



## Wholesale

CONTACT US

### Products & Services

### Local Business Procedures

#### Local Business Procedures

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  - Resellers
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- ▶ Billing - Billing & Receivable Tracking (BART)
- ▶ Billing - Customer Records and Information System (CRIS)
- ▶ Billing - Daily Usage File (DUF)
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- ▶ Electronic Access

Billing Information - Additional Outputs - SMDR, Completion Report, Loss Report - V12.0

#### History Log

#### Description

Qwest provides several additional output reports that you can either choose to receive or will receive. These output reports are, but not limited to, the following:

- Station Message Detail Recording (SMDR) - provides call details on calls that originate from a Centrex Plus Common Block.
- Completion Reports - received when a service order is completed or cancelled in the Qwest Service Order Processing (SOP) system and impacts you.
- Loss Reports - received when a service order with outward line activity is completed or cancelled and impacts you.

#### SMDR

This file is sent in addition to any [Daily Usage File \(DUF\)](#) you receive, if you are providing services to a end-user who has Centrex Plus. You must request this report. You will receive this report in EMI Format and call detail is provided on the following types of calls:

- Originating intra/inter Local Access and Transport Area (LATA) toll
- Outward Wide Area Telecommunications Service (WATS)
- VoiceGrade/Foreign Exchange Channels
- Directory Assistance (DA) Calls

The call detail could include the following:

- Date of Call
- Time of Call
- Call Duration
- Station Line from which Call Originated
- Called Number
- Selected Carrier

#### Loss and Completion Reports

Loss and Completion Reports are generated for the following products:

- ▶ Expedites and Escalations Overview
- ▶ Features - Unbundled
- ▶ Forecasting
- ▶ Formal Complaint Process
- ▶ Interconnection Agreements & Amendments
  - Negotiations Template
  - Opt-In Provisions
  - SGATs
- ▶ Local Service Freeze
- ▶ Local Service Ordering Guidelines (LSOG)
- ▶ Long Distance Carrier Selection
- ▶ Maintenance & Repair Overview
  - Repair Escalation List
- ▶ Manual Interfaces
- ▶ Migrations and Conversions
- ▶ Negotiations Process
- ▶ Negotiations Template Agreement
- ▶ Ordering Overview
- ▶ Pre Ordering Overview
- ▶ Proof Of Authorization/Letter Of Agency (LOA)
- ▶ Provisioning & Installation Overview
- ▶ Questionnaire - Amendment
- ▶ Questionnaire - New Customer
- ▶ Regulatory Commissions
- ▶ Service Intervals
- ▶ Single Location Routing Number
- ▶ Tariff Locations
- ▶ Technical Publications
- ▶ Telecommunications

- Unbundled Loop
- Unbundled Switch
- Resale
- Interim Number Portability
- Line Sharing
- Unbundled Network Elements Platform (UNE P)

Loss and Completion reports are generated daily. Exceptions to this include service orders that do not meet required report edits. These orders are manually corrected so that they may subsequently appear on the reports.

### Completion Report

The Completion Report is sent to you when a service order is completed or cancelled in the Service Order Processing (SOP) system, impacting you. The order has been provisioned, but has not necessarily posted to the billing system. The Completion Report is generated for all order types that carry your identifying RSID and ZCID.

Note 1: Cancelled orders are distinguished by a CAN, CANC or CANP suffix to the service order number. For canceled orders in the Eastern region, the Completion Date field will reflect the current Due Date. In the Western and Central regions, the Completion Date field is populated with zeros. A cancelled order means that the provisioning work has been stopped and the order will never post to billing.

Note 2: A Record Correction order may appear on the report. It will be identified with a RECCOR as the Purchase Order Number (PON). This is used to identify an order that was issued by Qwest to change information on the Customer Service Record. It can be a billing only order, or a provisioning order. It will depend on the situation. These types of orders take investigation to find why the order was issued.

Completion Reports are not available for LNP Services.

If you receive your report via the web, you will be able to access your report after initial distribution. Reports will be retained on the web for access and downloading for 30 days from the date the report is posted.

