

February 25, 2004

**RE: CMP PC081403-1 Jeopardy Notification Process Changes**

The following information will be used as the basis of discussion on the CMP ad-hoc call, scheduled for March 4, 2004. The purpose of the call is to continue discussions on improving the Jeopardy Notification process for both the CLECs and Qwest.

This document includes the information necessary to discuss two proposals:

- 1) Qwest's proposal on when detailed information for the jeopardy condition could be provided. The second grouping labeled **Proposal 1** below, documents examples (submitted by Eschelon) and researched by Qwest to specific concerns as noted in the e-mail entries shown on the document.
- 2) A proposal to eliminate sending "Critical Date" Jeopardy Notifications. The table will allow the CLECs an opportunity to see the specifics of the proposal. Please see the attached **Proposal 2**

In researching Qwest's response for additional data to the Initial Jeopardy Notifications, it was determined that it would take a system enhancement to allow the additional comments. Additionally, through our research, we also determined that it would be better to wait for some designated period of time before we provide your requested information. Sending the initial outlook on the first jeopardy notice could, in many cases, cause "chatter" jeopardy notices, when we believe you are really wanting the final cause in an adequate time frame.

As a result of system impacts, Qwest has researched what information we actually "know" when the jeopardy condition is first determined. In many cases, the information that we initially know is "preliminary" and needs additional research to determine the exact cause of the jeopardy. Usually within the first 72 hours of the jeopardy notification being issued, Qwest knows what actual work needs to take place to resolve the jeopardy condition. By waiting for our Network partners to determine the actual jeopardy condition, Qwest would not mislead the CLEC by communicating the "first glance" at the solution to the jeopardy condition on the first jeopardy notice.

Our current documented process does not state that additional detailed information would be provided, or in what timeframes we could provide the information, however there have been times when the centers have sent subsequent jeopardy notices providing additional detail in an effort to provide better customer service. After we have reached agreement through these ad-hoc meetings, Qwest will issue the appropriate notifications through CMP and start providing that information as agreed to at these meetings. Until we have done the appropriate notification through CMP, Qwest is unable to change its current process. However, in looking at these examples, Qwest could provide the following additional information going forward within our agreed upon timelines.

Qwest is proposing that the initial jeopardy notice continue to be sent as documented (based on current system functionality). In addition, Qwest proposes that an updated Jeopardy Notification with additional detailed remarks would be sent within 72 hrs from when the Initial Jeopardy was sent if a solution to the delayed condition has not been reached.

This proposal means that within 72 hrs from the initial Jeopardy Notification, the CLEC will receive one of the following:

1. FOC confirming original Due Date
2. FOC confirming revised Due Date based on Network resolution of the Jeopardy condition including details on the delay
3. An "updated" Jeopardy Notification with more specific details of the Jeopardy condition.

The next section outlines the explanations to the examples previously provided and we will use it as a tool to facilitate that discussion of how waiting until 72-hours provides you more accurate information. Then we can determine if the proposal is acceptable and determine next steps.

### **PROPOSAL 1 – Discussion on providing additional information on Jeopardy Notifications**

Following are examples forwarded by Eschelon in several e-mails illustrating their concerns. Qwest's research & responses are shown in *italics*.

\*\*\*\*\*E-mail dated 1-30-04\*\*\*\*\*

**Example #1 insufficient notice of an order being release prior to Eschelon receiving a CNR jeopardy.**

**1-23 Jeopardy Notification for K17, K09**

**1-28 FOC for 1-28**

**1-28 CNR**

**Action #1:** As you can see receiving the FOC releasing the order on the day the order is due does not provide sufficient time for Eschelon to accept the circuit. Is this a compliance issue, shouldn't we have received the releasing FOC the day before the order is due? In this example, should we have received the releasing FOC on 1-27-04?

**Response #1** *This example is non-compliance to a documented process. Yes an FOC should have been sent prior to the Due Date.*

**Example #2: Lack of detail on jeopardy notices. The information is not detailed enough to determine why and for how long the order may be held.**

**Action #2:** As of 1-30-04, we have not received any additional jeep's that give the details of why the order is held. Please investigate solutions to providing detailed information on the jeopardies.

