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Wholesale

Products & Services

Local Business Procedures

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Local Business Procedures

Expedites and Escalations Overview - V14.0

History Log

Introduction

Qwest quickly responds to your escalation or expedite requests offering you clear and complete explanations so you can satisfactorily respond to your end-users.

- Expedites are requests for an improved standard interval that is shorter than the interval defined in our Service Interval Guide (SIG) or your interconnection Agreement (ICA), Individual Case Basis (ICB) or committed to ICB (Ready for Service (RFS) + Interval) date.
- Escalations can be initiated for any issue, at anytime, and at any escalation point. Escalations can also be for requests for status or intervention around a missed date.

The following summarizes the processes used within Qwest for all Wholesale Products and Services to handle expedite and escalation requests.

Expedites

Requesting an expedite follows one of two processes, depending on the product being requested and the language in your Interconnection Agreement (ICA). If the request being expedited is for a product on the list of products in the "Pre-Approved Expedites" (see below) and your ICA has language supporting expedited requests with a "per day" expedite rate, than the requested does not need approval. If the request being expedited is for a product that is not on the defined list, or your ICA does not support a "per day" expedite rate, then the expedited request follows the process defined in the "Expedites Requiring Approval" section below.

Expedites Requiring Approval

For products not listed in the Pre-Approved Expedite section below, (non-designed products such as POTS, Centrex or DSL service), or if your ICA does not contain, or has not been amended to include language for expedites with an associated "per day" expedite rate for those specified designed services, the following expedite process applies. Expedite

charges are not applicable with the Expedites Requiring Approval process

Following is a list of conditions where an expedite is granted:

- Fire
- Flood
- Medical emergency
- National emergency
- Conditions where your end-user is completely out of service (primary line)
- Disconnect in error by Qwest
- Requested service necessary for your end-user's grand opening event delayed for facilities or equipment reasons with a future RFS date
- Delayed orders with a future RFS date that meet any of the above described conditions

For any of the above conditions, expedited request can be made either prior to, or after, submitting your service request.

To request an expedite on a Local Service Request (LSR) you can either:

- Submit the request with your expedited due date and populate the EXP field. Also include in REMARKS the reason for the expedited request and then call the Qwest Call Center.
- Submit the request with a due date interval from our SIG or your ICA and then call the Qwest Call Center.

In both scenarios, a call to the Qwest Call Center is required on 1-888-796-9087 to process the expedited request.

To request an expedite on service requests issued via an Access Service Request (ASR), you may use either of the options described above for LSRs to submit the ASR. You should then call 1 877-340-9627 and ask fo a representative that handles expedited requests to proceed with the expedite request.

You may be asked to provide verification of the expedited reason, such a: in medical emergencies or grand opening events. The type of verification required will depend on the specific circumstances of the expedite and wil be determined on an Individual Case Basis (ICB).

Once your expedite request is received, your Wholesale representative will review the request based on the previous list of available expedite scenarios to determine if the request is eligible for an expedite. If approved, the next step is to contact our Network organization to determine resource availability.

Depending on the type of service on the account, the following action is taken once the request is determined to be eligible for an expedited due date:

Non-Designed/No Dispatch Required

For requests that do not require a dispatch, the order is issued with the expedited due date.

Non-Designed/Dispatch Required

For requests that require a dispatch, the Network organization is contacted to determine Technician availability. If appointments are available on the requested due date, your expedite is granted. If no appointments are available, then Qwest will offer an alternative date, if one is available, prior to the requested due date. You can expect to receive a response to your expedited request usually within four business hours.

Designed Services

For Designed Services, the Network organization is contacted to determine resource availability for the Central Office and Outside Technicians as well as for the Testers that work with you to accept the service. You can expect to receive a response usually within four business hours.

Approved Expedited Requests

If the expedited request is approved and the original request contained the expedited due date and the EXP field was populated, Qwest will return a Firm Order Confirmation (FOC) acknowledging the agreed to expedited due date. If the expedited or agreed to due date is different from what was originally submitted on the ASR or LSR, Qwest will contact you and request that you supplement your request with the agreed to expedited date. The EXP field on the supplement ASR or LSR must also be populated. If the supplement is not received within four business hours, Qwest will continue to process the ASR or LSR as if the expedited request was not received and will FOC back the standard interval or the original due date provided on the ASR or LSR if it was longer than the standard interval.

