qwest services.
RID	Record Order Issue Date; Record Issue Date	The date the design is completed and TIRKS is updated.
RMA	Request for Manual Assistance	Generated when orders fall out of LFACS and SWITCH/FOMS.
SDC	Service Delivery Coordinator	Team member in the Service Delivery Organization tasked with handling the manual portions of the creation of the service order and FOC, when needed.
SOAC	Service Order Analysis and Control System	The OSS used to coordinate order management and provisioning processes.

Exhibit 2: Glossary of Terms Used

Acronym	Word	Definition
SOP	Service Order Processor	There are three service order processors (one for each region). They are called RSOLAR, SOLAR, and SOPAD. SOLAR (Service Order Logistics and Reference), SOPAD (Service Order Processor and Distribution) , and RSOLAR (Regional SOLAR). Within each region, the corresponding SOP for that region directs/processes service orders for all product types. SOPAD is the SOP in the central region. SOLAR is the SOP in QWEST's eastern region; RSOLAR is the SOP in the western region.
SUP	Supplemented	Term used to describe the action of or the actual supplement to LSR. The "Supp" would be generated by the orignator of the LSR being "supplemented."
SWITCH	SWITCH	The SWITCH System is a network management system providing configuration management for the new digital access domain, while also retaining full-function support for older analog facilities and equipment. The SWITCH System administers and automatically assigns: • Switches and associated central office equipment. • Digital loop electronics, including network elements with either static or dynamic time slot interchange interfaces to the switch. The SWITCH System supports flow-through service activation for POTS, ISDN, Centrex and hunting and special services. In addition, it provides inventory management and telephone number administration capabilities and supports the provisioning process.
	Switch	A (telephone) switch is a device (network element) that establishes a connection (circuit route) between two-end users. The connection between the end-users is referred to as a "circuit switched connection" and consumes the same resources whether or not data (conversation) is being transmitted and is the dedicated path between the end-users. A switch can also connect to other switches.
TAG	Telephone and Address GUI	TAG is the link to ALOC (Address Location) and CNUM. ALOC and CNUM are replacing PREMIS.
TRO	Triennial Review Order	Put out by the FCC.

Exhibit 2: Glossary of Terms Used

Acronym	Word	Definition
TIRKS	Trunk Integrated Record Keeping System	The TIRKS System is an integrated, computerized system supporting the total network provisioning process for special services circuits, message trunks and carrier circuits. It also provides inventory management for both facilities and equipment.
UDC	Universal Digital Channel Unit	The UDC terminates two pair STP cable to form a hierarchic connection that requires no jack or plug.
UNE	Unbundled Network Elements	Physical and functional elements of the network (e.g., NID, local loop, and switch ports.)
WFA	Work Force Administration	"Family" of Telcordia system that include WFA/Control, WFA/Dispatch Inside, WFA/Dispatch Outside. The Work Force Administration (WFA) System product line manages and automates most of the work assignments required to install and repair Client Company facilities, trunks, special service circuits, and business/residential lines.
WFA/C	Work Force Administration/Control	The work assignment and control administration part of the WFA product line used by the QCCC.
WFA/DI	Work Force Administration/Dispatch In	The force administration part that manages central office craft personnel used by the COTs.
WFA/DO	Work Force Administration/Dispatch Out	The force administration component that manages outside technicians used by the Outside Plant technician.
WFA/C OSSLOG	Work Log	Screen within WFA/C. The display-only Work Log (OSSLOG) screen shows a detailed account of activities on an order or trouble report. OSSLOG also displays log entries for remote trouble reports. Remote trouble reports are entered in remote service assurance systems and associated with Unbundled Network Element (UNE) circuit IDs. This screen shows activities in date/time sequence with the most recent activity at the top. Entries are made to the Work Log via the Work Activity Screen (OSSEA) and automatically by the system for certain predefined functions, such as receipt of the WORD document and completion of an event.
WORD	Work Order Record Detail/Document	A "document" created by TIRKS and accessible via WFA that contains the details of a circuit from end-to- end.