



LOCAL PHONE SERVICE INTERNET/DSL WIRELESS LONG DISTANCE TV SERVICES
 CUSTOMER SERVICE SEARCH

HOME		RESIDENTIAL	SMALL BUSINESS	LARGE BUSINESS	PARTNERS
Products & Services	Resources	Operation Support Systems	Network	Training, Notices & Forums	Customer

Wholesale

Products & Services

Local Business Procedures

▶ **Getting Started**

- Facility Based CLECs
- Resellers

▶ **Account Team**

▶ **Billing - Additional Output**

▶ **Billing - Billing Percentage Worksheet**

▶ **Billing - Billing & Receivable Tracking (BART)**

▶ **Billing - Customer Records and Information System (CRIS)**

▶ **Billing - Daily Usage File (DUF)**

▶ **Billing - Integrated Access Billing System (IABS)**

▶ **Billing - Taxes and Tax Exemption**

▶ **Bona Fide Request (BFR) & Special Request (SR) Processes**

▶ **Calling Card/LIDB**

▶ **Commercial Agreements**

▶ **Common Language**

Local Business Procedures

Qwest Interconnect OSS Electronic Access - V22.0

History Log

Introduction

Based on the Wholesale Products and Services in your Interconnection Agreement, to support your service delivery functions, Qwest offers you various tools and electronic methods to access Qwest's Operations Support Systems (OSS). Electronic access to ordering and repair systems, as well as billing outputs for Interconnection Products and Services, can be accomplished via Dial Up Capability, Direct Connection and Web Access.

Dial Up Capability

Log on to Qwest's ordering and repair systems or download data files to your local PC or network server. Requires you purchase and install CONNECT Direct software (WIN 95 version) for output files and a Netscape Web browser for IMA GUI. Contact your Qwest Service Manager to obtain specific requirements.

- **Security**
 Requires you order SecurID card(s) from Qwest, for each member of your staff who will be accessing our tools or pulling data files taking approximately 10 business days to complete. System(s) security, based on requested systems that will be accessed, is established when the SecurID card is ordered. If Qwest determines a member of your staff is sharing their SecurID card, their access will be disconnected. SecurID card(s) are renewed yearly.

Direct Connection

Allows processing large volumes of ordering, repair and data requests and recommended if you will be generating large data volumes or if you have more than 50 staff members who will be accessing our ordering and repair systems. Requires you to install a full T1, fractional T1 or Frame Relay circuit with software requirements that may include CONNECT Direct (NDM), File Transfer Protocol (FTP) or web browser based on the use of the circuit.

- ▶ **Customer Contacts**
- ▶ **Directory Ordering**
- ▶ **Early Order Opportunity**
- ▶ **Electronic Access**
- ▶ **Expedites and Escalations Overview**
- ▶ **Features - Unbundled**
- ▶ **Forecasting**
- ▶ **Formal Complaint Process**
- ▶ **Interconnection Agreements & Amendments**
- **Negotiations Template**
- **Opt-In Provisions**
- **SGATs**
- ▶ **Local Service Freeze**
- ▶ **Local Service Ordering Guidelines (LSOG)**
- ▶ **Long Distance Carrier Selection**
- ▶ **Maintenance & Repair Overview**
- **Repair Escalation List**
- ▶ **Manual Interfaces**
- ▶ **Migrations and Conversions**
- ▶ **Negotiations Process**
- ▶ **Negotiations Template Agreement**
- ▶ **Ordering Overview**
- ▶ **Pre Ordering Overview**
- ▶ **Proof Of Authorization/Letter Of Agency (LOA)**
- ▶ **Provisioning & Installation Overview**

- **Security**
Established at a company level, connectivity and security requires detailed project coordination and testing to implement with initial set up taking approximately 6 to 8 weeks to complete. Once security is established, no further renewal is needed. However, a minimum of five business days is required for subsequent connectivity requirement changes, such as Internet Protocol (IP) addresses. Specific requirements may be obtained from your Wholesale Systems Competitive Local Exchange Carrier (CLEC) Implementation team representative.

Web Access

Provides access to numerous Qwest systems to process orders, download data and/or access your billing data files from your PC using a web browser.