**Response #2:** *The first 2 orders were examples of manually sent initial jeopardy notifications (see link to document in PCAT that translates the jeopardy code to information.)*

*The 3<sup>rd</sup> order was an example of a jeopardy notification mechanically sent as soon as the jeopardy was placed in our Network system.*

*Our current documented process does not state that additional detailed information would be provided, or in what timeframes we could provide the information, however there have been times when the centers have sent subsequent jeopardy notices providing additional detail in an effort to provide better customer service. After we have reached agreement through these ad-hoc meetings, Qwest will issue the appropriate notifications through CMP and start providing that information as agreed to at these meetings. Until we have done the appropriate notification through CMP, Qwest is unable to change its current process. However, in looking at these examples, Qwest could provide the following additional information going forward within our agreed upon timelines:*

*Within 72 hrs from the Initial Jeopardy, Qwest proposes to send 1 of the following:*

- Send FOC confirming original Due Date*
- Send FOC with revised Due Date (the new Ready For Service Date due to a construction job)*
- Send an updated Jeopardy Notification with the updated jeopardy information*

**Example #3. No jeopardy code on the jeopardy notice and a lack of detail information. In this example I assume the K17 was omitted from the notice.**

**Action #3:** Is this a system issue or compliance issue?

**Response #3:** *This is an initial jeopardy notification manually sent responding to a Version 12 LSR. The accompanying jeopardy code is only visible on IMA 13.0 and later versions of a LSR.*

*1/28 Initial jeopardy was sent – Internal notes indicated that Network had determined that F1 was not balanced.*

*1/29 Network determined that F1 recovered*

*1/30 order assigned*

*Since the order was assigned within 72 hrs, we would continue to provide the FOC confirming the original Due Date. Qwest resolved the facility shortage and conveyed on the FOC*

\*\*\*\*\*E-mail sent 2-6-04\*\*\*\*\*

**Example of Jeopardies lacking information on why the order is held.**

**Jeopardy Notification "CF - Company Facility"**

*1/30 Initial Jeopardy sent on Non-Designed - Internal notes indicate that 1 qualified F2is needed.*

*1/30 Order Assigned*

*Since the order was assigned within 72 hrs, we would continue to provide the FOC confirming the original Due Date. Qwest resolved the facility shortage and conveyed on the FOC*

**Jeopardy Notification C05-Customer -Error or Reject Condition Identified after the FOC was Sent to the CLEC.**

**Comments: A response must be made in 4 BUS hours of this notices being sent or all order are canceled. If no response by 30<sup>th</sup> business day, the LSR is rejected.**

*Process Compliance concern. Notes should have been included concerning the address problem. This example has been referred to the Coach.*

**Jeopardy Notification - K17 - Capacity Provisioning-Local Facility Not Available.**

*1/30 Initial Jeopardy Notification sent - internal remarks "No Svc Terminal exists for this address" (we frequently see this message - it is very generic)*

*1/30 Internal note "Address is not XYZ, it is ABC"*

*2/2 Internal note indicating address problem*

*2/3 sent C05Jeopardy Notification*

*2/3 Order Canceled*

*We would continue to respond to the "flag" that was raised by Engineering or there would be an updated Jeopardy Notification sent within 72 hrs from the initial Jeopardy notification.*

**Jeopardy Notification - SO Subscriber Other**

**Send a SUP to cancel or set a new DD, not to exceed 30 business days (10 for disconnects) from the initial DD. If Billing is not accepted by that time, the LSR is**

**Rejected. Cancellation charges apply, if appropriate. Disregard, if a SUP has been sent.**

*Jeopardy notification sent mechanically as soon as Jeopardy code placed in network system. Qwest is having ongoing discussions on the use of this field to better describe the situations that could be incurred externally.*

**Jeopardy Notification K17 - Capacity Provisioning-Local Facility Not Available.**

*1/30 Initial Jeopardy Notification sent - internal notes indicated no available facilities from CEV to CO.*

*2/2 Internal notes indicated that a planner was involved to resolve situation*

*2/2 Facility condition was resolved*

*In this situation, providing the information up-front on the initial jeopardy notification would only cause confusion to the CLECs while Qwest was still looking for facilities and determining next steps. However, by 2/2, we knew which direction to take. Usually within the first 72-hours of the jeopardy notice being issued, Qwest knows what actual work needs to take place to resolve the jeopardy condition*

**Jeopardy Notification - K18 Capacity Provisioning - Local Facility Defective (3 consecutive examples of this)**

*In researching the following three examples, there was a period of time that Qwest was determining the situation and looking to identify the proper resolution. In looking at the following information, Qwest could provide an accurate assessment of the problem within 72-hours, avoiding multiple or inaccurate information earlier in the process to the CLECs.*

