

Attachment 4-- Inward Feature Service Order Error Examples

No.	Qwest Service Order Error	Qwest Escalation Ticket Number	Potential Customer Impact From This Type of Service Order Error if not Detected
1	TN Error	25312599	<p>Eschelon submitted an LSR to Qwest to change an end user customers' fax line to the new main line on the account (and disconnect the current main line and one other line on the account). This was a change order with "T" action for the fax line. The due date Eschelon requested on the LSR and the due date Qwest assigned was Friday, December 12, 2003. On Monday, December 15, 2003, the customer called the Eschelon Repair Service Bureau and reported the fax line was disconnected. On the same day, Eschelon reviewed the PSON and identified Qwest had typed the service order incorrectly. Eschelon opened an escalation ticket (23512599). Qwest told Eschelon that Qwest made a typing error on the service order and Qwest said it would need to type a new service order to restore the customer's fax line that Qwest disconnected in error. Qwest issued a correcting service order. However, Qwest failed to restore the customer's fax line that Qwest disconnected in error. Eschelon again opened an escalation ticket (25313964) on the morning of Tuesday, December 16, 2003. Later that day, service to the customer's fax line had been restored. This customer is a Title Company. A Title Company depends on the use of its fax machine to transmit documents from one place to another and did not have the ability to fax for more than two full business days.</p>
2	Hunting Error	25313778	<p>The end user customer ordered 10 lines in a hunt group. Qwest typed the service order with only 5 of the 10 numbers in the hunt group. Qwest also made the main line the second number in the hunt group instead of the first line in the hunt group and made the hunt group circular instead of series hunting. This customer needed 10 lines to hunt to each other so the caller can reach a live person to talk to. The nature of this customer's business is sales. Without the proper hunt group, 5 of the customer's sales reps would be prevented from taking customer calls. In addition, if the 5 lines that Qwest did include in the hunt group were busy, the caller would continue to hunt from one busy line to another.</p>

No.	Qwest Service Order Error	Qwest Escalation Ticket Number	Potential Customer Impact From This Type of Service Order Error if not Detected
3	Blocking Error/Line Class Code	25302555	Qwest typed a line class code on the service order that is unknown to Eschelon. Line class codes are used to determine blocking or what calls a customer can make in some cases. Line class codes have the ability to block any type of a call including local, long distance and 900/976 blocks. When Qwest types the wrong line class code on an order, Qwest can prevent a customer from making calls the customer needs to make or can allow the customer to place calls it wanted blocked.
4	Blocking Error/ Failed to remove/LD	25301889	The customer asked to have a block removed that prevents direct dial long distance and local directory calls. Qwest did not remove the block in the service order, as requested on the LSR. This customer is a government office and needed to have the ability to dial long distance directly. When Qwest types the order wrong and the block does not get removed as the customer expects, the customer is unable to make needed calls.
5	Blocking Error/ Omission/LD	25306760	Qwest did not type the correct line class code on the order. If a customer requests a complete toll denial block, the customer generally does so because it anticipates the potential for unauthorized long distance calls is high and wants to block those calls. If Qwest does not type the correct line class code on the order to block these calls, the customer would be responsible for unauthorized calls made from the line and may not be aware of the problem until the customer is billed the long distance charges.
6	FID Error/Call Forwarding for Voice Mail	25301338	Qwest omitted message group information in error. Customers who request voice mail depend on voice mail to take messages from people they are unable to speak with directly. When Qwest does not type the correct information on the call forwarding numbers on the service order, the customer's calls that should go to the customer's voice mail will not go to voice mail. The customer's number will forward but not to the mailbox. When a customer's caller is not able to leave a voice mail as the customer expected, the customer does not receive the desired messages, and the feature fails the purpose for which the customer got voice mail.

No.	Qwest Service Order Error	Qwest Escalation Ticket Number	Potential Customer Impact From This Type of Service Order Error if not Detected
7	FID Error/Call Forwarding for Voice Mail	25301199	See Number 6. Same type of potential impact to customer.
8	FID Error/TN for Call Forwarding	25296187	Customers who request voice mail depend on voice mail to take messages from people they are unable to speak with directly. When Qwest does not type the correct call forwarding numbers on the service order, which happened in this case, the customer's calls that should go to the customer's voice mail will not go to voice mail. Qwest typed a "1" before the customers call forward number in error. When such an error happens, the customer would expect the callers to go to voice mail and instead the caller would receive a recording stating the caller does not need to dial a one before this number. The end user customer does not receive the desired messages.
9	BTN Error/DA Listing	25301257	Qwest uses the wrong TN as the Billing Telephone Number (BTN). The main account number or BTN is generally the listed number (unless unpublished). When Qwest uses the wrong TN as the BTN, the number the customer needed and expected to be listed in directory assistance (DA) is not the number that is provided when someone calls directory assistance to get the customer's number. The TN that Qwest incorrectly used as the BTN could be the customer's fax line or a number that is not in the hunt group associated with the customer's voice mail. Anyone trying to contact the customer using the wrong number could get a fax tone or ring no answer and would be unable to reach the customer. (If the error goes undetected and the local directory goes to print, the wrong number could be published in the local print directory. The local print directory cannot be corrected for up to a year, which would cause the customer significant harm.)