The record layout for the fixed file format of the Completion Report is as follows:

Header Record	Start Position	Characters	Description
Header Indicator	1	3	HDR=header record indicator
Dataset Name	4	15	Dataset name including RSID/ZCID code
CLEC Name	19	40	Name of CLEC translated from code
Create Date	59	8	mmddyyyy (year 2000 format)
Create Time	66	8	hhmmssss
Reserve	75	134	For Future Use
Proprietary	Start Position	Characters	Description

## Associations

▶ Unauthorized Service Provider Change

▶ USOC/FID Finder

1st Proprietary Line	1	67	Statement - "This document is proprietary and confidential to the company named,"
CLEC Name	68	38	Translated RSID/ZCID to Co-Provider name
2nd Proprietary Line	106	91	Statement - "Distribution of this information is restricted to personnel designated by said company."
Reserve	197	12	Space Filler
<b>Detail Record</b>	<b>Start Position</b>	<b>Characters</b>	<b>Description</b>
RSID	1	3	CLECs RSID/ZCID code
TN or CKT Id	4	10	Telephone number or Circuit ID
Cus Code	14	3	Customer Code for account
Reserve	17	2	For Future Use
Order Type	19	1	Type of Order Completed
Order Number	20	8	Identifying order number
Order Suffix	28	11	Order Suffix information
Listed Name	39	35	Name in LIST section of account
Service Address	74	35	Service address (list addr if not present)
Location	109	35	Service address location (if present)
Completion Date	144	8	mmddyyyy (year 2000 format) See Note 1 above
Sales Code	152	10	Sales Code of Order Writing Rep
Purchase Order Number	162	30	<ul style="list-style-type: none"> <li>• CLECs Purchase Order Number</li> <li>• Report will display "TIC" as the prefix on Qwest TIC orders e.g., TICXXXXXXXXXX</li> <li>• Report will display "RECCOR" as the PON for Qwest Record Correction Orders.</li> <li>• Qwest "Winback" orders will display "000015137896" or</li> </ul>

			"Winback" as set PON.
Working TN or CKT Id	192	10	Working Telephone Number or Circuit ID
Working TN TER or DID	202	4	TER of Working TN or Circuit ID DID of Working TN
Reserve	206	3	For Future Use
<b>Trailer Record</b>	<b>Start Position</b>	<b>Characters</b>	<b>Description</b>
Trailer Indicator	1	3	TRL=Trailer Indicator
Detail Record Count	4	6	Total count of detail records
RSID of File	10	3	RSID/ZCID Code or ALL
Reserve	17	192	For Future Use

The following is an example of a faxed Completion Report when there are completions to report:

RESALE COMPLETION'S REPORT FOR TEST TRIAL INC			
DATE OF REPORT: 02/20/97			
ACCT NUMBER /PON	CUS CODE	ORDER/ COMP-DATE	NAME/ADDRESS
989-989-9990 TTII1245098	312	N1234X096CAMP 02/19/1997	TEST TRIAL INC 200 S PETERS AV, SIOUX CITY
	WTN	989-989-9990	TER 001
989-989-9990 TTII1245098	312	N1234X096CAMP 02/19/1997	TEST TRIAL INC 200 S PETERS AV, SIOUX CITY
	WTN	989-989-9992	TER 002
989-990-9990 TTII1255598 CITY	987	C32149996C 02/19/1997	TEST TRIAL INC 2233 W JETHRO PLZ, PARK CITY
	WTN	989-990-9990	TER
999-E09-9999 TTYY0366897	231	N23410099A 02/19/1997	TEST TRIAL INC 3800 N METRO ST, DENVER
	WTN	999-E09-9999	TER

The following is an example of a faxed Completion Report when there are no completions to report:

RESALE COMPLETIONS REPORT TEST TRIAL INC			
DATE OF REPORT: 02/20/97			
ACCT NUMBER /PON	CUS CODE	ORDER/ COMP-DATE	NAME/ADDRESS
-----	----	-----	-----
NO RECORDS FOR 02/20/97			

**Loss Report**

The Loss Report is sent to you when a service order, that shows outward line activity, is completed or cancelled and impacts you. This can be accomplished on a D=Disconnect, C=Change or R=Record Order.

Note 1: Cancelled orders are distinguished by a CAN, CANC or CANP suffix to the service order number. For canceled orders in the Eastern region, the Completion Date field will reflect the current Due Date. In the Western and Central regions, the Completion Date field is populated with zeros. A cancelled order means that the provisioning work has been stopped and the order will never post to billing.

Note 2: A Record Correction order may appear on the report. It will be identified with a RECCOR as the Purchase Order Number (PON). This is used to identify an order that was issued by Qwest to change information on the Customer Service Record. It can be a billing only order, or a provisioning order. It will depend on the situation. These types of orders take investigation to find why the order was issued.

