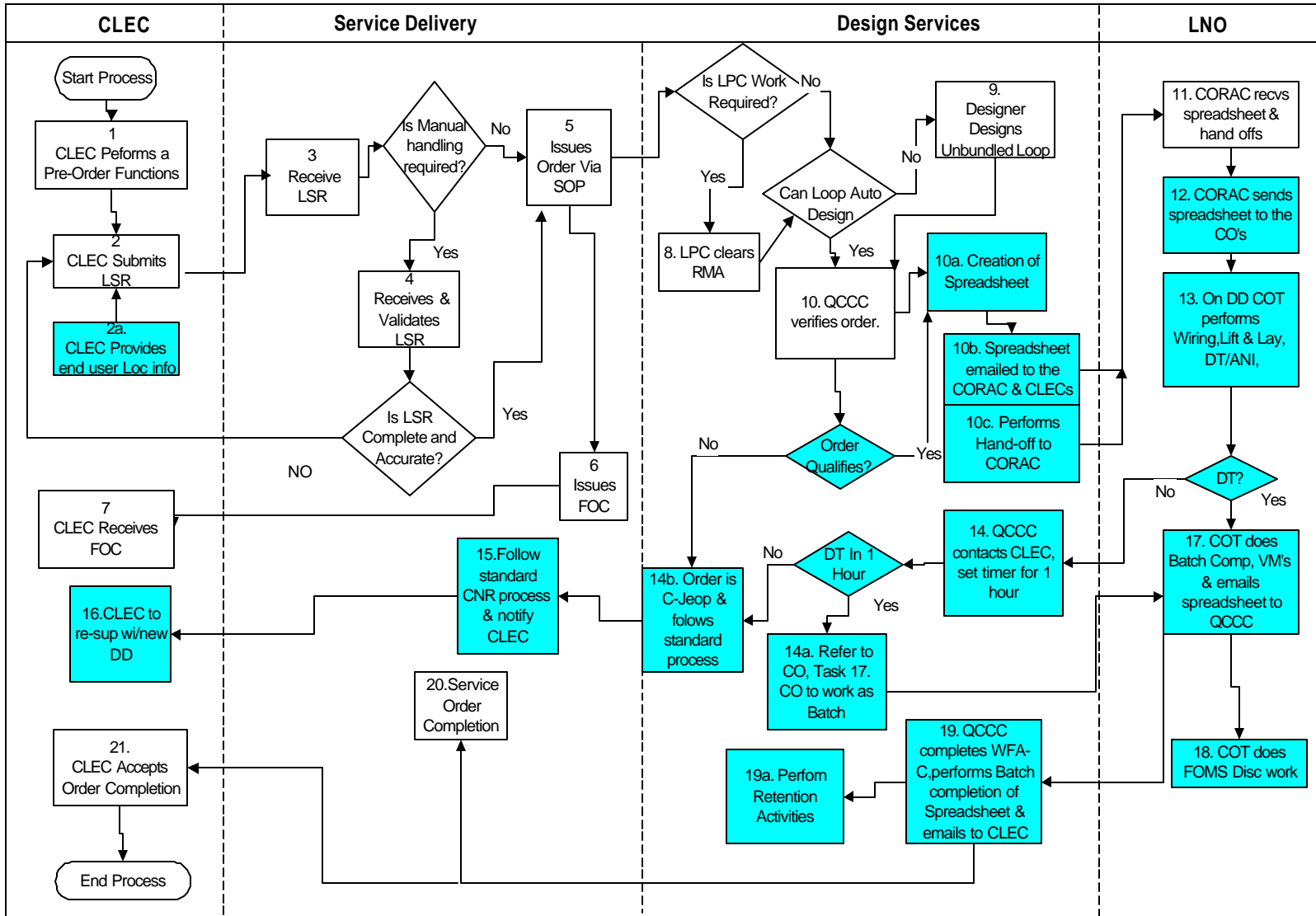PROPOSED BATCH HOT CUT PROVISIONING FLOW

Proposed Batch Hot Cut Process Task List

1. CLEC performs per-order loop functions.
2. CLEC submits Local Service Request (LSR) to Qwest.
2a. CLEC provides accurate end user service address information to Qwest via LSR.
3. Qwest receives LSR from CLEC.
4. If LSR does not flow through, Qwest validates LSR for completeness and accuracy.
5. If LSR is flow through the service order is automatically created in the Service Order Processor (SOP). If LSR is not flow through, the Service Delivery Consultant (SDC) issues the service order into the SOP upon completion of Task 4..
6. Qwest issues the Firm Order Confirmation (FOC) to the CLEC.
7. CLEC receives FOC.
8. If necessary, the Loop Provisioning Center (LPC) must clear RMA.
9. Circuit design is created based on the service request. A Word Document is generated and sent to the central office (CO) and field technicians with the information necessary to wire the circuit.
10. QCCC verifies the order for completeness and accuracy. If order does not qualify for the Batch Hot Cut Process, QCCC will follow the standard Customer Not ready (CNR) process (Go to Step 14b).
10a. QCCC project manager will create the Batch Hot Cut spreadsheet. Spreadsheet will include: PON#, order #, TN, DT validation, order completion validation.
10b. QCCC project manager will email Batch Hot Cut spreadsheet to the CORAC and CLECs.
10c. QCCC performs hand-offs to the CORAC for due date activities.

Proposed Batch Hot Cut Process Task List

11. CORAC receives work requests for the handoffs and the spreadsheet. CORAC loads appropriate LNO personnel.
12. CORAC sends spreadsheet to the Central Office.
13. On DD, the COT performs wiring, 'lift and lay', DT/ANI. If NDT, the COT will notify the QCCC.
14. QCCC contacts the CLEC to advise of NDT, QCCC sets a 1 hour timer for CLEC callback to confirm DT now available.

14a. CLEC now has DT, QCCC refers the order back to the CO for Batch - go to Step 17.

14b. If there is no callback from CLEC or still NDT, QCCC follows the standard process the order(s) is C-Jeop'd.

15. Service Delivery follows standard Customer Not Ready (CNR) process and performs jeopardy notice back to CLEC.
16. CLEC reissues the LSR.
17. COT does Batch completion, voice mails the QCCC, and emails the Batch spreadsheet to QCCC.
18. COT does FOMS disconnect work.
19. The QCCC completes the order in WFA-C, performs completion of spreadsheet and emails to CLEC, billing information flows to the SOP.

19a. QCCC follows the standard Record Retention Process.

20. The service order is completed and distributed to other downstream systems such as billing.
21. CLEC accepts order completion.