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Local Business Procedures

Account Team / Sales Executives and Service Managers - V9.0

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Description

The Qwest Account Team will be your first point of contact and will assist you in conducting business with Qwest. In order to handle the complexities of your account and the challenges of a highly competitive marketplace, your Qwest Account Team consists of a Sales Team and a Service Team.

As you are getting ready to do business with Qwest, a number of steps must be completed by both you and Qwest. These steps and a checklist are available in [Getting Started for Facility-Based Competitive Local Exchange Carriers \(CLECs\)](#) or [Getting Started for Resellers](#). Activities to obtain a Sales Executive and a Service Manager are detailed in the checklist.

Refer to Qwest's [Customer Contact Information Tool](#) to identify the Qwest Sales Executive and Service Manager assigned to your company. If you do not find your contact information, contact Sales Operations at 206-345-5272 or 206-346-9855 for assistance.

In the event that it is necessary to reassign you to a different Qwest Sales Executive or Service Manager, the former Qwest Sales Executive or Service Manager will be responsible for familiarizing the new Qwest Sales Executive or Service Manager with:

- Your corporate profile and all contact information
- Your sales and/or service objectives
- Your network
- Your Interconnection Agreement and any pending amendments
- Your meeting schedules

They will also:

- Transition all current open issues/sales proposals to the new Qwest Sales Executive and/or Service Manager along with all background information, parties involved, commitments and timelines
- Establish a conference call or meeting with you to introduce you to the new Qwest Sales Executive or Service Manager

- Provide your files to the new Qwest Sales Executive and/or Service Manager including emails and any pertinent document

Your Qwest Sales and Service Team is prepared to assist you with:

- Answering your telecommunications questions pertaining to your Qwest account and ensuring you have access to information, documentation and/or facilitate access to Qwest resources regarding product knowledge and uses, overall questions regarding telecommunication interfaces with Qwest and other billing, ordering or service related issues that may arise
- Providing you Qwest product and sales information via notifications, individual meetings, product and sales documents, such as brochures, sales proposals, Qwest web sites and product training
- Generating sales proposals to address your sales needs for the various Qwest products available
- Planning and developing your network interconnection with Qwest by providing information on Qwest products, assist in facilitating meetings with various Qwest representatives regarding delivery of interconnection products with Qwest
- Handling pricing inquiries, ranging from simple inquiries to tariff rates or more complex pricing for wide-ranging systems, for Qwest products and services you may wish to obtain from Qwest
- Establishing Interconnection Agreements and Amendments, and Product contracts and amendments, and ensuring you are introduced to the appropriate contract negotiations groups to establish your Interconnection Agreement with Qwest. Your Qwest Sales Executive is responsible for monitoring the implementation and progress of your Interconnection Agreement and, once your Interconnection Agreement is established, will facilitate the completion of any additional contracts or amendments to the Interconnection Agreement requested by you. Amendments may be required to purchase/order additional products, not originally available when your original Interconnection Agreement was negotiated
- Assisting you with certain special requests, such as Bona Fide Request (BFR) and Special Request (SR) Processes, for special assembly of products to meet special or specific needs
- Providing for order escalations and expedites assistance as needed
- Responding to complaints regarding any of the above topics. If a service related problem is brought to the Qwest Sales Team, they will contact the Qwest Service Manager to determine the steps already taken and when necessary, will work with the Qwest Service Manager to jointly develop an alternative resolution. Service Managers may become involved with escalations, along with activities that are associated with escalation resolution. See [Expedites and Escalations Overview](#) for additional information.

The Qwest Sales Team consists of the following positions:

- Sales Director: Director of group of Sales Executives who have direct responsibility for managing the sales functions identified above.
 - If your needs are being addressed or issues you believe need to be addressed at a senior management level, the Sales Director is available to assist both the Qwest Sales Executive and you in meeting your needs.
- Sales Executives: Your main point of contact at Qwest for sales functions identified above.