Note 3: The report will exclude any activity requested by you. It will only be reporting a loss of a customer to another service provider that has not called you to disconnect their service. This does include possible losses as well since the report includes Cancelled Orders.

Loss Reports are not available for LNP Services.

If you receive your report via the web, you will be able to access your report after initial distribution. Reports will be retained on the web for access and downloading for 30 days from the date the report is posted.

To allow for you to identify lines lost to other providers, a loss type indicator is on the Loss Report. The indicator is as follows:

- E= External – identifies a line lost to another provider

The record layout for the fixed file format of the Loss Report is as follows:

Header Record	Start Position	Characters	Description
Header Indicator	1	3	HDR=header record indicator
Dataset Name	4	15	Dataset name including RSID/ZCID code
CLEC Name	19	40	Name of CLEC translated from code
Create Date	59	8	mmddyyyy (year 2000 format)

Create Time	66	8	hhmmssss
Reserve	75	134	For Future Use
<b>Proprietary</b>	<b>Start Position</b>	<b>Characters</b>	<b>Description</b>
1st Proprietary Line	1	67	Statement - "This document is proprietary and confidential to the company named"
CLEC Name	68	38	Translated RSID/ZCID to CLEC name
2nd Proprietary Line	106	91	Statement - "Distribution of this information is restricted to personnel designated by said company."
Reserve	197	12	Space Filler
<b>Detail Record</b>	<b>Start Position</b>	<b>Characters</b>	<b>Description</b>
RSID	1	3	CLECs RSID/ZCID code
TN or CKT Id	4	10	Telephone number or Circuit ID
Cus Code	14	3	Customer Code for account
External Indicator	17	1	Loss Report only E=External Loss
Order Type	19	1	Type of Order Completed
Order Number	20	8	Identifying order number
Order Suffix	28	11	Order Suffix information
Listed Name	39	35	Name in LIST section of account
Service Address	74	35	Service address(list addr if not present)
Location	109	35	Service address location (if present)
Completion Date	144	8	mmddyyyy (year 2000 format) See Note 1 above
Sales Code	152	10	Sales Code of Order Writing Rep
Purchase Order Number	162	30	<ul style="list-style-type: none"> <li>Co-Provider's Purchase Order Number</li> <li>Report will display "RECCOR" as the PON for Qwest</li> </ul>

			Record Correction Orders. <ul style="list-style-type: none"> <li>Qwest "Winback" orders will display "000015137896" or "Winback" as the PON.</li> </ul>
Working TN or CKT Id	192	10	Working Telephone Number or Circuit ID
Working TN TER	202	4	TER of Working TN or Circuit ID
Reserve	206	3	For Future Use
<b>Trailer Record</b>	<b>Start Position</b>	<b>Characters</b>	<b>Description</b>
Trailer Indicator	1	3	TRL=Trailer Indicator
Detail Record Count	4	6	Total count of detail records
RSID of File	10	3	RSID/ZCID Code or ALL *
Reserve	17	192	For Future Use

The following is an example of a faxed Loss Report when there are losses to report:

RESALE LOSS REPORT FOR TEST TRIAL, INC.			
DATE OF REPORT: 03/15/97			
ACCT NUMBER /PON LOSS INDICATOR -----	CUS CODE ----	ORDER/ COMP-DATE -----	NAME/ADDRESS -----
989-989-9990 TT64881026 E	312  WTN	C1234X096 03/13/1997 999-989-9990	TEST TRIAL INC 200 S PETERS AV, SIOUX CITY TER_0001
989-989-9990 TT64881026 E	312  WTN	C1234X096 03/13/1997 999-989-9909	TEST TRIAL INC 200 S PETERS AV, SIOUX CITY TER_0002
999-909-9988 TT34769604 E	231  WTN	R23400099A 03/13/1997 999-909-9988	TEST TRIAL INC 3800 N METRO ST, DENVER TER
999-909-9988 TT34769604 E	231  WTN	R23400099A 03/13/1997 999-909-9979	TEST TRIAL INC 3800 N METRO ST, DENVER TER

The following is an example of a faxed Loss Report when there are no losses to report:

DATE OF REPORT: 03/15/97

ACCT NUMBER	CUS	ORDER /	
/ PON	CODE	COMP-DATE	NAME/ ADDRESS
LOSS INDICATOR			

NO RECORDS FOR 03/15/98

More information can be obtained at the [Loss and Completion Reports](#) training web site which includes the Loss/Completion Sample Reports Job Aid.