- **Security**
Qwest Digital Certificates are issued for each of your employees and are required for each personal computer that will be used to up and/or download data or access Qwest systems via the web. A minimum of 48 hours is required to process and update security databases with certificates renewed every five years. Refer to the "How to Get a Qwest Digital Certificate" section of our Operations Support Systems (OSS) Overview web page for ordering Digital Certificates or contact your Qwest Service Manager for additional information.

Contact Qwest's IT-Wholesale Systems Help Desk at (888) 796-9102 for assistance if you experience problems connecting to Qwest once your connectivity and security access has been established. Additional information about Qwest's Information Technologies Wholesale Systems Help Desk (IT-WSHD), including hours of operation, can be found in the Wholesale Systems Help Desk Section of our OSS Production Support web page.

Information about the Unplanned Notification Process can be obtained from Qwest's OSS Production Support.

[Back to Top](#)

Tools for Interconnect

The following is a list of resources, systems and network tools available that support the pre-ordering, ordering, repair and maintenance functions through data files, access to systems for ordering and repair, and billing files:

CLEC PIC / LPIC Verification Process
Submit and receive batch files containing PIC/LPIC information

Customer Electronic Maintenance and Repair (CEMR)
Graphical user interface for trouble administration activities such as creating and editing trouble reports, monitoring status and reviewing trouble history on Circuit IDs

Design Service Order Status (DSOS) Job Aid
Provides information for the Design Service Order Status

<ul style="list-style-type: none"> ▶ Questionnaire - Amendment ▶ Questionnaire - New Customer ▶ Regulatory Commissions ▶ Service Intervals ▶ Single Location Routing Number ▶ Tariff Locations ▶ Technical Publications ▶ Telecommunications Associations ▶ Unauthorized Service Provider Change ▶ USOC/FID Finder 	<p>Directory Listing Inquiry System (SDG-DLIS) Information on Directory Listing Inquiry System</p> <p>Electronic Customer Reporting (ECR) Provides access to CLEC Performance Results Report</p> <p>Held Order, Escalation, and Expedite System (HEET) Single source for Access Service Request (ASR) order information related to Qwest delayed or escalated orders as well as CLEC initiated expedited orders</p> <p>FLI – Fiber Data Reports Tool Information on fiber facilities is contained on Fiber Data Reports User Guide.</p> <p>Interconnect Mediated Access (IMA) - GUI or EDI Interface Submit Local Service Requests via our web based IMA Graphical User Interface (GUI) or our IMA Electronic Data Interchange (EDI) tool.</p> <p>Mediated Access Electronic Bonding Trouble Administration (MEDIACC-EBTA) Electronic gateway used primarily to process mechanically telephone circuit repair activities</p> <p>Metallic Designed Facility Inventory Tool (MIT) Information contains installed and spare copper spans between the Central Office and some other location. This other location could be either another Central Office or a customer location.</p> <p>Qwest Online Request Application (QORA) Use a Graphical User Interface (GUI) to electronically submit Access Service Requests (ASRs) to request trunking and facilities between you and Qwest for Local Interconnection Services, interstate and intrastate-switching access, and private line transport services offered for the origination and/or termination of inter-exchange traffic.</p> <p>Sold Central Office Provisioning (SCOP) Buyer Web Interface for the Sale of Central Office provisioning service in Remote Central Offices where the buyer has not also purchased the host office</p>
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Data Files Available

- Access and Billable Usage Records (sent to the CLEC)
- Co-Carrier Usage Return Files (CCUR) (received from the CLEC)
- CRIS/IABS Summary Bills
- Daily Usage File
- Feature Availability Matrix (FAM) (Also referred to as Service Availability)
- Fiber Data Reports (Also referred to as Fiber Loop Inventory (FLI))
Reports fiber loop facilities availability in the Local Network for planning activities.
- Loss and Completion Reports
- Raw Loop Data Tool (RLD)
- Resale Product Database (RPD) (Product Methods and Procedures)
- Service Address Guide (SAG)

[Back to Top](#)

Electronic OSS Access Forms

The matrix below identifies the documents and forms used to establish and/or change connectivity and security to Qwest's OSS tools for the access methods summarized in the Introduction Section of this document. Downloadable documents and forms are available in Systems General Information.