Denied Expedited Requests

If denied, then we will provide you reasons that the request was denied or we will offer an alternative date that we could install the service. If the request is denied, and you still want to continue to have Qwest provision the service request, Qwest will return a FOC with the standard interval or the original due date provided on the FOC if it was longer than the standard interval.

Pre-Approved Expedites

The Pre-Approved expedite process is available in all states except Washington for the products listed below when your ICA contains language for expedites with an associated per day expedite charge. An expedite charge applies for every day that the due date interval is improved, based on the standard interval in the SIG, ICA, or ICB criteria as described above. It is not necessary for you to call into Qwest to have the expedite approved. To expedite a service request on an ASR or LSR you must populate the EXP field and put the desired expedited due date in the DDD field on the ASR or LSR.

When Qwest receives an ASR or LSR with the EXP populated and the DDD is less than the standard interval, Qwest will determine if the request is eligible for an expedite without a call from you. If the request meets the criteria for the Pre-Approved Expedite process, Qwest will process the request and return a FOC acknowledging the expedited due date. The appropriate expedite charge will be added to your service order.

If the request does not meet the criteria for the Pre-Approved Expedite process, the ASR or LSR will be processed under the guidelines for Expedites Requiring Approval as described above.

Following is a list of the products that may be expedited and will receive the appropriate Expedite Charge:

- UBL all except 2w/4w analog
- Analog PBX DID
- Private Line (DS0, DS1, DS3 or above)
- ISDN PRI T1
- ISDN PRI Trunk
- ISDN BRI Trunk
- Frame Relay Trunk
- DESIGNED TRUNKS (Includes designed PBX trunks) Trunk
- MDS / MDSI (IIS Only)
- DPAs (multiple DPAs or FX, FCO) Trunk
- UBL DID (Unbundled digital trunk)
- UBL DS1 (Unbundled digital trunk facility)
- UNE-C PL (EEL)
- UNE-P ISDN BRI
- UNE-P DSS Facility
- UNE-P DSS Trunk
- UNE-P PRI ISDN Facility
- UNE-P PRI ISDN Trunk
- UNE-P PBX Designed Trunks
- UNE-P PBX DID IN-Only Trunks
- UDIT
- LIS
- CCSAC SS7 Trunk or Facility
- Unbundled Dark Fiber

Note: Any requests that are expedited due to a Qwest caused reason, do not incur an expedite charge.

Expedites Supporting Non-Qwest caused Restoral Requests

This process includes Restoral Requests on Resale/UNE-P/Retail to Resale or UNE-P Conversions and Transfer of Service when the service orders have completed. This process applies to Resale/UNE-P POTS, Resale/UNE-S and Resale UNE-P Centrex 21 products, including DSL.

You will follow this documented Expedite process as outlined when you require an expedite to a standard interval in order to restore an end-user due to a Non-Qwest caused out of service condition. An expedite restoral request is a result of your inability to complete a conversion or outside move service request where you were unable to cancel or change the due date on the service order(s) prior to order completion. Restoral requests may involve you alone, a Qwest Retail account and you, or you and a different CLEC on conversion and outside move (T & F) type service order's. Restoral requests will be accepted for both full and partial restorals.

When an expedite restoral request situation occurs, refer to the following when you prepare your service request:

- Issue the Restoral Request LSR as directed per the Decision Charts and order type scenario's.
    - Populate the RPON field with the PON used on the original LSR if available

- o Populate the EXP field
- o Populate Manual IND = Y
- o The REMARKS field can be populated with the specific reasor for the request such as:
  - Restoral request Full, Resale to UNE-P conv, restore original service, Or
  - Restoral request, Partial, Resale to UNE-P conv, restore original service, Or
  - Restoral request, Partial, UNE-P to Resale conv, restore original service, Or
  - Restoral request, Full, Resale or UNE-P T&F, restore F location, etc., Or
  - Restoral Request, Restore original full service back to CLEC XXXX, Or
  - Restoral Request, Restore original partial service back to CLEC XXXX, Or
  - Restoral Request, Restore original F Loc service, full/partial back to old CLEC
  - Restoral Request, Disc service, restore original Retail service, full/partial
- Contact the Wholesale Interconnect Services Center (ISC) at 888 796-9087
- Open an Escalation ticket.
- Request a Warm Transfer to the Customer Service Inquiry and Education Center (CSIE) Tier 1 support group.
- Request a Restoral Request for Previous Service.
- Provide LSR ID if appropriate per Decision Chart and order type scenario's.

