



# Wholesale

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## Products & Services

### Local Business Procedures

▶ [View More Local Resale Non-Facility Based Business Procedures](#)

▶ [View More Local Interconnection Facility Based Business Procedures](#)

## Local Business Procedures

### Provisioning and Installation Overview - V89.0

[History Log](#)

#### Description

Provisioning and installing Unbundled Network Elements (UNEs), Resale, and Interconnection products and services require that we each perform various tasks throughout the provisioning and installation cycle. While many of these tasks are unique to individual products and services, as defined in [Wholesale Products and Services](#) documentation, some are constant regardless of the products or services ordered. This document depicts those tasks Qwest commonly performs (such as: issuance/processing of Firm Order Confirmations (FOCs), Pending Service Order Notice(s) (PSOs), Jeopardies, Design Layout Reports/Records (DLR), installation and dispatching, Loss Notifications, Completion Notifications (CNs), and Loss and Completion Reports) during the provisioning and installation of Qwest's Wholesale Products and Services.

#### Availability

UNE, Resale, and Interconnection products and services are available throughout [Qwest's 14-state local service territory](#) based on your Qwest Interconnection Agreement. Qwest provides access to existing network elements and facilities when no construction is required and will perform minor modifications (such as running a jumper or clearing a defective pair) to allow you access.

#### Technical Publications

Complying with Industry Standard Performance and Acceptance Testing, Qwest provisions UNE, Resale, and Interconnection products and services in accordance with Industry specifications, interfaces and parameters. These are described in the appropriate Technical Reference Publications in Qwest's [Technical Publications](#). For product specific performance and acceptance testing requirements, refer to the web pages for individual [Wholesale Products and Services](#).

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### Pricing

#### Rates

Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection or Resale Agreement.

**Tariffs, Regulations, and Policy**

Regulations and policies impacting individual products and services are defined within each product and service found in the Qwest [Wholesale Products and Services](#) web pages.

Docket No. UT-063061

Exhibit RA-11

September 29, 2006

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When you submit a request for Enhanced Extended Loop (EEL), Loop Multiplexer (MUX) Combination (LMC), Sub-Loop (except Shared Distribution Loop), Unbundled Local Loop product family, Unbundled Network Element - Switching (UBS), Unbundled Dark Fiber (UDF), Unbundled Dedicated Interoffice Transport (UDIT) and Unbundled Network Elements-Platform (UNE-P) product family the standard assignment and/or design process will be followed in its entirety. The standard assignment process may include both mechanized and manual processes. Requests that can be provisioned over copper facilities use the mechanized assignment process. When facilities cannot be assigned via this process, the default is the [Manual Steps Required for Copper Facility Assignment Process](#). Requests that are provisioned over fiber use the [Fiber Facility Assignment Process for DS1 and Above](#). For additional information regarding facility assignment, refer to the [Facility Assignment Process](#)

For primary service requests for 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop, EEL, LMC, Sub-Loop (except Shared Distribution Loop) and the UNE-P product family, Qwest will construct facilities in alignment with Eligible Telecommunications Carrier (ETC) or Provider of Last Resort (POLR) obligations. For information regarding ETC or POLR obligations, refer to [Regulatory Commissions and Telecommunications Associations](#).

Qwest will provision the appropriate facilities and/or equipment necessary to ensure that the type of facility is capable of meeting the specifications specific to the service(s) ordered. For example, dependent on the switch type, distance from the central office and cable gauge, some equipment may be required to allow a voice signal to reach certain distances. To transmit data, this same circuit could require the elimination of the equipment necessary for voice services. If a voice service is required you will need to order a voice circuit, if a data service is required, a data circuit should be ordered.

When existing facilities do not support requested services, Qwest will modify existing Outside Plant Network facilities dedicated to an end-user if Qwest would modify such facilities to provide comparable services to its own retail customer. The "Qwest Network Modification Statement" describes how Qwest will implement changes to existing Outside Plant dedicated to an end-user. Nothing in this statement shall be construed as modifying Qwest's obligations under other regulatory requirements. Network elements will not be modified when it is determined that the requested modification is not consistent with existing Qwest retail processes. Modifications also will not be made that jeopardize the reliability of Qwest's existing network, endanger Qwest employees or consumers, is not consistent with the National Electrical Code (NEC), or does not meet Network Equipment Building Standards (NEBS) requirements.

For information regarding network modification, download the [Network Modification Documentation Statement](#).

If no facilities are available for your requested service, Qwest will look for a pending engineering job order that could fill your service request in the future. If an engineering job order is identified, Qwest will provide the Ready For Service (RFS) date. You will have the opportunity to wait for the service to be delivered or cancel your request.

Availability of facilities is always on a first come first serve basis. If the request is for a 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop or UNE-P service and is considered primary service as defined by ETC or POLR obligations, and no facilities are available and there is no planned engineering job, an engineering job order will be initiated to ensure delivery of the primary service to the end-user.

Secondary service requests will be held for 90 business days for 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop, EEL, LMC and Sub-Loop (except Shared Distribution Loop), where facilities cannot be located and there is no planned engineering job. Requests for other Unbundled Local Loop products, UDF and UDIT where facilities cannot be located and there is no planned engineering job will be held for 90 business days. If facilities become available, a FOC is generated and sent to you in response to your original request. If at the conclusion of the 90 business day hold facilities are still unavailable your request will be rejected or cancelled. Exceptions may apply where Commission Orders or state requirements exist. Exceptions may occur with Qwest/U S West merger Stipulations/Agreements in the states of Minnesota and Washington.

For secondary service requests for UNE-P Product Family and UBS where facilities cannot be located and there is no planned engineering job, your request will be held by Qwest until spare facilities become available or you request cancellation of the Local Service Request (LSR). When facilities become available, a FOC will be generated and sent to you in response to your original request.

If it is determined that facilities are unavailable, contact your [Qwest Service Manager](#) for other options. Information for Competitive Local Exchange Carriers (CLEC) requested UNE Construction is available in Qwest's [CLEC Requested Unbundled Network Elements \(UNE\) Construction](#) (CRUNEC).

You have the capability to view funded Qwest Outside Plant (OSP) and Interoffice (IOF) engineering jobs that exceed \$100,000 in total cost on the InterCONNECTION ([ICONN](#)) database.

CLECs will be responsible for any construction charges for which an end-user would be responsible. In other situations, Qwest does not agree that it is obligated to build UNEs, but it will consider requests to build UNEs pursuant to Section 9.19 of the appropriate state [SGAT](#) Agreement.

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## Implementation

This section of the web page describes tasks commonly performed while provisioning and installing UNEs, Resale and Interconnection products and services.

### General Points of Interest

- Qwest's provisioning tasks begin when your service request (Access Service Request (ASR) or LSR) is successfully accepted by our service order processing systems. Refer to the [Pre-Ordering Overview](#) and the [Ordering Overview](#) for information on submitting your service requests. Specific provisioning requirements and tasks related to individual products are defined for each product in

- **Application Date:**

Application Date (APP): Qwest assigns an APP once your LSR or ASR is submitted with sufficient accurate information to allow us to proceed. If your service request is incomplete, inaccurate, or requires additional information, the application of critical dates may be delayed until the service request is complete and accurate.

Critical dates are assigned based on individual products and services and do not necessarily apply to all Wholesale Products and Services. The following is for illustration purposes only.