Access Method	Tool or Data File	Forms Need to Submit
Dial Up	<ul style="list-style-type: none"> ● IMA GUI ● Resale Billing/Ordering Outputs ● TAXI 	<ul style="list-style-type: none"> ● Request for External User Access to Qwest's Systems ● Request for IMA System Administrator Set Up (only for IMA) ● For access to TAXI contact your Qwest Service Manager
Direct Connection	<ul style="list-style-type: none"> ● IMA GUI ● IMA EDI ● Resale Billing/Ordering Outputs ● IABS ● Interconnect MPB ● Output/Input ● SAG/FAM ● EXACT ● Mediacc 	<ul style="list-style-type: none"> ● Qwest Data Network Information and Requirements ● Request for IMA System Administrator Set Up - Dedicated Access Only (only for IMA) ● OSS Dedicated Access Implementation Checklist
Web Access	<ul style="list-style-type: none"> ● Internet Access Procedures These procedures include system requirements, certification process, login procedures, password information and send/retrieve files screen layouts 	<ul style="list-style-type: none"> ● To download Internet Instructions - Procedures for Facility Based Carriers click here.
	<ul style="list-style-type: none"> ● Service Delivery Gateway (SDG) User's Guide <p>The SDG provides a secure communications mechanism for application and data transfer on internal and external networks includes instructions for File Transport User Interface and trouble shooting.</p>	<p>To download Service Delivery Gateway User's Guide click here. Provides system and user requirements for applications and data transfer on internal and external networks.</p>
	<ul style="list-style-type: none"> ● Qwest Online Request Application (QORA) 	<ul style="list-style-type: none"> ● To download the Request for Qwest Online Request Application (QORA) System Administrator Instructions

Web Access	<ul style="list-style-type: none"> • CEMR • DSOS • ECR • FLI • HEET • IMA • QORA • RLD • RPD • SAF • SCOP • SDG-DLIS 	<p>click here.</p> <ul style="list-style-type: none"> • Request for User Access to Qwest's Systems via Digital Certificate for the system you need. (Downloadable Excel forms provided below)
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OSS Access Downloadable Forms

MS Excel Downloads:

- CEMR Digital Certificate Requests 12-22-03
- DSOS Digital Certificate Requests 12-22-03
- ECR Digital Certificate Requests 12-22-03
- FLI Digital Certificate Requests 12-22-03
 - o Building Electronics Inventory Report
 - o Fiber Product Spare Count Report
 - o A-Z Location Fiber Inventory Report (AZLFIR)
 - o Splice Point Fiber Inventory Report
 - o Metallic Designed Facilities Inventory Report
- HEET Digital Certificate Requests 12-22-03
- IMA Digital Certificate Requests 12-22-03
- QORA Digital Certificate Requests 12-22-03
- RLD Digital Certificate Requests 12-22-03
- RPD Digital Certificate Requests 12-22-03
- SAF Digital Certificate Requests 5-26-04
- SCOP Digital Certificate Requests 12-22-03
- SDG-DLIS Digital Certificate Requests 12-22-03

[Back to Top](#)

Training

Qwest 101 "Doing Business With Qwest"

- This introductory instructor-led training course is designed to teach 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.

IMA "Hands On"

- This introductory instructor-led training course teaches you how to use Qwest's IMA Graphical User Interface (GUI) to order wholesale products. You will experience interactive software demonstrations and participate in hands-on practice sessions to familiarize yourself with the IMA GUI system. Click here for Course detail and registration information.

[Back to Top](#)

Last Update: August 1, 2004

SEARCH



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Qwest Interconnect OSS Electronic Access History Log