Benefits

- Expedited intervals for restoral of previous service
- Uniform documented process for restoral requests
- Qwest will negate the one month minimum billing on a disconnect or conversion service order as applicable.

Restrictions

- You must issue appropriate LSRs first (if directed to do so per the Decision Chart below) followed by opening a Call Center escalation ticket. Restoral requests received prior to new LSR issuance will not be accepted, excludes Qwest Retail restorals.
- Standard intervals must be used when submitting LSRs, CSIE will expedite due date appropriately for restoral
- Expedited restoral requests must be requested within 24 hours, extending into the next business day, following the LSR completion date. Restoral requests received after 3 PM will be considered next business day work activity; this includes restoral requests received after 3 PM on Saturday based on the SIG (except for DSL)."
- Service being restored must be the same type of service with same features, same TN's, etc. as was previously provisioned. Full or partial restorals are acceptable.
- Qwest will reuse facilities when the facilities are available for the restoral.
- All applicable recurring and non-recurring charges will apply, basec on order completion and physical work that was completed or needs to be completed to restore service. Retail practices will apply when restoring Qwest Retail accounts.
- When a restoral involves two CLECs, it is up to you and the old CLEC to coordinate and agree upon an expedite, prior to opening up the Call Center Escalation ticket(s).

- Expedite charges may apply based upon individual interconnection agreements, state tariffs or SGATS.

The following **Order Type Scenario's** are included in this restoral process:

1. Resale / UNE-P T & F, same CLEC
2. Resale to UNE-P Conversion as is, same CLEC
3. Resale to UNE-P Conversion as specified, same CLEC
4. UNE-P to Resale Conversion as is, same CLEC
5. UNE-P to Resale Conversion as specified, same CLEC
6. Resale / UNE-P Migration to new CLEC with move via single LSR
7. Resale to UNE-P Conversion as is, to a new CLEC
8. Resale to UNE-P Conversion as specified, to a new CLEC
9. UNE-P to Resale Conversion as is, to a new CLEC
10. UNE-P to Resale Conversion as is, to a new CLEC
11. Qwest Retail to Resale / UNE-P Conversion as is
12. Qwest Retail to Resale / UNE-P Conversion as specified
13. Qwest Retail to Resale / UNE-P Conversion with move via single LSR process

Decision Chart, Scenario's 1-5, Same CLEC		
IF	**AND**	**THEN**
Conversion, Migration and/or Move Service Order has completed	You want full or partial restoral of previous service	• Issue Restoral Request LSR as appropriate based on order scenario and order completion, such as a New Connect, Change or Conversion with or without move, Transfer of Service or Disconnect • Follow expedite procedures

Decision Chart, Scenario's 6-10, To a New CLEC		
IF	**AND**	**THEN**
Conversion, Migration and/or Move Service Order has completed	You want full or partial restoral of previous service	• Either the end-user, or the new CLEC and the end-user must contact the old CLEC's Customer Contact Center and request that the end-user's service be re-established as previously provisioned for the old CLEC on Resale or UNE-P service • Old CLEC must follow expedite procedures • Old CLEC will issue Restoral Request LSR as appropriate based on order scenario and order completion, such as a New Connect, Change or Conversion with or without move • New CLEC must follow expedite procedures • New CLEC will issue Disconnect LSR if required based on order

		scenario and order completion • Old and new CLECs will coordinate their order activity • Contact your Qwest Service Manager if you require assistance with old CLEC contact

Decision Chart, Scenario's 11-13, Conversion from Qwest Retail to New CLEC		
IF	**AND**	**THEN**
Conversion, Migration and/or Move Service Order has Completed	You want full or partial restoral of previous service	• Contact the Wholesale ISC Call Center at 888 796-9087 • Open an Escalation ticket • Request a warm transfer to the CSIE Tier 1 support group • Place a verbal Restoral Request for Previous Retail Service, full or partial restoral • CSIE will advise you if a new LSR will need to be issued by you • If a new LSR is needed and is not issued within 2 business hours, the escalation ticket will be closed. If this occurs, the CLEC must start the expedite process again once the LSR has been issued as directed.