- **Provisioning Related Dates:**

- Design Layout Report Date (DLRD): Designed Layout Report sent to your designated agent.
- Confirming Design Layout Report Date (CDLR): Date Qwest is to receive your confirmation that the Design Layout Report is satisfactory.
- Records Issue Date (RID): Manual or mechanized order tracking date identifying when all design and assignment data is sent to the necessary service implementation groups.
- Designed, Verified, and Assigned Date (DVA): Date implementation groups report all documents and materials are received and complete.

- **Design Supplements Related Dates:**

There are instances when a supplement is received that requires Qwest to redesign the circuit, which may also result in re-establishing the minimum standard interval.

A design change is any change, which requires engineering review. Design changes include such things as a change of end user premises within the same serving wire center, the addition or deletion of optional features, functions or a change in the type of channel interface, type of Interface Group, or technical specification package.

To further clarify the list includes, but is not limited to the following:

- Change of End User address in the same wire center
- Change of NC or NCI or NC1 codes
- Change of CFA which does not involve a change in the serving wire center or the MUXLOC
- Change slot of CCEA/SCCEA
- Change of Channel Termination or Entrance Facility/Trunk where USOC remains the same
- Change of Trunk Signaling
- Change of Trunk Traffic Type
- Change of Trunk Point Code
- Change of Trunk Numbering

Where the ASR/LSR is in the provisioning process determines whether the minimum standard interval applies or not. A general guideline is whether the Records Issue Date (RID) date has been met or the Design Layout Record (DLR) has been issued, if applicable.

- **Installation Related Dates:**

- Wired and Office Tested Date (WOT): Date all wiring completed, all plug-ins optioned and aligned, frame continuity established, switching equipment (with

- translation loading) installed and tested, and, if applicable, interoffice facilities tested.
- o Frame Continuity Date (FCD): The date that frame to frame continuity is assured by appropriate tests.
  - o Plant Test Date (PTD): The date on which installation and testing of all facilities and equipment is completed. Acceptance testing performed with you and your end-user if applicable.
  - o Due Date (DD): Service available to you or your end-user. Also referred to as "Service Date (SD)".

Note: The DD returned on the FOC is the standard interval for that product as defined in the Service Interval Guide (SIG) unless your service request qualifies for an expedite as outlined in the [Expedites and Escalations PCAT](#). If your InterConnection Agreement (ICA) specifies an interval for a specific product/service that is less than the standard interval, the LSR must be marked for manual handling and the REMARKS field must state "DD being requested per ICA" in order for the DD to be accepted.

- **Service Interval Guide (SIG):**

Service intervals are Dates for items and services not in the defined in the [Service Interval Guide \(SIG\)](#). Service Interval Guide (SIG) are negotiated on an Individual Case Basis (ICB) as defined in the SIG.

- Qwest business days do not include Saturdays, Sundays, or holidays as defined in the General Information Section of the [SIG](#). Qwest normal business hours are Monday through Friday from 8 AM to 5 PM but may vary based on company policy, union contracts and location. Contact your Qwest Service Manager to obtain individual Qwest location business hours or if you need assistance negotiating intervals for an individual case.

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## Provisioning Points of Interface

### Firm Order Confirmation (FOC)

Once your service request is successfully accepted by Qwest's service order processing systems, a Firm Order Confirmation (FOC) is generated and sent to you in response to an original ASR/LSR or SUP transaction generated by you.

The FOC is processed when the 2nd position of your ASR or LSR 'REQTYP' field is a "B" indicating a Firm Order. The FOC is your acknowledgement that Qwest has received your request, created a Qwest service order, and established a due date for your request. The FOC provides you details for you to coordinate the overall provisioning and installation of the requested services such as:

- Purchase Order Number (PON)
- Version Identification
- Qwest Assigned Order Numbers
- Critical Dates, if applicable
- Circuit Identification(s) / Telephone Number(s)

In some cases (72 Hour FOC agreements for Unbundled Loop), the FOC also indicates that the assigned facilities have been validated and are ready for installation.

FOCs are returned via the method used to submit your service request. If you used a mechanized tool, (e.g., [Interconnect Mediate Access \(IMA\)](#)) refer to that tool to receive, access, or view your FOCs. Refer to Qwest's specific [LSR](#) and [ASR](#) to learn more about Qwest requirements.

PSO(s) will be issued once Qwest has issued the service orders associated with your LSR and sent the associated FOC. For additional information refer to [PSOs](#). For detailed information contained in the PSO, refer to [Local Service Ordering Guidelines \(LSOG\)](#).

Qwest's Service FOC and Installation Interval Guidelines are defined in the [Service Interval Guide \(SIG\)](#).

The following "Exclusions" are not defined in the Standard Interval Guide:

- Projects, when we jointly determine the work is to be handled as a project
- Individual Case Base (ICB) intervals due to the quantity or type of services or specialized arrangements as listed in state and FCC tariffs
- An independent company's services are involved and Qwest is not the controlling provider
- A premises visit determined by the availability of you or your end-user

Contact your Qwest Service Manager to obtain assistance negotiating intervals. Coordination of premises visits are handled as necessary during the normal provisioning and installation processes.

### **Provider Initiated Activity (PIA)**

The PIA is used to communicate changes Qwest made on the service order that are different from what was requested on the original LSR. These changes are a result of two different conditions:

1. Changes that occurred as a result of a verbal directive from you
2. Changes due to processing requirements within Qwest

When the PIA field is marked, the Remarks section of the FOC contains text indicating any deviations from the original request. The following matrix outlines the PIA Reason, PIA values that are available, and a description of when those values are used. LSRs can have multiple PIA values shown on the FOC if more than one condition exists that needs to be communicated to you.

PIA Reason	PIA Value	Description

<b>Exchange Carrier Circuit (ECCKT)</b>	1	<p>Used when:</p> <ul style="list-style-type: none"> <li>• Qwest changes the Circuit Identification (CKTID) on a subsequent FOC from what was provided on the FOC</li> <li>• The ECCKT on the LSR needs to be reformatted so it can be processed in the Qwest Service Order Processor (SOP)</li> <li>• On a change of loop type, the ECCKT on the FOC will provide the new ECCKT. The ECCKT on the LSR contains the existing ECCKT. The ECCKT on the FOC is the new ECCKT</li> </ul>
<b>Verbal Due Date Change Request by you</b>	18	<p>Used when:</p> <ul style="list-style-type: none"> <li>• On the Due Date you called and requested a verbal due date change</li> <li>• Due to system limitations a Supp Type 2 could not be issued and a verbal supplement was accepted</li> </ul> <p>NOTE: Qwest preference is a supplement via IMA/Electronic Data Interface (EDI)/Fax Gateway). This is an exception handling situation.</p>
<b>Due Date Change by Qwest</b>	2	<p>Used when:</p> <ul style="list-style-type: none"> <li>• Desired Due Date (DDD) on the LSR was shorter than standard interval. Qwest will provide the new DD on the FOC for each applicable LSR version</li> <li>• DDD on the LSR was an invalid DD such as a Sunday or Holiday</li> <li>• When a dispatch was required and the requested DDD on the LSR was not available</li> <li>• When the DDD on the LSR is changed as a result of a Delayed Order Condition</li> <li>• When a Supp Type 3 was submitted where the original DDD on the LSR must be changed (i.e., supp to change from coordinated to basic install requires new standard interval or address changes on Supp Type 3 and DD must be changed)</li> </ul>