Line #	Version	Effective Date	Change				Reason/Source	CR or Notice #
			Section #	Section Name	Subsection	Update Activity		
1	V3.0	4/22/02				<ul style="list-style-type: none"> Created History Log 	PROS.04.19.02.F.0 0427.Electronic_A ccess	
2	V3.0	4/22/02		Introduction		<ul style="list-style-type: none"> Updated for consistency and clarification Updated with new wording and link for Unplanned Notification Process 	<ul style="list-style-type: none"> Correction to PCAT 	PROS.04.19.02.F.0 0427.Electronic_A ccess
3	V3.0	4/22/02		Tools for Interconnect	Data Files Available	<ul style="list-style-type: none"> Updated for consistency and clarification 	<ul style="list-style-type: none"> Correction to PCAT 	PROS.04.19.02.F.0 0427.Electronic_A ccess
4	V3.0	4/22/02		Electronic OSS Access Forms		<ul style="list-style-type: none"> Updated table to include links to downloadable forms 	<ul style="list-style-type: none"> Correction to PCAT 	PROS.04.19.02.F.0 0427.Electronic_A ccess
5	V3.0	4/22/02		Electronic OSS Access Forms	MSWord Downloads	<ul style="list-style-type: none"> Deleted section as it is duplicate information 	<ul style="list-style-type: none"> Correction to PCAT 	PROS.04.19.02.F.0 0427.Electronic_A ccess
6	V3.0	4/22/02		Training		<ul style="list-style-type: none"> Added training section with course descriptions 	<ul style="list-style-type: none"> Correction to PCAT 	PROS.04.19.02.F.0 0427.Electronic_A ccess
7	V4.0	4/23/02		Electronic OSS Access Forms		<ul style="list-style-type: none"> Deleted link from Web Access section of table 	<ul style="list-style-type: none"> Correction to PCAT 	PROS.04.23.02.F.0 0430.Electronic_A ccess
8	V4.0	4/23/02		Electronic OSS Access Forms	OSS Access Downloadable Forms	<ul style="list-style-type: none"> Added Excel downloads for Digital Certificate Requests Level 1 Change 	<ul style="list-style-type: none"> Correction to PCAT 	PROS.04.23.02.F.0 0430.Electronic_A ccess

Qwest Interconnect OSS Electronic Access History Log

Line #	Version	Effective Date	Change			Level of Change	Reason/Source	CR or Notice #
			Section Name	Sub-section	Update Activity			
9	V5.0	6/6/02	Electronic OSS Access Forms		Corrections/clarifications/additional information regarding Internet Access Instructions that does not change the product or process	Level 1	Changes that do not alter CLEC operating procedures	PROS.06.05 .02.F.00462. OSS_Electr onicAccess
10	V6.0	6-14-02	Tools for Interconnect		Added the FLI information and link	Level 1	Corrections/clarifications/additional information that does not change the product or process	PROS.05.24 .02.F.00454. OSS_Electr onicAccess
11.	V6.0	6-14-02	Tools for Interconnect		Added Metallic Designed Facility Inventory Tool (MIT)	Level 2	Addition of new Web Functionality	PROS.05.24 .02.F.00454. OSS_Electr onicAccess
12	V6.0	6-14-02	OSS Access Downloadable Forms		Added the various reports that can be accessed using the FLI Digital Certificate Request	Level 1	Corrections/clarifications/additional information that does not change the product or process	PROS.05.24 .02.F.00454. OSS_Electr onicAccess
13	V7.0	7/5/02	Introduction	Web Access	Corrections to name of OSS systems web site and URL with redirect link	Level 1	Document Corrections to sync up with existing systems documentation URL changes with redirect link	PROS.07.03 .02.F.00493. Elec_Acc_D SOS
14	V7.0	7/5/02	Tools for Interconnect		<ul style="list-style-type: none"> Clarification to Tools for Interconnect 	Level 1	<ul style="list-style-type: none"> Corrections/clarifications/additional 	PROS.07.03 .02.F.00493. Elec_Acc_D

Qwest Interconnect OSS Electronic Access History Log

15	V7.0	7/5/02			Tools for Interconnect	Telecommunications Information Access Ordering Systems	<ul style="list-style-type: none"> Additional information added for DSOS Job Aid with link Clarification to Fiber Data Reports; duplicate information within PCAT 	Level 1	<ul style="list-style-type: none"> Information that does not change the product or process Corrections to sync up with related Job Aid documentation Corrections/clarifications/additional information that does not change the product or process 	SOS PROS.07.03 .02.F.00493. Elec_Acc_D SOS
16	V7.0	7/5/02			Electronic OSS Access Forms		<ul style="list-style-type: none"> Clarification to Internet Access Procedures Additional information included for SDG User's guide with downloadable document Added DSOS to web access list to sync up documentation Correction of web access information to include ECR Deleted FORCAST from web access list to sync up 	Level 1	<ul style="list-style-type: none"> Corrections/clarifications/additional information that does not change the product or process Corrections/clarifications/additional information that does not change the product or process Document correction to sync up with related PCAT documentation Corrections/clarifications/additional information that does not change the product or process Document corrections to sync up with related 	SOS PROS.07.03 .02.F.00493. Elec_Acc_D SOS

