

PSON

Pending Service Order Notice (PSON) functionality was created to provide you the opportunity to review service orders after they are issued by Qwest but prior to completion. This allows you to review what was requested on a Local Service Request (LSR) vs. what is contained on a service order and, if appropriate, issue a correction to the LSR before the service orders are completed.

You must proactively call the Wholesale Systems Help Desk at 888 796-9102 and request that PSON notifications be sent to you. Once this option is selected, you will receive PSONs for all LSRs and products with the exception of Facility Based Listings (FBDL) and Resale Frame Relay (RFR). PSON generation takes effect at the beginning of the next workday after you call and request that PSONs be sent to you.

The initial PSON for an LSR is generated when a Firm Order Confirmation (FOC) has been issued and all service orders have been distributed into the Service Order Processor (SOP) for provisioning. Subsequent PSONs may be generated because:

- a new FOC was created
- a Service Order was changed in the SOP:
 - at the direction of a Supplement (SUP) from you
 - due to an internal re-issue (no CLEC SUP) of the order to add, change, or delete incorrect data

Note: If a LSR has multiple service orders and only one service order updates in the SOP, Interconnect Mediated Access (IMA) will send a new PSON for the changed order and send the most recent PSON for all other orders associated with the LSR.

Whenever service order data is displayed, it represents the data as it existed at the time the PSON is sent. This data will vary from PSON to PSON, if the data on the service order is changed prior to completion.

The PSON contains data from the following service order sections only:

- Listings (IMA Release 13.0 and beyond)
- Bill (IMA Release 13.0 and beyond)
- Control (IMA Release 13.0 and beyond)
- Traffic (IMA Release 13.0 and beyond)
- S & E (all Releases)

Note: The Unfielded ID, Directory, Remarks, STAT, and Assignment sections will **not** be included in PSONs and Completion Notices

All service order section headers will be displayed on the PSON. If no data is available for a specific section, the section header appears with a message indicating there is no activity for the section.

The PSON will be delivered via the same method the FOC was delivered for that LSR (i.e., IMA Electronic Data Interchange (EDI), fax, email or fax/email.)

The following matrix identifies the roles and responsibilities associated with PSON issues:

Role	Responsibility	Additional Actions
CLEC	Properly report PSON issue to Sierra Vista Call Center: <ul style="list-style-type: none"> Majority of detail is there but some data is missing or incorrect Entire sections are missing No PSON received 	None
	<ul style="list-style-type: none"> 	
Customer Service Inquiry and Education (CSIE), Tier 1, 866 434-2555	<ul style="list-style-type: none"> Accepts the PSON issue Analyzes the issue Determines the source of the issue 	None
	<ul style="list-style-type: none"> Invalid order entries 	Contact Call Handlers for Unbundled Loop or Complex Resale to correct service order. For all other service types, correct the service order. A new PSON will be generated.
	<ul style="list-style-type: none"> Invalid PON entries 	Contact Call Handlers for Unbundled Loop or Complex Resale to correct service order. For all other service types, correct the service order. A new PSON will be generated.
	<ul style="list-style-type: none"> Invalid order numbers on FOC 	Correct the FOC. A new PSON will be generated.
	<ul style="list-style-type: none"> Known System issue 	Copy service order detail from the SOP. Delete data normally filtered mechanically.
	<ul style="list-style-type: none"> New System issue 	Refer to the Wholesale Systems Help Desk.
	<ul style="list-style-type: none"> Provides resolution or Refers to the Wholesale Systems Help Desk 	<ul style="list-style-type: none"> None or Follow-up on response from the Wholesale System Help Desk. Provides resolution to you.
CSIE Tier 2	<ul style="list-style-type: none"> Accepts the escalation if: 	None



	<ul style="list-style-type: none"> • you disagree with the investigation of the CSIE Tier 1 SDC or • a timely response is not received. 	
Service Manager	<ul style="list-style-type: none"> • Accepts the PERSON issue or query regarding the open Call Center ticket • Analyzes the issue • Determines and/or understands the source of the issue: <ul style="list-style-type: none"> • Invalid order entries • Invalid PON entries • Invalid order numbers on FOC • System issue (known or new) • Contacts the CSIE Tier 1 • Determines if an open Call Center ticket exists: <ul style="list-style-type: none"> • If a Call Center ticket is open, verifies what has been done and provides a resolution to the CLEC, if available • If no Call Center ticket is open, provides known detail to the CSIE in order to open a Call Center ticket 	None
Wholesale Systems Help Desk	<ul style="list-style-type: none"> • Accepts system issues from the CSIE <ul style="list-style-type: none"> • If the issue is a known problem: <ul style="list-style-type: none"> • Provides the CSIE with the parent case number and current status. • Explains that User Requests are pending to resolve the problem. • Advises the CSIE to copy the PERSON detail from the SOP and emails or faxes to you. • If a new issue is identified, a Remedy ticket will be created under the CSIE contact name. • Sends an urgent Email to the Process 	None



	<p>Specialist. with details of the reported problem</p> <ul style="list-style-type: none">• Keeps the ticket open until the Process Specialist provides a resolution.• Once the issue is resolved, contacts the CSIE originator with the resolution and closes the Remedy case.	
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