- o You are assigned a Qwest Sales Executive who is responsible for addressing your day to day and emergency needs. Qwest Sales Executives are available by telephone, email, pager and/or cellular telephone.

Your Qwest Service Team is prepared to assist you with:

- Handling order acceptance, delayed orders, and cancelled orders. Answering your questions surrounding acceptance testing, delivery of an order, investigation and explanation of the reason an order is delayed or cancelled, and to resolve and communicate issues to you in a timely, thorough manner. Responsible for understanding Qwest's service delivery process, your Qwest Service Manager has contacts within other Qwest departments who are responsible for the actual ordering and delivery of products. Through these contacts your Qwest Service Manager negotiates the best resolution, and interval to the problem that is practical for both you and Qwest based on the individual situation.
- Answering questions related to signed Interconnection Agreements. Your Qwest Service Manager will work with the Qwest Sales Executive depending on the specific question or issue involved.
- Handling escalations, delayed order escalations or expedites, assisting you if normal processes do not produce results. For more information refer to the [Expedites and Escalations Overview](#).
- Providing information on major outages. Information regarding major outages can be found in the [Maintenance and Repair Overview](#).
- Handling maintenance and repair escalations if you are dissatisfied with the service you are receiving from Qwest. Refer to Qwest's [Maintenance and Repair Overview](#) to review an outline of the trouble report handling process.
- Handling maintenance and repair post mortems (root cause analysis) when you submit a specific request for a post mortem on an unusual repair event, e.g., event over eight hours. Your Qwest Service Manager will review the logged notes regarding the event and discuss the circumstances surrounding the event with the Qwest Repair Center to determine the cause, the process used to repair/restore service, and the process(es) implemented to prevent a reoccurrence of the event. Working with Qwest's Repair Center/Network Reliability Operations Center, as appropriate, your Qwest Service Manager will conduct the Root Cause Analysis (RCA) and provide you the complete analysis in writing. Investigation and preparation of a typical postmortem takes from 2-10 business days depending on the complexity of the event.
- Obtaining project coordination. Depending upon your request, the Sales Team or the Service Team can assist with obtaining Project Management/Coordination. Qwest's Sales Team will assist in obtaining project management for the installation of services such as new Optical Carrier (OC) systems, e.g., OC48, OC 12, etc. Qwest's Service Team will assist with obtaining project management for a grooming request, e.g., moving existing trunks to your new switch or grooming existing Digital Signal Level 1 (DS1) to new Digital Signal Level 3 (DS3) hubs. Project coordination is assigned on an individual case basis (ICB). Contact your Sales Executive or Service Manager to discuss a Project Management/Coordination assignment.
- Providing testing and performance reporting is based on the various testing available for installation, maintenance and repair. Refer to the [Maintenance and Repair Overview](#) or the [Provisioning and Installation Overview](#) for information regarding testing. Specific testing related questions should be discussed with your Qwest Service Manager. Performance Reporting information can be found in the User Guide on the [CLEC Performance Results](#).

Report.

- Responding to complaints regarding any of the above topics based on your need and complexity of the reason for the escalation/complaint. Timeframes are not established, as the response interval will vary based on the situation. Escalation information can be found in the [Expedites & Escalations Overview](#).
- Assisting with the Change Management Process (CMP) for Product, Process or Operation Support System (OSS) interface. See [CMP](#) for additional information.
- Responding to your needs in various ways:
 - Pager - While the Qwest Service Manager is in the office during normal business hours, you may expect a telephone call in response to your page within 15-30 minutes. When the Qwest Service Manager is out of the office or without quick access to a telephone during normal business hours, you may expect a response within four to eight hours.
 - Voicemail - Voice mail greetings will normally advise you the availability of the person you are calling, their pager number and/or back up names and numbers. Once you leave a message, during normal business hours, and the Qwest Service Manager is in the office, you may expect a response from the voice message you left within four hours. During normal business hours, when the Qwest Service Manager is out the office or without quick access to a telephone, you may expect a response within eight hours.
 - Written Correspondence (including email) - Your Qwest Service Manager will respond to written correspondence, including email, within one business day to acknowledge receipt of your correspondence and advise you of a specific date by which you will be contacted regarding your correspondence.
 - Conference Calls - Scheduled as requested.
 - Face to Face Meetings - Scheduled as requested.