No.	Qwest Service Order Error	Qwest Escalation Ticket Number	Potential Customer Impact From This Type of Service Order Error if not Detected
10	Hunting Error	25301327 25301472	<p>Eschelon submitted an LSR requesting two lines in a hunt group. Qwest included an additional telephone number belonging to the customer at the end of the hunt group in error. This customer's equipment vendor defined the customer's hunt group needs based on how the equipment was configured. This customer had call forward features on the last line in the hunt group. As a switch function, hunting overrides the call forward busy feature on the customer's line. This renders the call forward busy feature ineffective. Because Qwest added a number to the hunt group in error, the hunt sequence would not work as anticipated. If the first and second lines were busy, the call would have hunted to the number Qwest included in the hunt group in error instead of going to voice mail. Instead of going to voice mail, the customer's caller would most likely experience a fax tone (if the line was a fax line) or a no answer if the line was a stand alone, or the call would be misdirected to someone the customer did not intend to receive the call.</p> <p>In this case, Qwest said it corrected the error, but it did not. Eschelon was forced to open a second escalation ticket to resolve the issue. Conducting multiple escalations is resource intensive.</p>
11	USOC Error/Call Forwarding	25304318	<p>A customer often requests forwarding features on the last line of the hunt group to forward calls when the line is busy, or unanswered calls, to a voice mail box. The customer needs these features so the customer does not miss calls. In this case, Qwest typed only the call forward don't answer feature on the service order. When Qwest makes a service order error impacting call forwarding, a caller could receive a busy signal instead of being forwarded to voice mail to leave a message. A customer could miss critical calls.</p>

No.	Qwest Service Order Error	Qwest Escalation Ticket Number	Potential Customer Impact From This Type of Service Order Error if not Detected
12	USOC Error/ Billing/ Blocking	25318305	Qwest typed duplicate USOCs in error. When Qwest adds inaccurate billing USOCs, fails to add USOCs, or adds multiple billing USOCs for the same feature, this can impact subsequent order activity. CLEC customers could experience a delay when requesting subsequent order activity as a result of Qwest's earlier error. Qwest could reject an LSR in error when a CLEC requests a change or asks to remove the feature on which Qwest made the earlier billing error (on the original service order). When Qwest types duplicate USOCs, Qwest bills the CLEC more than once.
13	Blocking Error/ Omission 900/976	25308387	Qwest omitted blocking from the service order in error. A customer requests 900/976 blocking to prevent the ability for anyone using the line from making costly 900/976 calls. When this type of error goes undetected, the customer would be responsible for payment for unauthorized 900/976 calls. These charges are typically very expensive. The customer may not know the individual making the calls is doing so until it is too late and the expenses have been incurred.
14	Blocking Error	25308498	Qwest omitted pay-per-use block from the service order in error. The customer requests this type of block to prevent unauthorized pay-per-use feature charges. When Qwest fails to add the requested blocks to prevent unauthorized usage, the customer will be responsible for the unwanted charges. The customer may not realize this until it receives a bill.
15	Blocking Error/ Omission/ 900/976	25312808	See Number 13. Same type of potential impact to customer.

No.	Qwest Service Order Error	Qwest Escalation Ticket Number	Potential Customer Impact From This Type of Service Order Error if not Detected
16	Blocking Error/ Omission/ Collect Call & Third Party Billing	25308318	Qwest omitted the collect call and third party billing blocking in error. Customers request this type of block to prevent unauthorized collect calls and third party billing to the customer's telephone number. When Qwest fails to add the requested blocks to prevent unauthorized usage, the customer will be responsible for payment of the unwanted charges. The customer may not realize until they receive a bill.
17	Blocking Error/ 900/976	25314709	See Number 13. Same type of potential impact to customer.
18	Blocking Error/ Omission/ Collect Call & Third Party Billing	25308330 25313746	See Number 16. Same type of potential impact to customer. In this case, Qwest said it corrected the error, but it did not. Eschelon was forced to open a second escalation ticket to resolve the issue. Conducting multiple escalations is resource intensive.
19	Blocking Error/ Omission/ Collect Call & Third Party Billing	25327058	See Number 16. Same type of potential impact to customer.
20	USOC Error/ Billing/ Blocking	25305341	See Number 12. Same type of potential impact to customer.

No.	Qwest Service Order Error	Qwest Escalation Ticket Number	Potential Customer Impact From This Type of Service Order Error if not Detected
21	USOC Error/Call Forwarding	25313771	Qwest typed a duplicate call forwarding USOC. When Qwest adds duplicate USOCs for the same feature, this can impact subsequent order activity. Qwest also bills the CLEC twice. See Number 12.
22	PIC/LPIC	25319939	<p>Eschelon submitted an LSR to Qwest to change the PIC/LPIC on an existing customer's account. Eschelon asked for, and Qwest assigned, a due date of Tuesday, December 23, 2003. When Eschelon reviewed the PSON after the holidays on Monday, December 29, 2003, it discovered Qwest did not change the PIC/LPIC on the service order as Eschelon had requested on the LSR it sent to Qwest. Eschelon opened an escalation ticket (25313778) on 12/29/03 and notified Qwest of the Qwest service order error. This customer had no reason to know of any service order error because it had not yet received any bill showing the wrong carrier. The customer is entitled to a choice in carrier and was harmed by this mistake. That the customer did not yet know it does not make the mistake insignificant.</p> <p>In some PIC/LPIC service order error cases, customers realize the impact earlier because they cannot make long distance calls. (POPP Telecom, for example, uses a recording that states that the customer does not have an account.) In other cases, the carrier allows the call to go through but charges high casual calling rates. Then, the customer becomes aware of the impact when the customer receives a large bill. Even if no PIC change is made, contrary to the customer wishes, the customer is harmed through denial of its choice of carrier and any difference in rates.</p>
23	Hunt Group Type Error	25303148	CLEC requested a circular hunt group. Circular hunting is designed to go from the first line through the hunt and, when it reaches the last line, hunt back to the first line. Customers who have circular hunting generally do not have a call forward busy to voice mail, because they want the calls to continue ringing until answered. When Qwest enters the wrong type of hunt, as happened here, the caller will not hunt back to the first line as intended; instead, the caller will get a busy

			signal.
--	--	--	---------