*2/2 Initial Jeopardy Notification sent – internal notes indicated only spare F1 was defective  
2/4 CA PR on DLL cond as ADC BT remvd  
2/4 order assigned.....*

*2/2 Initial Jeopardy notification sent- internal notes indicated that F1 Span defective  
2/4 Need TMU on these prs  
2/5 F2 now has LMU  
2/5 closed*

*2/2 Initial Jeopardy sent – internal notes indicated that spare F1 & FH were defective  
2/5 Internal notes indicated that work was done to resolve - job spliced  
2/5 closed*

*Since the order was assigned within 72 hrs, we would continue to provide the FOC confirming the original Due Date.*

**Jeopardy Notification – Local Facility Not Available (2)**

*This is an initial jeopardy notification manually sent responding to a Version 12 LSR. The accompanying jeopardy code is only visible on IMA 13.0 and later versions of a LSR.*

*2/2 Initial Jeopardy Notification sent – internal notes indicate that F2 is needed  
2/3 Internal Loop loss discussion in notes  
2/3 Assigned & released*

*Since the order was assigned within 72 hrs, we would continue to provide the FOC confirming the original Due Date. Qwest resolved the facility shortage and conveyed on the FOC*

*2/3 sent Jeopardy Notification – internal notes indicate that F1 is needed.  
2/5 Length discussion, metallic/digital discussion  
2/5 Needs slots  
2/6 Working to resolve design issues  
2/9 Sent FOC to confirm DD of 2/10  
2/10 Completed on DD*

*This is an example where the jeopardy condition was not resolved within 72 hrs from the Initial Jeopardy. Based on the proposal, an "updated" jeopardy notification would be sent on 2/6 with the information concerning metallic & digital work, slot work & design issues.*

**\*\*\*\*\*E-mail sent 2-13-04\*\*\*\*\***

**Example of no FOC releasing the held order.**

**1-29 Received an FOC confirming DD of 2-4-02  
1-29 K17 Local Facility Not available  
2-5 Jeopardy for Customer Not ready  
2-6 Completion notice  
Never received FOC releasing jeopardy from K17 jeopardy**

*Qwest Network non-compliance to process (Network continued to work on the Due Date & then tried to turn up on Due Date – did not provide timely status to Wholesale to communicate to CLEC)  
Interdepartmental work/discussions continuing.*

**Additional Examples of insufficient jeopardy information**

**Jeopardy Notice K17 Local Facility Not Available**

**Initial jeopardy sent**

2/9 FOC sent

2/9 Initial Jeopardy Notification sent – internal notes indicated that facilities were exhausted.

2/11 Internal notes indicated that the Order was designed using repeater slot

2/11 Sent FOC confirming original DD of 2/13

2/12 CLEC sent supp requesting DD of 2-17

2/16 CLEC accepted earlier than supp'd DD

**Jeopardy Notice V25 – BRI/ICS Plug –in Problem**

Mechanically sent jeopardy notice – proposal to discontinue sending this Jeopardy code as this code is “Critical Date jeopardy – not a Due Date jeopardy. Due Date of 2/10 was met.

**Jeopardy Notification – Local Facility Not Available**

2/10 sent FOC

2/10 sent Initial jeopardy Notification – internal notes indicated that there was no Svg Terminal – verify address

2/11 Internal note indicated that the terminal was now pointed to correct address

2/11 Order assigned/released

2/11 Sent FOC to confirm DD of 2-16

Since the order was assigned within 72 hrs (in this case, next business day), we would continue to provide the FOC confirming the original Due Date.

**Jeopardy Notification K17 – Capacity Provisioning –Local Facility Not Available**

2/10 Initial jeopardy sent (no initial FOC) – internal notes indicated that “Need Rptr F2 prs & more F1 prs”

2/10 Same day internal notes indicate to assign prs that had been conditioned & reserved.

2/10 Closed

2/10 Sent FOC confirm DD of 2-16 (6 hrs later after init jeop)

2/16 Jeopardy Notification sent CNR

Since the order was assigned within 72 hrs, we would continue to provide the FOC confirming the original Due Date. Qwest resolved the facility shortage and conveyed on the FOC

**Jeopardy Notification K18 Capacity Provisioning- Local Facility Defective**

2-10 Initial jeopardy notification sent at 12:59PM – internal notes indicated “Defective F1 PR”

2/10 Internal notes indicated what cable pairs could be used

2/10 Order assigned, designed & issued

2/10 Sent FOC confirming DD of 2/16 (4 hrs after initial jeop)

2/13 CLEC accepted order

Since the order was assigned within 72 hrs, we would continue to provide the FOC confirming the original Due Date. Qwest resolved the facility shortage and conveyed on the FOC

**Jeopardy Notifications –Change Proposal 2 Feb-25, 2004**

- Discontinue “Critical Date” Jeopardy Notifications
- Continue Due Date Jeopardy Notifications –**Designed Services** for the jeopardy codes beginning with the letter **C, D or K**

- Continue Due Date Jeopardy Notifications- **Non-Designed Services** for the jeopardy codes of CF, SA, SL, SO, SR, and SX.