NOTE: While Qwest Service Managers will make every attempt to respond within these intervals, the timeframes outlined above are strictly for guideline purposes only.

The Qwest Service Team consists of the following positions:

- Service Director: Director of a group of Service Managers who support service impacting issues identified above.
 - The Service Director will address your needs and/or issues when the Service Manager's efforts are unsuccessful.
- Service Manager: Managers who support service impacting issues identified previously.
 - The Qwest Service Manager will be your contact for the items previously mentioned under "Qwest Service Team". They will also assist with your needs and/or issues when normal processes fail to resolve an escalation to your satisfaction.

Availability

Qwest Sales Executives and Service Managers are available to you in the [Qwest 14-state local service territory](#).

Terms and Conditions

Terms and Conditions are not applicable to Account Team / Sales Executives and Service Managers.

Technical Publications

Technical Publications are not applicable to Account Team / Sales Executives and Service Managers.

Pricing

Pricing is not applicable to Account Team / Sales Executives and Service Managers.

Tariffs, Regulations and Policies

Tariffs, Regulations and Policies are not applicable to Account Team / Sales Executives and Service Managers.

Optional Features

Optional Features are not applicable to Account Team / Sales Executives and Service Managers.

Applications

Applications are not applicable to Account Team / Sales Executives and Service Managers.

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Implementation

Product Prerequisites

If you are a new CLEC and are ready to do business with Qwest, view [Getting Started as a Facility-Based CLEC](#) or [Getting Started as a Reseller](#). If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](#).

Pre-Ordering

Pre-Ordering is not applicable to Account Team / Sales Executives and Service Managers.

Ordering

Ordering is not applicable to Account Team / Sales Executives and Service Managers.

Provisioning and Installation

Provisioning and Installation are not applicable to Account Team / Sales Executives and Service Managers.

Maintenance and Repair

Maintenance and Repair are not applicable to Account Team / Sales Executives and Service Managers.

Billing

Billing is not applicable to Account Team / Sales Executives and Service Managers.

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Training

Local Qwest 101 "Doing Business With Qwest"

- 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.](#)

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

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Contacts

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

For questions or issues relating to Sales, contact your Qwest Sales Executive. For questions, on provisioning or repair issues relating to Service, contact your Qwest Service Manager.

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Frequently Asked Questions (FAQs)

1. What are the key responsibilities of your Qwest Account Team to you?

The Qwest Account Team has two key responsibilities:

Sales-to provide a wide range of advanced, affordable product and service solutions that enable you to meet every business challenge-large and small.

Service-provisioning and maintaining your service for maximum performance.

2. In the past I had an Account Management Team for both Sales and Service needs, why has Qwest split their responsibilities?

Fulfilling each of these responsibilities requires specialized knowledge and training. We believe we can do a better job of helping you face today's complexities and challenges by refocusing our resources. This new structure streamlines our ability to better respond to your requests.

3. How does Qwest differentiate responsibilities between sales and service?

Your Sales Team will be able to focus exclusively on understanding your sales needs and recommending appropriate and creative solutions. Your Service Team will be a single source of support for all issues regarding ordering, provisioning, maintenance, and repair.

4. Who can provide information about the progress of my Interconnection Agreement?

Your Qwest Sales Executive is responsible for monitoring the implementation and progress of Interconnection Agreements and amendments.

5. Do I need an amendment to order (product name)?

Your Qwest Service Manager can verify if an amendment exists within your Interconnection Agreement to order the product.

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