<b>Other 1</b>	4	Used when: <ul style="list-style-type: none"> <li>No other PIA value is appropriate, i.e., unexpected situations with release activity when manual changes are required</li> <li>Low occurrences of a particular situation do not warrant an individual PIA value, i.e., original FOC did not contain the voice mail retrieval number and a subsequent FOC was issued with the required information or when an subsequent FOC is issued releasing a LSR from a delayed order condition and Qwest is able to meet the original due date</li> <li>A new situation is identified and a new PIA value is not yet available in IMA</li> </ul>
<b>Other 2</b>	16	Used where multiple "Other" situations exist. A separate PIA value of Other 1, Other 2, and/or Other 3 are used for each condition
<b>Other 3</b>	17	Used where multiple "Other" situations exist. A separate PIA value of Other 1, Other 2, and/or Other 3 are used for each condition
<b>Service Order Number Change</b>	5	Used when: <ul style="list-style-type: none"> <li>A subsequent FOC is sent advising you that the service order number(s) previously provided on the earlier FOC has changed</li> <li>A change in the Related Purchase Order Number (RPON) or Related Order number was needed on a subsequent FOC</li> </ul>
<b>Route Index (RTI) change</b>	6	Used on a subsequent FOC if the information provided on the original FOC was changed (i.e., on New activity the Route Index (RTI) previously provided was changed)
<b>Change to TERS/HID and/or TLI</b>	7	Used on a sub-sequent FOC if the information provided on the original FOC was changed (i.e., on New activity the Telephone Line Identification (TLI) or Terminal (TER) number on the original FOC had a typographical error and was later corrected)



<b>Telephone Number Change</b>	9	<p>Used when:</p> <ul style="list-style-type: none"> <li>• During processing of a LSR Qwest determines that the Telephone Number (TN) entered on the LSR is not available. Qwest will provide the new TN on the FOC</li> <li>• A typographical error on the original FOC was identified. The correct TN will be provided on a subsequent FOC</li> </ul>
<b>Verbal supplement for CFA slot change on the Due Date</b>	10	<p>On the due date the Carrier Facility Assignment (CFA) provided on the LSR needs to be changed and the supplement is not sent prior to order completion</p>
<b>Dispatch Entry not valid</b>	11	<p>Used when:</p> <ul style="list-style-type: none"> <li>• The dispatch information on the LSR was invalid, i.e., an invalid appointment reservation was received and Qwest scheduled a new appointment through Appointment Scheduler</li> <li>• The LSR requests a dispatch, but a dispatch is not required for provisioning and you have not indicated in the remarks to Tag the Demarcation, Qwest will ignore the dispatch request</li> </ul>
<b>AN (SBN/BTN/MAN) Change</b>	12	<p>Used when:</p> <ul style="list-style-type: none"> <li>• LSRs with Requisition Type of CB (Local Number Portability (LNP)) and BB (Unbundled Local Loop/LNP) that have the ported TN in the Account Number (AN) field instead of the main AN field on the LSR, Qwest processes the order (porting the requested TN) using the main AN and provides the correct AN on the FOC</li> <li>• A LSR requesting a change or conversion from a Centrex account to a Plain Old Telephone Service (POTS) (Resale or UNE-P) account, the FOC will reflect the new POTS AN</li> <li>• LSRs requesting a Loop type change and the Billing Telephone Number (BTN) changes. The AN on the FOC reflects the new AN</li> </ul>

<b>BAN Change</b>	13	The Summary Billing Account Number (BAN) is incorrect on the LSR and Qwest provides the correct BAN information on the original FOC
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NOTE: A subsequent FOC referred to in the above table is an additional FOC that is sent to you on a particular version of a LSR after the original FOC was submitted. It is not a FOC that is submitted as a result of a supplemental request.

### Jeopardy Notifications

A jeopardy, caused by either you or Qwest, endangers completing provisioning and/or installation processes and impacts meeting the scheduled due date of your service request. Examples of jeopardy conditions are Customer Not Ready, No Facilities Available, or in the case of an LSR, when an error is identified on your LSR after a FOC has been sent. When your service request is in jeopardy, Qwest notifies you via a status update, email, Jeopardy Notification, telephone call, and/or a FOC. The purpose of the jeopardy notification process is to identify jeopardy conditions to you that impact meeting the scheduled due date of your service requests. The sequence of sending a jeopardy notification and/or a FOC may change depending on when the facility condition is identified.

### Local Service Request (LSR)

### Jeopardy Resolution Responsibilities

Depending upon the type of service, Non-Designed (POTS) or Designed, jeopardy codes are formatted as follows:

- Jeopardy codes for Non-Designed (POTS) services are one alpha and one alphanumeric character.
- Jeopardy codes for Designed services are one alpha and two numeric characters.

Responsibility for resolution is as follows:

- Qwest is responsible for resolving all Designed jeopardy codes starting with the letters "A" through "V", with the exception of all "C" jeopardy codes, K10, and K11. We are also responsible for resolution of Non-Designed jeopardy codes CF, CL, CO, and CS. Examples include:
  - V25 -Qwest Equipment Center has a Plug-in Inventory Control System (PICS) problem. We will escalate to obtain the PICS equipment for installation in the Central Office in time to meet the DD.
  - CF - Unavailability or lack of outside plant or buried service wire.

In some jeopardy resolution situations, we may need to partner with you but we will initiate the resolution process.

- You are responsible for taking the appropriate action to resolve jeopardy codes beginning with "C", K10, and K11 for Designed service requests and all jeopardy codes beginning with "S" for Non-Designed services. Examples include:
  - C01 or SA indicates that the end-user was not ready to accept service on the DD.
  - C05 or SX indicates that an error condition was identified after a FOC had been sent

Jeopardy notifications that are mechanically generated from our Network systems are held until 6 PM Mountain Time. This eliminates sending numerous jeopardy notifications for conditions that are cleared on the same day. Jeopardy conditions that are resolved before 6 PM Mountain Time do not generate notifications that are sent to you. Jeopardy conditions that are not cleared by 6 PM Mountain Time will generate notifications that are sent to you at 6 PM Mountain Time. Jeopardy conditions identified between 6 PM and 11:59 PM Mountain Time generate notifications that are sent on a real time basis.

Jeopardy notifications that are created manually are sent on a real time basis.

Subsequent due dates for service requests in jeopardy for customer reasons will be established using current processes for both dispatched and non-dispatched orders. If the service request in jeopardy requires a supplemental service request, no further processing will occur until the supplement is received. Supplement service request processing is covered in the [Ordering Overview](#).

If a jeopardy notice is sent for situations involving voice and Digital Subscriber Line (DSL™) service that cannot be provided on the same LSR or for error conditions on a LSR involving a CLEC error that was identified after FOC, a supplement is required within 4 business hours. If the supplement is not received within the 4-hour window, the service order(s) will be canceled and the LSR will be rejected.

Qwest differentiates between DD jeopardies and Critical Date jeopardies. DD jeopardies indicate that your due date is in jeopardy; however, Critical Date jeopardies indicate that a critical date prior to the DD is in jeopardy. Critical Date jeopardies can be ignored by you. Critical Date jeopardies are identified in the Jeopardy Data document (see download in the following paragraph) in the column labeled "Is Due Date in Jeopardy?" If the DD is not in jeopardy, this column will contain "No" and you can disregard the jeopardy notice sent for this condition and continue your provisioning process with the scheduled DD. If the column contains "Yes" and Qwest has the responsibility to resolve the jeopardy condition, we will advise you of the new DD when the jeopardy condition has been resolved. This is usually within 72 hours.