Escalations

Escalations are a request for status or intervention around a missed critical date such as:

• Plant Test Date (PTD)
• Due Date (DD)
• Ready For Service (RFS)

Qwest's Service Centers pro-actively escalate any critical dates in jeopardy and will notify you. If, however, you find it necessary to initiate an escalation, call the assigned Qwest Wholesale Center Representative at one of the numbers listed in the Expedites section for assistance. Regardless of how initiated, by you or internally, Qwest escalation roles and responsibilities can be summarized as:

• Qwest Wholesale Center Representatives
  Local Service Request (LSR) or Access Service Request (ASR) escalations related to Rejects/Delayed orders, critical dates and Firm Order Confirmations (FOC).
• Qwest Service Manager
  Involved only after normal processes fail to resolve the escalation to your satisfaction. Evaluates the situation based on commitments managing associated resolution activities.
• Qwest Senior Service Manager/Director
  Involved only when the Service Manager's efforts are unsuccessful. Provides direction to those working the issue, partnering with

Center Coaches and Team leaders.
- Qwest Senior Director/Vice President
Contacted for direction and/or assistance for those working the escalation, providing timely status updates back to the prior level and you directly.

Escalations - Maintenance and Repair
At your discretion, you may initiate an escalation of your trouble report through our electronic interface Customer Electronic Maintenance and Repair (CEMR) or by calling either the Account Maintenance Support Center (AMSC) for Unbundled Network Elements (UNEs) and Complex services or the Repair Call Handling Center (RCHC) for Plain Old Telephone Service (POTS) and Non-Complex services. Refer to our Maintenance and Repair Overview for additional information. You will be referred to Held, Escalated & Expedited Tool (HEET) for ongoing status if your service was requested on an ASR.

Escalations - Technical Escalation Process
Additional information about the Technical Escalation Process can be obtained from Qwest's Operations Support Systems General Information.

Note: Occasionally, your end-user may find their way to the Qwest Wholesale Center or Qwest Service Manager and our Wholesale Center Representatives will explain that you are our customer and direct them tc you for assistance.

Should you have questions, or need additional information related to the expedite or escalation processes defined above, contact your Qwest Service Manager for assistance.

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Training

Qwest 101 "Doing Business With Qwest"

- This introductory instructor-led training course is designed to teacr the CLEC and 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 for Course detail and registration information.

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Contacts

Qwest contact information is located in Wholesale Customer Contacts

Expedites and Escalations

- Local Service Requests (LSRs)

Wholesale Center			
Tier	Responsibility	Activity	Contacts

Tier 0	Interconnect Service Center (ISC)	First point of contact for CLECs. Ticket opened.	888-796-9087
Tier 1	Customer Service Inquiry and Education Center (CSIE)	Respond to issues not resolved at Tier 0	888-796-9087
Tier 2	Subject Matter Expert (SME), Team Leaders, Team Coaches	Respond to issues not resolved at Tier 1	Denver: 800-419-8809 Denver After Hours Duty Pager: 800-423-3641 Minneapolis: 800-366-9974 Minneapolis After Hours Duty Pager: 612-622-3624
Tier 3	Appropriate Qwest Service Manager	Respond to issues not resolved at Tier 2	Service Manager

- Access Service Requests (ASRs)

Products & Services	Contacts	Fax
LIS, Feature Group, Private Line, Analog/Digital, HiCap Services (e.g., DS1, DS3, Sonet, SS7, SHARP, SHNS), Frame Relay	877-340-9627	515-286-6160

- Non ASR/LSRs

Products & Services	Contacts	Fax
All	877-340-9627	515-286-6160

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Frequently Asked Questions (FAQs)

This section is currently being compiled based on your feedback.

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Last Update: July 31, 2004

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Expedites & Escalations Overview History Log

Line #	Version	Effective Date	Section #	Section Name	Subsection	Change — Update Activity	Reason/Source	CR or Notice #
1	V3.0	1/25/02		Introduction		• Add Version and History Log	Correction to PCAT	N/A
2	V3.0	1/25/02		Contacts	Local Service Request	• Define CSIE	Correction to PCAT	N/A
3	V3.0	1/25/02		Contacts	Maintenance and Repair Centers	• Edit Resale Simple Residential and Business identifiers (1FR and 1FB)	Correction to PCAT	N/A
4	V4.0	5/10/02		Introduction		• Corrected font	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
5	V4.0	5/10/02		Introduction	Expedites	• Correct punctuation • Added additional and changed wording for clarification	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
6	V4.0	5/10/02		Introduction	Escalations	• Corrected wording for clarification	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
7	V4.0	5/10/02		Introduction	Escalations – Maintenance and Repair	• Corrected font • Corrected acronyms for consistency	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
8	V4.0	5/10/02		Introduction	Escalations – Technical Escalation Process	• Added additional information to sync up existing system documentation	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
9	V4.0	5/10/02		Training		• Updated course description	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
10	V4.0	5/10/02		Contacts		• Corrected font • Updated wording and telephone number for clarification • Added additional table for complete information • Deleted duplicate information	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation

Expedites & Escalations Overview History Log

Line #	Version	Effective Date	Change				Level of Change	Reason/Source	CR or Notice #
			Sec #	Section Name	Sub-section	Update Activity			
11	V5.0	12/11/02		Contacts		Contact information updates to Local Service Requests and Access Service Requests tables	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.11.20.02.F.00946.ExpeditesEscalations
12	V6.0	5/27/03		Introduction	Expedites	Documentation concerning existing process not previously documented: • add Expedite reason – medical emergency • add link to Local Service Ordering Guide (LSOG) clarified and added • additional information on how to expedite service request	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.05.20.03.F.01088.FNL_Expedite_Escalation
13	V7.0	10/7/03		Introduction	Escalations	Corrections/clarification/additional information that does not change the product or process: • Clarification regarding when escalations can be made	Level 1	Changes that do not alter CLEC operating procedures	PROS.10.06.03.F.03616.ExpedEscalV7&CustServ
14	V8.0	05/25/04		Introduction		Documentation concerning existing processes not previously documented is being added. A change was made in the definition of escalations and expedites.	Level 2	Changes that have a minimal effect on CLEC operating procedures.	PROS.05.18.04.F.01696.FNL_ExpeditesV8
15	V8.0	05/25/04		Introduction	Expedites	Documentation concerning existing processes not previously	Level 2	Changes that have a minimal effect on CLEC	PROS.05.18.04.F.016

Expedites & Escalations Overview History Log

#	Version	Date	Section	Subsection	Description	Level	Level Description	Reference
					documented is being added. The request and eligibility processes have been defined in more detail.		operating procedures.	96.FNL_Ex peditesV8
16	V8.0	05/25/04	Introduction	Escalations	Documentation concerning existing processes not previously documented is being added . A change regarding Qwest contacts has been added.	Level 2	Changes that have a minimal effect on CLEC operating procedures.	PROS.05.1 8.04.F.016 96.FNL_Ex peditesV8
17	V8.0	05/25/04	Introduction	Contacts	Documentation concerning existing processes not previously documented is being added . A change was made regarding the ASR Frame Relay contact and a telephone number was added to LSR Tier 1.	Level 2	Changes that have a minimal effect on CLEC operating procedures.	PROS.05.1 8.04.F.016 96.FNL_Ex peditesV8
18	V9.0	07/06/04	Introduction	Expedites	Establish new manual process for restoring previous service conversion type and move service orders	Level 4	Changes that have a major effect on existing CLEC operating procedures or that require the development of new procedures	PROS.06.21. 04.F.01814. FNL_Expedi tesV9
19	V10	7/06/04			Incremented to V10 to include changes from V7.0 and V9.0 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
20	V11	7/31/04	Expedites		Modify/change existing manual process to incorporate two processes: Pre-Approved and Expedites Requiring Approval.	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.1 5.04.F.018 82.FNL_Re issueExped itesV11
21	V11	7/31/04	Expedites	Expedites Requiring Approval	Modify/change existing manual process – new process	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.1 5.04.F.018 82.FNL_Re issueExped itesV11
22	V11	7/31/04	Expedites	Approved Expedited Requests	Modify/change existing manual process to incorporate two processes. New process wording	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.1 5.04.F.018 82.FNL_Re

Expedites & Escalations Overview History Log

					change required			issueExped itesV11
23	V11	7/31/04	Expedites	Pre-Approved Expedites	Modify/change existing manual process – new process	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.15.04.F.01882.FNL_ReissueExpeditesV11
24	V12	7/7/04	Expedites		Contact information update to remove the Salt Lake City telephone contact number	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.06.30.04.F.01828.FNL_ExpeditesV12
25	V12	7/7/04	Contacts	Access Service Requests	Contact information update to remove the Salt Lake City telephone contact number	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.06.30.04.F.01828.FNL_ExpeditesV12
26	V13	7/7/04			Incremented to V13 to include changes from V10.0 and V12.0 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
27	V14	7-31-04			Incremented to V14 to include changes from V11.0 and V13.0 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA