

More Examples of Qwest Inward Feature Service Order Error

No.	Qwest Service Order Error	Qwest Escalation Ticket Number	Potential Customer Impact From This Type of Service Order Error if not Detected
1	USOC Error/DSL Feature	25426657	<p>On March 31, 2004, Eschelon requested that Qwest add DSL to an end user customer's line ending in 1182. Qwest incorrectly typed its service order to add DSL to another line (one ending in 0454). Because Qwest would put the DSL on wrong line due to this type of service order error, the customer's DSL service would not have worked because an Eschelon provisioner setting up the customer's DSL would configure equipment to send data signals to the line ending in 1182.</p> <p>This type of Qwest service order error can result in the CLEC not meeting the customer's expectations and significant delay. This customer is a parcel delivery company that relies on its data service to conduct its business. In addition, this Qwest service order error could require Eschelon to duplicate of provisioning steps to install the service (again) once Qwest corrects the error.</p>
2	Blocking Error/Commission/113	25405660	<p>Qwest did not type the correct line class code on this order when Eschelon sent Qwest an LSR to add toll blocking. If Qwest does not type the correct line class code on the order, the block will not work. When a customer requests a 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.</p>

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3	Blocking Error/Omission 900/976	25413065	Qwest omitted blocking from the service order in error. A customer requests 900/976 blocking to prevent anyone using the line from making costly 900/976 calls. When this type of Qwest service order 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.
4	Blocking Error/Removed Existing 900/976 in Error	25446476	Qwest changed the line class code on the service order in error. This change in the line class code would remove Eschelon's customer's existing 900/976 blocking when Eschelon requested no change to the customer's current blocking. 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.
5	Blocking Error/Removed Existing 900/976 in Error	25466685	Qwest typed a line class code on the service order that was not valid for the product Eschelon requested on the LSR. This Qwest error removed Eschelon's customer's existing 900/976 blocking when Eschelon requested no change to the customer's current blocking. See Number 3. Same type of potential impact to customer.
6	Blocking Error/Omission/LDI/ 900/976	25466844	Qwest typed a line class code that was not appropriate in the state in which the end user customer resides. See Number 2. Same potential impact to the customer.

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7	Hunting Error	25463254	<p>Eschelon submitted an LSR requesting a change to the customer's current series hunting from a series hunt group into a circular hunt group. Qwest typed the service order wrong and did not include all the information required in the hunt sequence on the service order. When Qwest omits critical information in the hunt sequence of the service order, the customer's circular hunting would not be operational in the Qwest switch. 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 typically 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 if the line was in use (or a ring with no answer if the line was not in use). This would cause the end user customer to miss incoming calls.</p>
8	FID Error/IN for Call Forwarding	25477244	<p>Qwest did not type a call forward number correctly on a customer's call forward don't answer/busy feature. Eschelon sent Qwest a supplement to a pending LSR. When Qwest processed the supplement to the LSR, Qwest did change the call forward number Eschelon requested on the supplement to an LSR. With this type of Qwest service order error, the customer's calls would have forwarded to an incorrect number. When Qwest does not type the correct number on the service order, the customer's calls could be forwarded to a number that may not be answered or could be disconnected.</p>
9	Omission of Referral Message	25436921	<p>Eschelon submitted an LSR to disconnect two telephone numbers for an Eschelon customer in Washington. Eschelon requested a referral message on one of the telephone numbers that was being disconnected. Qwest did not add the referral message to the service order.</p> <p>The purpose of a referral message is to provide the caller with an alternate number so the caller can reach the end user customer. When Qwest fails to add a referral message on a disconnected number, the customer's callers will receive a disconnect message and may think the business no longer exists and is out of business.</p>