For information regarding jeopardy codes contained on notices and clarification regarding who is responsible for taking steps to resolve jeopardy conditions, download [Local Service Request \(LSR\) Jeopardy Data](#).

Note: If a LSR is completed in error and the related service order work is currently pending, we will contact the LSR originator by telephone to provide information regarding the jeopardy status of the LSR and the new committed DD when the RFS date is available.

### Jeopardy Notice Timeline

The following table depicts the standard process for sending you a Jeopardy Notification related to a jeopardy condition.

<b>If a LSR goes into a jeopardy condition and it is detected:</b>	<b>And:</b>	<b>Then the following occurs:</b>

Prior to the DD	The RFS Date is not known	<ul style="list-style-type: none"> <li>• Qwest sends an initial jeopardy notice.</li> <li>• Within 72 hours of the initial jeopardy notice, either an updated jeopardy notification with more specific details of the jeopardy condition or a FOC advising of the new DD will be sent to you. If an updated jeopardy notice is sent, we will also send a FOC advising you of the DD Qwest can meet when the RFS Date is known.</li> </ul>
Prior to the DD	The RFS Date is known	<ul style="list-style-type: none"> <li>• Qwest sends an initial jeopardy notice.</li> <li>• Within 72 hours of the initial jeopardy notice, a FOC is subsequently sent advising you of the due date that Qwest can meet.</li> </ul>
On the DD	Once the Qwest Customer Service Inquiry and Education (CSIE) is advised of the condition (if the RFS Date is not known)	<ul style="list-style-type: none"> <li>• Qwest sends a jeopardy notice.</li> <li>• Once the RFS Date is known, a FOC is sent advising you of the DD Qwest can meet.</li> </ul>
On the DD	Once the Qwest CSIE is advised of the condition (if the RFS Date is known)	<ul style="list-style-type: none"> <li>• Qwest sends a jeopardy notice.</li> <li>• A FOC is subsequently sent advising you of the new DD that Qwest can meet.</li> </ul>

For information regarding error conditions, refer to the Error Notice Matrix within the [Ordering Overview](#).

Jeopardy notices are returned via the method used to submit your

service request. If you used a mechanized tool, refer to that tool to receive, access, or view your jeopardy notice.

Subsequent due dates for service requests in jeopardy for customer reasons will be established using current processes in place today for both dispatched and non-dispatched orders. If the service request in jeopardy requires a supplemental service request, no further work will occur until the supplement is received. Supplement service request processing is covered in the [Ordering Overview](#) web page.

### Access Service Request (ASR)

Jeopardy notifications for service requests ordered via an ASR are provided to you via phone call. Any subsequent jeopardy conditions identified after a FOC are notified via phone call.

### Jeopardy Data

Subsequent due dates for service requests in jeopardy for customer reasons will be established using current processes. If the service request in jeopardy requires a supplemental service request, no further processing will occur until the supplement is received. Supplement service request processing is covered in the [Ordering Overview](#) and in the [Customer Not Ready](#) section of this PCAT.

### Jeopardy Notice Timeline

If a ASR goes into a jeopardy condition and it is detected:	And:	Then the following occurs:
Prior to the FOC	The RFS Date is not known	Qwest provides status to the ASR customer via phone call. Within 72 hours of the initial call providing information that the order is delayed for facilities, Qwest sends an FOC or calls to provide more specific details of the jeopardy condition. We will send an FOC when the RFS Date is known.
Prior to the FOC	The RFS Date is known	Qwest sends the FOC to advise you of the due date that Qwest can meet.
Post FOC	Once the Qwest Wholesale Service Delivery center is advised of the condition (if the RFS Date is not known)	Qwest calls to provide status on the delayed order. Once the RFS Date is known, a call is made advising you of the DD Qwest can meet
Post FOC	Once the Qwest Wholesale Service Delivery center is advised of the condition (if the RFS Date is known)	Qwest calls to provide status on the delayed order advises you of the DD Qwest can meet

### Designed and Unbundled Local Loop

If you submit a LSR for multiple lines/loops and Qwest cannot provision all of the lines/loops due to lack of facilities and you have not requested reuse of facilities, several options are applicable. You will receive a Jeopardy Notice informing you of a delay due to lack of facilities and you may select one of the following:

1. Split the LSR between the lines/loops that can be provisioned and those that are delayed due to lack of facilities. The following is applicable to splitting the LSR:
  - o You must submit a supplement to the original LSR to request the lines/loops that can be provisioned. The lines/loops that cannot be provisioned currently must be removed. For information regarding supplements refer to the [Ordering Overview](#)
  - o You must submit a second LSR for the remaining lines/loops that are delayed due to lack of facilities.
  - o You must complete the Related Purchase Order Number (RPON) field of the second LSR with the Purchase Order Number (PON) of the original (supped) LSR.
  - o You must complete the Related Purchase Order Number (RPON) field of the supplement with the Purchase Order Number (PON) of the second LSR.
  - o Qwest will not apply 1st line installation charges to the second LSR because it is considered a continuation of the initial request at the same end-user address.
  - o The original Application date and Due Date will apply to the supplement and second LSR.
  - o Additional charges normally associated with provisioning a line/loop may be applicable per your Interconnection Agreement with Qwest.
  - o The second LSR and related service order(s) may remain in delayed status due to lack of facilities. The service order(s) will follow the Delayed Order Process for LSR Designed Orders or the Delayed Order Process for LSR Non-Designed and PAL Orders.
  - o You will receive a Jeopardy Notice for the lines/loop that are delayed due to lack of facilities. When the RFS date is known, you will receive a FOC advising you of the due date Qwest can meet.
  - o The LSR splitting process may be repeated should facilities become available during the Delayed Order Process.
2. If you don't respond to the jeopardy notice, the LSR and related service order(s) will go into the applicable Delayed Order Process. The LSR will be rejected and the order(s) canceled after the appropriate number of days. Refer to specific [Wholesale Products and Services](#) for additional information.

### Analog Switched Services

If you submit a LSR for multiple lines, one of the following scenarios will occur when the technician is on the premises:

1. If facilities are available and all lines can be provisioned, they are installed and the order and LSR are completed
2. If facilities are not available and none of the lines can be provisioned, the order is placed into the applicable Delayed Order Process
3. If facilities are available and some of lines can be provisioned, they are installed. The remaining lines will be delayed for facility reasons and the following will occur:
  - o The lines that are delayed for facility reasons are taken from the original order, placed on a new "C" order, and the new "C" order is attached to the LSR.

- o Qwest will apply the same Application Date and Due Date to the new "C" order that are on the original LSR.
- o You will receive a new FOC, PSON Notice, and Jeopardy Notice for the new "C" order.
- o The original order will be completed and the new "C" order will be placed in the applicable Delayed Order Process.
- o The LSR and the new "C" order will remain in jeopardy status.

### Design Layout Records (DLR)

When ordering UNE, Resale (non-POTS), and Interconnection products and services you may request a Design Layout Record (DLR) that provides the technical details of the circuit's facilities and termination provided by Qwest. You can utilize this technical information describing the facilities, such as cable make-up, carrier channel bank type and system mileage, and signaling termination compatibility (along with your own termination details), to design and connect your end-user's service. Refer to Qwest's [LSR](#) and [ASR](#) forms and field entries for how to request a DLR. Facility requirements for individual products and services can be found in the Qwest [Wholesale Products and Services](#) web pages.