The following list (without strike-throughs) is currently available to be downloaded from the Qwest Product Catalog public web site at

<http://www.qwest.com/wholesale/clecs/provisioning.html> in the Section titled "Jeopardy Resolution Responsibilities" & the last 3 words of the section "download Jeopardy Data". The strike throughs on the list below are for discussion purposes on March 3.

**NOTE:** This proposal will be discussed on the March 3, 2004 call. If the CLEC Community agrees to this proposal, the format of this document will also be discussed.

Jeopardy Code	Responsible Party	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
A34	Qwest—Wholesale Markets	Weather/Disaster/Work Stoppage	There is a Qwest Interconnect Center delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
B14	Qwest—Field Forces	Installation/Wiring Problem	A Qwest Network technician has identified a problem at the customer premises prior to the due date. In most cases, this is associated to a Network interface problem.	Qwest will work to resolve.
B31	Qwest—Field Forces	Inadequate Pre-Service Testing or Conformance Testing	Qwest Network installation is delayed due to inadequate pre-Service or Conformance testing. This could be a problem associated to Co-location.	Qwest will work to resolve.
B33	Qwest—Field Forces	Work Force	A Qwest Field Force Technician is not currently available to Complete the job requirements for provisioning.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
B34	Qwest—Field Forces	Weather/Disaster/Work Stoppage	There is a Qwest Network Installation (field forces) delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
C01	Customer	Not Ready	CLEC or CLEC End User is not ready or	The CLEC should follow the process

Jeopardy Code	Responsible Party	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
			service order is not accepted by the CLEC. (Qwest has tested the service to meet all testing requirements.)	outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
C02	Customer	End User Internal Access	End User access was not provided	The CLEC should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
C03	Customer	Subscriber Change in Requirements	The CLEC or End User made a change in LSR requirements prior to or on the due date. This MAY include buried drop issues where a customer must pay for buried service wire before installation can occur.	The CLEC should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT
C05	Customer	Reject Condition Identified After the FOC Was Sent to the CLEC	Qwest has identified a fatal reject or non-fatal error condition after the FOC has been sent to the CLEC.	The CLEC must respond to this notice within 4 business hours of this notice being sent or all associated orders will be canceled. If the error is not corrected in a timely fashion, it is possible that the due date may be missed. Also if no response is made within 30 business days, the LSR will be rejected.
C09	Customer	Problem with Related Order	Qwest has identified a problem with a related order(s). Usually this occurs when multiple Qwest service orders are necessary to provide a single CLEC request. All facilities are not	Qwest will look for a possible solution.

Jeopardy Code	Responsible Party	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
			available. At least one of the service orders cannot be worked. All associated orders are in jeopardy until the service orders(s) with the defined jeopardy is satisfied.	
C12	Customer	Customer Accepts Billing/Wholesale only	The CLEC accepts billing only for Feature Group, LIS (Local Interconnection Service), hot cuts, or rollovers but physical work must still be completed.	No action required by the CLEC. The service orders in the SOP (Service Order Processors) are completed to commence billing with CLEC acceptance, but the orders within Qwest's downstream system (WFA) remains open until the service is actually accepted
C24	Customer	CLEC/ Customer Provided Conduit or Entrance Cable	There is a problem with CLEC or End User provided conduit, or entrance cable, backboard, or ground.	The CLEC must supp the LSR when the customer's work is completed.
C29	Customer	Pending Customer Status	Customer action is required to resolve a facility issue. Details of the customer action will be communicated on the jeopardy notice.	The CLEC must supp LSR to communicate that appropriate action has been taken by the customer.
C30	Customer	Unbundled order dependent on left-in	Left-in service of previous client exists at the pending order location and requires a service order be placed before this CLEC request can be completed.	Qwest will work with the CLEC to clear the working left-in.
C31	Customer	Inadequate Pre-Service Testing or Conformance Testing	Qwest Network installation is delayed due to inadequate CLEC Pre-Service or Conformance testing. This could be a	Qwest will work to resolve.



Jeopardy Code	Responsible Party	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
			problem associated to Co-location.	
C34	Customer	Weather/Disaster/Work Stoppage	There is a CLEC or End User delay due to weather/disaster/work stoppage. May also be due to National Emergency.	The CLEC should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT
C40	Customer	Project Managed Order Held For CLEC/ Customer Reason	A project-managed order is Delayed for a CLEC or End User Customer reason.	The CLEC should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
D01	Independent Companies	Not Ready	The Independent Company (ILEC) is not ready or the ILEC does not accept the request for service.	The CLEC needs to work directly with the Independent Company (ILEC) to determine the date that the ILEC will be ready or what revision must be made on the service request.
D34	Independent Companies	Weather/ Disaster/Work Stoppage	There is an Independent Company (ILEC) delay due to weather/disaster/work stoppage.	The CLEC needs to work directly with the Independent Company (ILEC) to determine when the delay can be resolved.
E14	Qwest-Central Office	Installation/ Wiring Problem	There is a Qwest Central Office installation or wiring problem.	Qwest will work to resolve the problem.
E31	Qwest-Central Office	Inadequate Pre-Service Testing or Conformance Testing	Qwest Network installation is delayed due to inadequate Central Office Pre-Service or Conformance testing. This could be a problem associate to Co-location.	Qwest will work to resolve the problem.
E33	Qwest-Central Office	Work Force	Central Office resources are not currently available to	Qwest personnel will continue to escalate to find resources or

Jeopardy Code	Responsible Party	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
			meet provisioning functions.	reschedule personnel to complete this provisioning step on time.
E34	Qwest—Central Office	Weather/Disaster/Work Stoppage	There is a Qwest Central Office delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
F31	Qwest—Construction	Inadequate Pre-Service Testing or Conformance Testing	Qwest Outside Construction is delayed due to inadequate Pre-Service or Conformance testing.	Qwest will work to resolve the problem.
F33	Qwest—Construction	Work Force	Construction resources are not currently available to complete the job requirements for provisioning.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
F34	Qwest—Construction	Weather/Disaster/Work Stoppage	There is a Qwest Outside Construction delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
G33	Qwest—Other Field Forces	Work Force	Other Field forces are not currently available for provisioning responsibilities	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
G34	Qwest—Other Field Forces	Weather/Disaster/Work Stoppage	There is a Qwest buried drop delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows
H13	Qwest—NROC /Complex Translations	Translations Problem	A Qwest translation problem exists.	Qwest will work to resolve the problem
H33	Qwest—NROC /Complex Translations	Work Force	NROC/Complex Translation personnel are currently unavailable to meet provisioning service requirements.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
H34	Qwest—NROC	Weather/Disaster/Work Stoppage	There is a Qwest translation delay due to	Qwest will follow up, as appropriate, when

Jeopardy Code	Responsible Party	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
	/Complex Translations		weather/disaster/work stoppage.	safety-allows.
K08	Qwest - Engineering	Local Loop Requires Conditioning	Qwest Engineering determined that the local loop requires conditioning.	Qwest will look for a possible solution.
K09	Qwest - Engineering	Problem with Related Order	Qwest Engineering has identified a problem with a related order(s). Usually this occurs when multiple Qwest service orders are necessary to provide a single CLEC request. All facilities are not available. At least one of the service orders cannot be worked. All associated orders are in jeopardy until the service order(s) with the defined jeopardy is satisfied.	Qwest will look for a possible solution.
K10	Qwest - Engineering	RTT Status will be awaiting funding/SNRE	Qwest Engineering has begun a review process to determine options and alternatives to provide the CLEC service when immediate facilities are unavailable.	The CLEC should contact their Qwest Service Manager for options.
K11	Qwest - Engineering	Dependent order has RTT issued or SNRE status	Customer action is required to resolve a facility issue on a dependent or related service order.	The CLEC should contact their Qwest Service Manager for options.
K14	Qwest - Engineering	Installation/Wiring Problem	A Qwest Engineering installation or wiring problem exists.	Qwest will work to resolve.
K15	Qwest - Engineering	Records and Physical Wiring and/or Cable Makeup Do Not Agree	Qwest Engineering records and physical wiring and /or cable make up do not agree.	Qwest will work to resolve.
K17	Qwest - Engineering	Local Facility Not Available	Qwest Engineering local facility is not available.	Qwest will look for a possible solution.
K18	Qwest - Engineering	Local Facility Defective	Qwest Engineering local facility is	Qwest will look for a possible solution.