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## Implementation

### Ordering

#### Completion Report/Loss Report

You must supply the following information on the [New Customer Questionnaire](#) to receive both the Completion Report and the Loss Report:

- Contact
  - Name
  - Telephone Number
  - Mailing Name
  - Street Address
  - City, State, Zip
- Type(s) of Service(s)
  - Resale
  - Unbundled Switch
  - Line Sharing
  - UNE-P (all types)
  - Unbundled Loop
- Transfer Options
  - Report Layout Format (Yes or No)
  - Flat File Format (Yes or No)
  - Network Data Mover (NDM) (Dedicated Circuit)
  - NDM (Dial Up)
  - WEB
  - Dedicated Circuit ID
  - Transmission Path/Nodes
- Fax:
  - Fax Number
  - Attention
- Data Set Name (DSN)/Remote ID
- NDM, One each service comma delimited
- Technical Contact and Telephone Number

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## Qwest 101: "Doing Business With Qwest"

- This introductory instructor-led training course is designed to teach the CLEC and 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 for Course detail and registration information.](#)

## Loss/Completion Sample Report Job Aid

- Job Aid Description/Purpose

The purpose of this Job Aid is to provide the information necessary to use the Loss and Completion reports as a business tool for both the CLECs, External Customers and Qwest. This document contains:

- Loss and Completion Reports - What are they?
- Reports available and frequency of provision
- Delivery methods available
- Explanation of Report Record Generation
- Samples of Loss and Completion reports in both the report format and the fixed flat file format

[Click here for more detail and registration information.](#)

View additional Qwest courses by clicking on [Course Catalog](#).

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## Contacts

Qwest contact information is located in [Wholesale Customer Contacts](#).

For additional information contact your [Qwest Service Manager](#).

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## Frequently Asked Questions (FAQs)

### 1. What information does the Completion Report contain?

The Completion Report contains information when a service order is completed or cancelled at Qwest.

### 2. Does receipt of the Completion Report mean that the RSID should be displayed in the CSR?

A Completion Report means that the order has been provisioned. The CSR may not indicate an RSID for a short time after provisioning. After 21 days if the CSR still does not indicate a resold account, call the Interconnect Service Center and inquire about the status of the order.

### 3. What information does the Loss Report contain?

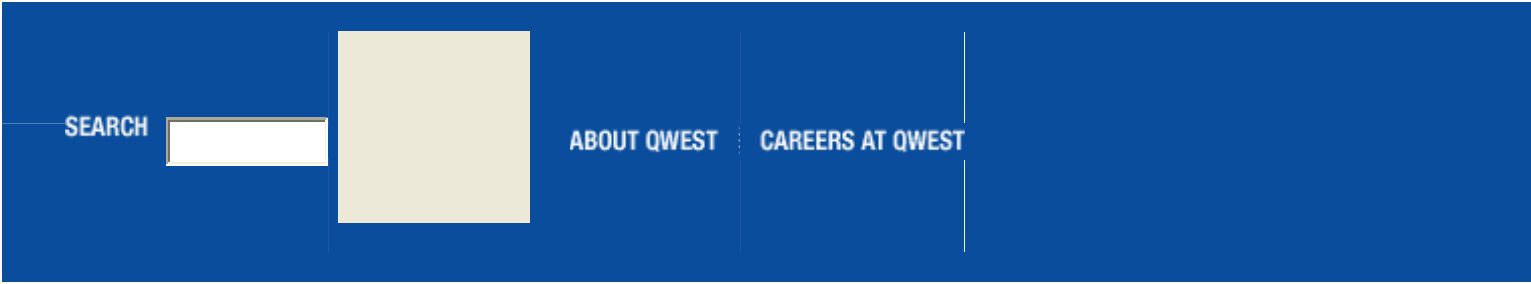
The Loss Report shows outward activity when a service order is completed or cancelled. The Loss Report will display indicators that allow you to distinguish lines lost to other providers from lines lost for other reasons.

### 4. When does Qwest require a local node for NDM Access?

Qwest needs to have you provide your local node in order to receive reports via NDM regardless of whether you are using dedicated circuit or dial up access.

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**Last Update:** July 8, 2004



A dark blue horizontal navigation bar. On the left, the word "SEARCH" is in white capital letters next to a white search input field with a thin border. To the right of the search field is a solid tan square. Further right, the text "ABOUT QWEST" and "CAREERS AT QWEST" are displayed in white capital letters, separated by a thin white vertical line.

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