- **Retrieving and Viewing Design Layout Records (DLR)**

Using either Customer Electronic Maintenance and Repair (CEMR) or IMA you can view, retrieve and print Design Layout Records at your desktop by inputting the Circuit ID (e.g., Serial Number, Telephone Number, CFA, 2/6 code) and submitting your request. Viewing the DLR, you can then e-mail it to yourself, or print the report on your local printer. For details on accessing Design Layout Records in IMA, refer to the [IMA User Guide](#). Refer to the [CEMR User Guide](#) to learn more about processing Design Layout Records, using CEMR, or to view Circuit ID diagrams and descriptions.

Design Layout Reports can also be delivered electronically based on the requirements defined in Qwest's [CLEC Questionnaire](#). Contact your Qwest Service Manager should you need assistance.

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## Installation Points of Interface

Qwest will install services up to the demarcation point. Refer to your Qwest Interconnection Agreement and to individual [Wholesale Products and Services](#) web pages for specific installation requirements and to Qwest's [Service Interval Guide](#) for specific product installation intervals.

Facilities furnished by Qwest on your, or your end-user's, premises up to and including the demarcation point or equivalent device, are the property of Qwest. Because we need reasonable access to all such facilities, we will coordinate entry dates and times with your appropriate personnel to accommodate installation, testing, and inspection of such facilities and lines.

While Qwest's normal hours of installation are Monday through Friday - 8:00 AM to 5:00 PM, arrangements outside normal hours can be made for some services. Refer to your Qwest Interconnection Agreement for details on the Out of Hours Installation process. Overtime rates are assessed; refer to the [SGAT](#) Exhibit A for relevant state price information.



## Installation Options

Installation requirements and tasks vary based on the UNE, Resale, or Interconnection products and services ordered as well as specific language in your Interconnection Agreement. Individual product requirements and tasks are defined for each product in Qwest's [Wholesale Products and Services](#) web pages. Additional tasks requested by you may be billable. Refer to your Qwest Interconnection Agreement for details or contact your Qwest Service Manager should you need assistance.

## Additional Miscellaneous Work Activities

There may be instances when you request additional miscellaneous work activities from Qwest in order to provision your service. At your request, Qwest will perform these activities:

- Aerial Service Wire Rearrangement/Replacement
- Buried Service Wire (BSW) Rearrangement/Replacement
- Network Interface Device (NID) Moves
- Tagging of Circuits at the Demarc
- Resetting the dB loss on Unbundled DS1 Loops
- Pre-Provisioning Requests (AZ Only)

Service Wire/Drop is placed between the serving terminal and the end-user's NID. There are two types of Service Wire/Drop. Buried service wire is placed either direct buried or in innerduct from the serving terminal located in a pedestal to the end-user's NID. Aerial service wire is placed from the serving terminal located on a pole to the end-user's NID.

## Aerial Service Wire Rearrangement/Replacement

Aerial Service Wire Rearrangements/Replacements refer to simple aerial rearrangements which may result from a NID move or other end-user request.

When you request relocation of an existing Service Wire/Drop, Qwest will perform the work and bill you. A NID move may also be required when you request Service Wire Rearrangement. You may request Service Wire Rearrangement via a LSR/ASR and Qwest will perform the associated work. Other requests to replace an end-user-damaged Service Wire/Drop or resolve instances where potential danger exists are processed via the Qwest repair process.

By submitting a LSR/ASR, you are authorizing Qwest to perform Service Wire Rearrangement/Replacement and accepting the charges.

Rates for Service Wire Rearrangement/Replacement are covered by the "Additional Labor - Other, Dispatch" charges found in your Interconnection Agreement or the SGAT Exhibit A. If these rates are not contained in your Interconnection Agreement, an amendment is required before the work is performed.

If the address remains the same, the activity type on the LSR would be a "C" to denote change activity. Mark the LSR for manual handling and include a notation in the Remarks Section that the drop is to be moved.

If the address changes due to the drop being moved, the activity type on the LSR would be a "T" to denote transfer activity. Do not mark the LSR for manual handling in this instance because this is normal processing for an address change.

**Buried Service Wire Rearrangement/Replacement**

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When you submit a LSR/ASR and additional BSW capacity is required, the original LSR should state the requirement for BSW activity in the Remarks Section. Qwest will not charge for BSW expansions as stipulated in state specific [Tariffs/Catalogs/Price Lists](#). When the original request has been placed in jeopardy for BSW activities, a supplemental LSR/ASR is required to perform work activities related to providing additional capacity.

When you require that the BSW be rerouted, the cost for trenching the new BSW will be billed to you in accordance with state tariff. This will also apply to a request to bury an existing aerial Drop.

By submitting a request for BSW on an original or supplemental LSR/ASR, you are authorizing Qwest to perform BSW work and accepting the charges.

Rates for BSW work are not contained in your Interconnection Agreement and an amendment is not required. Instead, you will be billed the same rates a retail end-user would be billed. Applicable Retail Universal Service Order Codes (USOCs) will be used to bill retail tariff rates. For additional information related to USOC and Field Identifiers (FID) refer to [USOC / FID Finder](#). Buried Drop work charges are determined by tariff, state, and the length of Service Wire/Drop. Rates for this activity can be found in the [Retail Tariff](#).

When you originate a trouble ticket that requires Qwest replace a buried Drop/BSW to resolve the trouble, Qwest will lay a temporary Service Wire/Drop on the ground at the end-user premises. That Drop will be buried on a subsequent visit and will not require additional action by you.

If there is damage to the Service Wire/Drop, Qwest will perform the necessary work and bill the responsible party, i.e., end-user or contractor.

If the address remains the same, the activity type on the LSR would be a "C" to denote change activity. Mark the LSR for manual handling and include a notation in the Remarks Section that the drop is to be moved.

If the address changes due to the drop being moved, the activity type on the LSR would be a "T" to denote transfer activity. Do not mark the LSR for manual handling in this instance because this is normal processing for an address change.

**Network Interface Device Moves**

The NID is a means of connection for on-premises wiring and Qwest's distribution plant. The simple NID is generally placed on the outside of a single-family residence and allows connection of Qwest facilities to end-user owned inside wire. Only simple NID moves are applicable to this section.

NID moves occur when an end-user requests a move of a NID from one physical location to another location on the same building at a single-family unit. Aerial or BSW moves may also be required when you request a NID move and additional charges may be applicable (see above). You may request a simple NID move via a LSR/ASR and Qwest will perform the associated work.

By submitting a request for a NID move on an original or supplemental

Rate elements may include "Additional Labor Charges" to perform work on a new installation at the end-user premises. On existing services a "Dispatch" charge will be billed along with the "Additional Labor Charge". USOCs for "Dispatch" and "Additional Labor Charges" are contained in your Interconnection Agreement. If these rates are not contained in your Interconnection Agreement, an amendment is required before service is provided. Rates for these charges may be found in the [SGAT](#) in the most recent Exhibit A for the relevant state.

### **Tagging of Circuits at the Demarc**

The Qwest Outside Plant technician that provisioned your end-user's new service is responsible for tagging the demarcation point of the communication lines for your specific service request. However, this information can change, be destroyed/lost, or a premises visit may not have been required to turn up the specific service/product. If you cannot identify your end-user's demarcation point, you may request that Qwest tag and identify the demarcation point of the lines that serve your end-users. You may request tagging a demarcation point for any new Qwest Designed Service or Non-Designed POTS Service. If the LSR requests a dispatch, but a Dispatch is not required for provisioning and you have not indicated in the remarks to "Tag the Demarc", Qwest will ignore the dispatch request.