Jeopardy Code	Responsible Party	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
			defective.	
K19	Qwest - Engineering	Interoffice Facility Not Available	Qwest Engineering interoffice facility is not available.	Qwest will look for a possible solution.
K20	Qwest - Engineering	Interoffice Facility Defective	Qwest Engineering interoffice facility is defective.	Qwest will look for a possible solution.
K22	Qwest - Engineering	Switch Equipment Not Available	Qwest Engineering switch equipment is not available.	Qwest will look for a possible solution.
K31	Qwest - Engineering	Inadequate Pre-Service Testing or Conformance Testing	Qwest Engineering is delayed due to inadequate Pre-Service or Conformance testing.	Qwest will work to resolve.
K33	Qwest - Engineering	Work Force	Engineering work forces are not currently available to complete construction job requirements.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
K34	Qwest - Engineering	Weather/Disaster/Work Stoppage	There is a Qwest Engineering delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
K45	Qwest - Engineering	Unbundled Only/RTT Issued	Qwest Engineering found that no facility was available as a result of a Service Inquiry . Refer to the Service Inquiry for detailed status of the service order.	The CLEC should contact their Qwest Service Manager for options.
N13	Qwest-RCMAC	Translations Problem	Qwest Translation Center has identified a translations problem associated with the service order	Qwest will work to resolve.
N33	Qwest-RCMAC	Work Force	RCMAC work force personnel are not currently available to complete provisioning service requirements.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.

Jeopardy Code	Responsible Party	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
N34	Qwest-RCMAC	Weather/ Disaster/Work Stoppage	There is a Qwest RCMAC Center delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows
P31	Qwest-Design Service Center	Inadequate Pre-Service Testing or Conformance Testing	Qwest Test and Design Service Center is delayed due to inadequate Pre-Service or Conformance testing.	Qwest will work to resolve problem.
P33	Qwest-Design Service Center	Work Force	Qwest Test and Design Service Center are personnel are not currently available to complete the design requirements prior to the due date	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
P34	Qwest-Design Service Center	Weather/ Disaster/Work Stoppage	There is a Qwest Test and Design Center delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
V25	Qwest-BRI/PICS	Plug-In Problem	Qwest Equipment Center has a Plug-In (PICs) problem.	Qwest will escalate to resolve the Plug-In (PICs) problem.
V33	Qwest-BRI/PICS	Work Force	A Qwest PICs personnel are not currently available to deliver the equipment prior to the due date	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
V34	Qwest-BRI/PICS	Weather/ Disaster/Work Stoppage	There is a Qwest Equipment Center delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.

Non-Designed Jeopardy Data

Jeopardy Code	Responsible Party & Jeopardy Code Description	Jeopardy Notice Description	Responsibilities

CF	Qwest- Company Facilities	Unavailability or lack of outside plant or buried service wire. Outside plant includes all facilities -wire cable, terminals, carrier, cross connecting devices, etc. A Qwest engineering job is required to provide facilities before the service can be installed.	Qwest will work to resolve.
CL	Qwest- Can't complete /Work Load	Heavy workload conditions and/or field force shortages.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
CO	Qwest- Company Other	Other conditions. May include Service Order inaccuracy; marketing errors in selecting/ordering equipment; work stoppage, weather, etc.	Qwest will work to resolve or when safety allows, as appropriate.
CS	Qwest- Company Switching	Unavailability or lack of central office facilities: switching equipment, frame cross connects plug in equipment, calling feature translations, etc.	Qwest will work to resolve.
SA	Subscriber Access	CLEC access problem: technician cannot gain physical access to the office/center or contact person is not available for information.	The CLEC should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT
SL	Subscriber Later	CLEC notification received prior to the due date requesting an appointment or due date later than the original desired due date.	The CLEC should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
SO	Subscriber Other	CLEC cause not covered by other codes.	The CLEC should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
SR	Working Left-In	Date change due to a Working Left-In condition.	Qwest will work with the CLEC to clear the working Left-in.
SX	Error Condition Identified After the FOC Was Sent to the CLEC	Reject Condition Identified After the FOC was sent to the CLEC.	The CLEC must respond to this notice within 4 business hours of this notice being sent or all associated orders will be canceled. If the error is not corrected in a timely fashion, it is possible that the due date may be missed.

			<b>Also if no response is made within 30 business days, the LSR will be rejected.</b>
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