If the circuit is for new service 30 calendar days or less of order completion or there is an out of service condition, you should review the information for Tagging of Circuits in the Maintenance and Repair Overview. (Link italicized text to: <http://qwest.com/wholesale/clecs/maintenance.html>) If you contact Qwest Repair and request that we tag a circuit and an out of service condition does not exist, you will be asked to submit a service request via your normal channels if the circuit is beyond the 30 calendar day new service order completion window. The order will be written to do the work. For more detail on charges that may apply see product specific PCAT. See below under Order Entry for more details on ordering.

### **Resetting the dB loss on Unbundled DS1 Loops**

Qwest will provision an Unbundled DS1 Loop) to meet American National Standards Institute (ANSI) standards. Depending on the type of installation option you choose, test results may or may not be provided at time of test and turn up.

Qwest does not have an option for you to request a 0dB level on your Unbundled DS1 circuit. However, when you order a Basic Installation with Cooperative Testing or Coordinated Installation with Cooperative Testing, your technicians have the opportunity to conduct joint testing with the Qwest technician and to mutually share relevant/applicable information pertaining to the demarcation information. If the prescribed transmission parameters (i.e., ANSI standards) do not work for your equipment or you are still experiencing problems with the circuit, Qwest will alter the dB loss setting where technically feasible, to make the circuit functional.

If you have not requested Cooperative Testing as part of your installation option, and you are experiencing problems with the circuit, your order will be completed and you will be required to open a repair ticket utilizing the QCCC Warranty process. Detailed information for the QCCC Warranty process can be found in the [Maintenance and Repair Overview](#).

## Pre-Provisioning Requests (AZ Only)

Traditionally, when a service is ordered to a new living unit (including a facility for UNE use), the continuity of the field side of the network is completed on the Due Date. This continuity includes placement and termination of the drop wire, placement of the network interface device (NID) and connection of the drop to Qwest's network at the serving terminal. This work is in addition to the completion of continuity on the central Office side of the network (connection of jumpers on the MDF and switch or collo). Qwest will pre-provision (placement and termination of the drop wire, placement of the network interface device and connection of the drop to Qwest's network at the serving terminal) the continuity of the field side of the network in AZ for residential locations at the provider's request. The CLEC can request pre-provisioning prior to submitting a service request, by sending an email including the pertinent information (state, community name/city, subdivision name and address of the new living unit) to [AzLPCC85@Qwest.com](mailto:AzLPCC85@Qwest.com). The pre-provisioning work is performed after the developer notifies Qwest, that a conduit is in place or a trench is open to the new living unit, and will be completed as workload permits.

## Exceptions

Please contact your Service Manager for additional information regarding the following:

- Pole and Pedestal moves that may require permits due to easements. These moves are not described in this document.
- For all other types of NID moves, i.e., Multi-Tenant Environment (MTE) NID.

## Order Entry

For NID moves or Service Wire Rearrangement/Replacement and for Tagging of Circuits at the Demarc, populate the LSR/ASR as follows:

- When you request this type of work during the initial loop request, populate the LSR/ASR with the following information:
  - ACT = N (New)
  - Remarks Field examples are:
    - Customer has new construction requirements, please move NID to rear East wall of the garage.
    - Customer has requested the Aerial Drop be moved to allow construction, place Aerial on Northwest corner of house.
    - Customer has requested Aerial Drop be changed to Buried Drop, all associated charges are accepted.
    - Tag the Demarc - Dispatch to premises needed
  - Manual Indicator = Y
  - Complete the remaining fields on the LSR/ASR as required.
- When a request is made for this type of work on an existing loop, populate the LSR/ASR with the following information:
  - ACT = C (Change) Service Wire Rearrangement/ Replacement or Tagging the demarc
  - or
  - ACT = M (Unbundled Loop NID Move)
  - Remarks Field examples are:
    - Customer has new construction requirements, please move NID to rear East wall of the garage.
    - Customer has requested the Aerial drop be moved to allow construction, place Aerial on Northwest corner of house.
    - Customer has requested Aerial Drop be changed to

- Tag the Demarc -No Facility change or Central Office Exhibit RA-11 work needed - Dispatch to premises needed September 29, 2006 Page 20

- Manual Indicator = Y
- Complete the remaining fields on the LSR/ASR as required.

### **Delivering UNE, Resale, and Interconnection Services**

To deliver your Wholesale products and services, Qwest's Service Delivery Coordinators (SDC) and Customer Communication Technicians (CCT) work with your designated point of contact, identified on your service request. We will coordinate the necessary provisioning and installation functions, using our existing processes for both dispatched and non-dispatched orders, communicating with our internal organizations and your contact to deliver the services requested.

When you request a conversion from one service or provider to another and experience a problem, you may request to have the circuit cut back to its original state. A cut back may be requested on the DD after notification that the cut is complete and prior to your acceptance of the service request. The cut back process allows you to return your end-user's service to its original state. If you request that your circuits be returned to their original state and the service order is complete (you accepted the service request), follow the Restoral Process in the [Expedites and Escalations Overview PCAT](#). If you request a cut back on one circuit, all associated circuits on the same ASR/LSR are restored to their original state. You will need to contact us to request a cut back by notifying the appropriate organization within Qwest, i.e., the Qwest organization that contacted you regarding completion of the service request. When we receive notification, we will cut the circuit back to its pre-cut condition and place the original service request in jeopardy with an appropriate jeopardy code. Other lines included on the same ASR/LSR will also be placed in jeopardy status due to the cut back. You will be required to supplement your ASR/LSR with a request for a new DD.

The Batch Hot Cut (BHC) Process permits you to migrate existing analog services (e.g., Qwest Retail, Unbundled Network Element - Platform (UNE-P), or Resale) to Unbundled Local Loops (2-Wire or 4-Wire analog voice grade) in a batch mode if the current facilities can be reused. The BHC Process is also available to convert a line splitting arrangement, using UNE-P or Qwest Platform Plus (QPP) lines, to a loop splitting arrangement. Refer to the [Batch Hot Cut Process](#) for additional information.

As your service request flows through our work centers, when critical provisioning, installation and/or testing functions cannot be performed on time, your service request may be delayed and a jeopardy code assigned. Subsequent due dates for orders in jeopardy for customer reasons will be established using normal processes in place today for both dispatched and non-dispatched orders. If the order in jeopardy requires a supplemental order, no further work will occur until the supplement is received. Supplements order processing is covered in the [Ordering Overview](#) web page.

### **Dispatching Qwest Technicians**

Our Technicians are dispatched to perform installation and test work, either at your premises or your end-user's premises as required for the services ordered. If your Technician or end-user requests additional work or services that are not on the original service request, the Qwest technician will advise your technician or end-user to contact the order originator or service provider.

When our dispatched field technician arrives, we attempt to contact you if your technician is not available. If our technician can finish their work, we try to notify you of completion. If we are unable to contact you the service request is closed and a voice message is left notifying you that the service is installed with all testing completed. If your designated contact cannot be reached, and our technician cannot complete the required work and/or testing, your service request is delayed, a jeopardy code is assigned, and additional dispatch charges may apply. When you request a new due date, and a dispatch is required to complete the installation and testing, a minimum interval of three business days is necessary.

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## Circumstances Impacting Service Delivery

Conditions preventing Qwest from completing your service as requested include:

- While Qwest's testing indicates the service meets all testing requirements to and including the Network Interface Unit (NIU), your technician or local contact is not ready to accept service. (Note: Not applicable for Provider Tested Access (PTA) eligible orders that are completed after required testing is performed.)
- Your technician or local contact is unable to provide the access necessary for Qwest technicians to finish their work. No Access situations include:
  - Your technician or vendor not available for testing
  - No access to the service and/or premises
    - Access to a locked terminal room is unavailable
    - Unable to access restricted areas necessary to turn up service
    - Unable to access premises (e.g., end-user not home, no local contact, big dog in yard, etc.)
- Your service request requirements changed on the Due Date
- Although the service is active, your technician or local contact not ready to accept the service
- Conduit must be placed by the building owner to the demarcation point for buildings requiring cable or conduit reinforcement. Orders may be delayed if the conduit is not placed or inspected. CLECs with a delayed order for this reason should contact the building owner. The order will be placed in jeopardy if the owner/builder did not notify Qwest that the entrance conduit is in place. Qwest has 30 days after notification that the conduit is in place to inspect it and place entrance facilities.
- Your test results are not acceptable to you
  - For Unbundled DS1 Loop - refer to Installation Points of Interface, Additional Miscellaneous Work Activities, Resetting the dB loss on Unbundled DS1 Loops.
- You experience a weather, disaster, or work stoppage condition at your site
- You are not ready to accept an order on the Due Date

### Customer Not Ready (CNR)

For all service requests there is a maximum time allowed for you to delay acceptance of service. The maximum delay for a "Customer Not Ready" (CNR) condition for services ordered is 30 business days from the original due date. On the 31st business day if you have not accepted or cancelled your service request, Qwest will automatically cancel it and bill you appropriate cancellation charges.

For services ordered via a LSR form, jeopardy notices are issued within



two business days of the Qwest Service Center receiving notification of the CNR condition. The CNR jeopardy notice will provide information regarding the action required during the 30 business days you have to respond. If you wish to accept the service within the 30-business day timeframe, issue a supplement with a new due date that occurs within 30 business days of the original due date for service. Note: for products that follow Qwest's Designed Services process flow, there is a minimum due date of 3 business days from the date you submit the supplement to Qwest. If you wish to cancel the service request within the 30-business day timeframe, issue a SUP to cancel the service request. Appropriate cancellation charges will apply. If you have not accepted the service by the 31st business day, your order(s) will be canceled, the LSR will be rejected, and appropriate cancellation charges will apply.

For Disconnects ordered via a LSR form, a CNR jeopardy notice is sent to notify you of the CNR condition and to provide information regarding the action required during the 10 business days you have to respond. If you wish to disconnect service on a new due date within 30 business days of the original due date, you must issue a supplement requesting the new due date within 10 business days of the original due date. If you wish to cancel the disconnect service request, you must issue a supplement within 10 business days of the original due date. If you have not issued a supplement within 10 business days of the original due date, your service request will be canceled on the 11th business day after your original due date. If you still wish to disconnect service after your previous service request has been canceled, you must submit another LSR form

For services ordered via an ASR form, the originator is advised of the CNR condition via telephone, email, fax, etc. Within five business days of the original due date, a CNR letter is mailed, or as an option emailed to you, to notify you of the CNR condition and to provide information regarding the action required during the 30 business days you have to respond. If your option is to use email, an email address will need to be provided on the ASR. If you wish to accept the service on a new due date within 30 business days of the original due date, you must issue a supplement requesting service on the new due date. Note: for products that follow Qwest's Designed Services process flow, there is a minimum due date of 3 business days from the date you submit the supplement to Qwest. For Local Interconnection Service (LIS) only, if you wish to accept billing for service on the original due date before accepting the service itself, contact your SDC to complete the service request. If you wish to cancel the service request within the 30-business day timeframe, issue a supplement to cancel the service request. Appropriate cancellation charges will apply. If you have not accepted the service by the 31st business day or did not accept billing (for LIS only), your order(s) will be canceled and appropriate cancellation charges will apply.

When a field technician is dispatched out to perform installation for a Wholesale order and he/she determines that initial/additional service drop wire (for residential premises) and/or conduit placement (for business premises) is required, the following will apply:

- Non-design (i.e., UNE-P): Qwest Field Technician will contact you to inform you of a jeopardy condition regarding placement of drop wire and/or conduit. The notification to you will be either directly to your contact or via a voice message. If your voice message system is full, the field technician will make one more attempt to contact you. If the field technician is unable to contact you directly, the order will be placed in CNR jeopardy status.

Internal process authorization of charges will need to be approved by you via a SUP on the LSR. Appropriate USOCs will be applied to the service order after the SUP is received. Placement of conduit



and the cost associated with it is the responsibility of the property owner. If conduit placement is required, the field technician may advise the property owner where the conduit should start and end.

- Design (i.e., Unbundled): The Qwest Field Technician will contact the Qwest CLEC Coordination Center (QCCC) or Design Services Center (DSC) and the QCCC or DSC will contact you to inform you of the jeopardy condition regarding placement of drop wire and/or conduit. The order will be placed into CNR jeopardy status.

Authorization of charges will need to be approved by you via a SUP on the LSR. Appropriate USOCs will be applied to the service order after the SUP is received. Placement of conduit and the cost associated with it is the responsibility of the property owner.

- If conduit placement is required, the field technician may advise the property owner where the conduit should start and end. If the QCCC or DSC cannot reach you, they will leave a voice message. After the property owner or end-user contacts you to advise that conduit placement is complete, the order can be re-scheduled. At that time, you will update Qwest by issuing a SUP, Type 3 (Other), to the pending LSR. You will also need to mark the SUP for manual handling and add "Conduit has been placed" in the Remarks section of the LSR. Note: an order in jeopardy status must be addressed within 30 days by modifying the requested DD (SUP Type 2), advising Qwest that conduit has been placed (SUP Type 3), or by canceling the order (SUP Type 1). If the order is canceled, you can resubmit a LSR when the property owner provides confirmation that the conduit has been placed.
- The BSW group will receive notification and schedule contractors to place service wire. After service wire is placed, the field technician is then dispatched out to complete installation.
- Status on a pending order can be obtained via the [Qwest Escalation Desk](#)

For Disconnects ordered via an ASR form, the originator is advised of the CNR condition via telephone. A CNR Disconnect Letter is also mailed to notify you of the CNR condition and to provide information regarding the action required during the 10 business days you have to respond. If you wish to disconnect service on a new due date within 30 business days of the original due date, you must issue a supplement requesting the new due date within 10 business days of the original due date. If you wish to cancel the disconnect service request, you must issue a supplement within 10 business days of the original due date. If you have not issued a supplement within 10 business days of the original due date, your service request will be canceled on the 11th business day after your original due date. If you still wish to disconnect service after your previous service request has been canceled, you must submit another ASR form.

### **CNR Managed Projects**

Defined as "any request for service from a single CLEC resulting in the issuance of multiple service requests that must be worked simultaneously for the request to be completed" with each request having a valid assigned Project ID (PRN) and a Project Manager/Coordinator monitoring the project.

When a service request is part of a project, and you are not ready to accept the service 30 business days after the original Due Date, the same process (described above) is followed. The Project Manager will be notified at the same time the Cancellation Notice is sent.

## Disconnect Orders

Qwest handles disconnects with the same care as new installations or rearrange orders. For products that follow the POTS workflow, Qwest will process your disconnect order upon receipt. For products that follow the Designed workflow, Qwest will take additional steps to ensure that your service request is handled appropriately. These steps include the following:

1. Prior to the Due Date of a disconnect order, our Customer Communications Technicians (CCT) review the order to determine if the disconnect is non-payment related.
2. If the disconnect is for non-payment, the order is completed as scheduled.
3. For orders not related to non-payment, the CCT checks for related orders (e.g., "Adds" requiring coordination with disconnects) and, on or before the Due Date, contacts your designated contact to confirm the disconnect should be completed as scheduled. (Note: the CCT will not contact your designated contact to confirm the disconnect order for any 2 wire and/or 4 wire analog Unbundled Local Loop.). If you choose to:
  - o Delay the disconnect order and can provide a firm due date, the CCT will advise you that a supplement must be issued immediately to prevent interruption of service.
  - o Delay the disconnect order but are unable to provide a firm Due Date, you will be advised to cancel the service request and resubmit it when you have a firm date for the service to be disconnected.
  - o Request the order be canceled, you must issue a supplement to the order. The CCT will put the order in jeopardy and refer it to the Qwest Order Originator.

If the Qwest CCT is unable to reach your contact personally or via voice messaging, they will contact the Order Originator to advise them that the disconnect request will not be completed unless or until Qwest receives confirmation from you. If the CCT is able to leave a voice message, the order will be re-scheduled following your return call and according to your instructions. Qwest will not disconnect service unless or until we make direct contact with you and a supplement is issued.

If you are not interested in receiving a confirmation telephone call prior to Qwest disconnecting your service, the Quick Release Disconnect (QRD) process will allow you to option out of the confirmation telephone call on an order by order basis. To take advantage of the QRD process, you must complete the following steps:

1. Contact your Service Manager to obtain additional information and enroll in the QRD process. The Service Manager will provide you with a Letter Of Authorization (LOA) for your signature that Qwest will keep on file. After Qwest receives the signed LOA, you will be able to submit disconnect orders (on ASR or LSR forms) that instruct Qwest to process the service request without making a confirmation telephone call to you.
2. If you choose to use the QRD option and you submit your disconnect request on an ASR form, you must enter "QRD" in the Remarks Section of the ASR form.
3. If you choose to use the QRD option and you submit your disconnect request on a LSR form, you must enter "QRD" in the Implementation Contact (IMPCON) field and "000-000-0000" in the Telephone Number (TELNO (IMPCON)) field of the LSR form.

If you wish to use the QRD option and you fail to provide the appropriate entries on the ARS or LSR form, you must issue a supplement. Your Qwest SDC cannot add QRD to your service request.

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## Loss Notification

A Qwest Loss Notice (LN), also referred to as "Provider Notification (PN)", provides Post-Order information regarding outward line activity authorized by end-users when they select a new local service provider. LNs are available to [IMA GUI and IMA EDI](#) users. You may receive a LN as follows:

- IMA EDI users will automatically receive an 836 EDI transaction:
  - You must subscribe to this type of LN via the Qwest Information Technologies (IT) Help Desk at 888-796-9102.
  - LNs will be provided at a Working Telephone Number (WTN) Level.
- IMA GUI users will automatically receive a fax and/or email
  - You must subscribe to this type of LN via the Qwest IT Help Desk at 888-796-9102.
  - LNs will be provided at a WTN Level.

Refer to the [LSOG](#) (refer to Provider Notification) for detailed information regarding LN.

## Completion Notification

The Qwest Completion Notice (CN), also referred to as "Completion Response" is a Post-Order function and is available for [IMA GUI](#) and IMA EDI users. For detailed information contained in the CN, refer to [LSOG](#).

## Post Completion Notification

After a LSR has completed, there are times when it is necessary for Qwest to make changes to the original service order or issue replacement or correction service orders. The Post Completion Notification Process is used to contact you when changes have been made to the original order activity or when subsequent order activity has been issued (post completion).

When post completion order activity warrants notification, a Qwest SDC will send an e-mail message to the LSR originator within 24 hours with the pertinent details. If an e-mail address was not provided on the LSR (i. e., IMA EDI requests), the LSR originator will be contacted to obtain the appropriate e-mail address or an alternative address to use to notify you. If you have any questions associated to Post Completion notices, you can call Qwest at 866 434-2555 for assistance.

## Billing Completion Notification

When all the service orders associated with a LSR have posted to the Qwest billing system, we will send you a Billing Completion Notification (BCN). This notification will be sent automatically via IMA for all service order records contained in IMA.

The BCN will contain the LSR PON, order numbers, the updated Account Number (AN) (including Customer (CUS) code), and the billing

completion date. You may request that a duplicate BCN be faxed and/or emailed to you by calling Qwest at 1-888-796-9087.

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You must sign up to receive the BCN by contacting the IMA Help Desk. After you subscribe, you will begin receiving the notices the next business day.

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## Loss and Completion Reporting

In today's competitive environment end-users are free to choose their local service provider as well as change the products/services they purchase from their provider. Qwest reports this end-user activity (movement to and from Qwest, movement from CLEC to CLEC, as well as changes on the end-user's account) on two reports: the Loss Report and the Completion Report.

Loss and Completion Reports contain activity that notifies you when work-order activity is completed, impacting you or your end-user's account. Loss and Completion Reports are generated within Qwest's 14 state local service territory and only for specific products. Refer to our [Billing Information - Additional Outputs](#) web page for more information about these specific products.

- **Loss Report:** The Loss report is issued when an order is completed or cancelled showing outward line activity, including a full or partially discontinued account.
- **Completion Report:** Is generated when an order is completed or cancelled. Completion reports can contain both Loss and Completion activity.

### Report Frequency and Delivery Methods

Generated daily, Loss and Completion Reports are sent to your assigned point of contact via the transport medium (e.g., NDM (Direct or Dial-In), Electronic Fax, or by WEB) you choose. The [New Customer Questionnaire](#) lists specific requirements related to the various delivery methods.

We recommend large reports be sent in a flat file format, which can be mechanically parsed for your further use, while smaller reports in a report format may be more suitable for manual use. Refer to [Loss and Completion Reports](#) training web site which includes the Loss/Completion Sample Reports Job Aid to view examples of the Loss and Completion reports. Producing reports daily eliminates questioning if a report was missed. Exceptions to receiving the report daily include service orders that do not meet required report edits. The orders that error due to reporting edits are corrected so they may subsequently appear on the report. When a report is not received, it could be a transport issue needs to be resolved. For assistance (e.g., No File Received, Data Content, Missing Orders or Incorrect Data, Change Transport Medium, Re-send Report), or if you have questions, contact the Wholesale Systems Help Desk at 888-796-9102.

If you are not receiving your Loss and Completion Reports, contact your Qwest Service Manager for assistance.

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## Training

## Local Qwest 101 "Doing Business With Qwest"

Docket No. UT-063061

Exhibit RA-11

September 29, 2006

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- This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes for submitting service requests, reports, and web resource access information. [Click here to learn more about this course and to register.](#)

Qwest offers a variety of product related training courses that cover provisioning, installation and testing details for our UNE, Resale, and Interconnection products and services. [Click here](#) to review our Course Catalog or refer to individual [product and service](#) web pages to identify specific training recommendations.

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## Contacts

[Wholesale Customer Contacts](#)

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## Frequently Asked Questions (FAQs)

This section is currently being compiled based on your feedback.

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**Last Update:** July 24, 2006

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