Qwest Interconnect OSS Electronic Access History Log

17	V7.0	7/5/02		OSS Access Downloadable Forms	MS Excel Downloads	<ul style="list-style-type: none"> Added DSOS Digital Certificate information to sync up with existing documentation Deleted FORCAST Digital Certificate information to sync up with existing OSS systems documentation 	Level 1	<ul style="list-style-type: none"> Document corrections to sync up with related Job Aid documentation Document corrections to sync up with existing systems documentation 	PROS.07.03 .02.F.00493. Elec_Acc_D SOS
18	V7.0	7/5/02		Training		Deleted FORCAST training information	Level 1	Training Information	PROS.07.03 .02.F.00493. Elec_Acc_D SOS
20	V8.0	7/22/02		Tools and Reports for Interconnect		Document corrections to sync up with existing systems documentation to retire CTAG	Level 1	Document corrections to sync up with existing systems documentation	PROS.07.19 .02.F.00516. Electronic_Access
21	V8.0	7/22/02		Electronic OSS Access Forms		Document corrections to sync up with existing systems documentation to retire CTAG	Level 1	Document corrections to sync up with existing systems documentation	PROS.07.19 .02.F.00516. Electronic_Access
22	V8.0	7/22/02		OSS Access Downloadable Forms		Document corrections to sync up with existing systems documentation to retire CTAG	Level 1	Document corrections to sync up with existing systems documentation	PROS.07.19 .02.F.00516. Electronic_Access
23	V9.0	9/6/02		Tools for Interconnect		ECR Digital Certificate information added to sync up documentation	Level 1	Corrections to sync up related PCAT documentation with the primary PCAT documentation	PROS.09.05 .02.F.00564. OSS_Electr onicAccess
24	V9.0	9/6/02		Electronic OSS Access forms	OSS Access Downloadable forms	ECR Digital Certificate Request added to sync up documentation	Level 1	Corrections to sync up related PCAT documentation with the primary PCAT documentation	PROS.09.05 .02.F.00564. OSS_Electr onicAccess

Qwest Interconnect OSS Electronic Access History Log

25	V10.0	10/23/02		Introduction	Web Access	Correcting information regarding Digital Certificate information that does not change the process.	Level 1	Corrections/clarifications/ additional information that does not change the product of process	PROS.10.22 .02.F.00904. Document Updates
26	V10.0	10/23/02		Tools for Interconnect		Correcting SDG-DLIS description	Level 1	Corrections/clarifications/ additional information that does not change the product of process	PROS.10.22 .02.F.00904. Document Updates
26	V10.0	10/23/02		Electronic OSS Access Forms		Replacing SDG User Guide download with updated version	Level 1	Corrections/clarifications/ additional information that does not change the product of process	PROS.10.22 .02.F.00904. Document Updates
27	V11.0	12/6/02		Introduction	Direct Connection	Corrections/clarifications/additional information that does not change the product or process – updated information for consistency with the Qwest Data Network Information and Requirements form	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.11.15 .02.F.00930. OSS_Electr onicAccess
28	V11.0	12/6/02		Electronic OSS Access Forms		Changes to a form that do not introduce changes to the underlying process - Qwest Data Network Information and Requirements form format change	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.11.15 .02.F.00930. OSS_Electr onicAccess
29	V12.0	3/14/03		Electronic OSS Access Forms		Correction/clarification/additional information: Provided TAXI and how to access to Table under Dial Up Access Method	Level 1	Changes that do not alter CLEC operating procedures	PROS.03.13 .03.F.01030. IABS&Elec Access
30	V13.0	4/3/03		Electronic OSS Access Forms		Changes to a form that do not introduce changes to the underlying process – replaced Qwest Data Network Information and Requirements form for format change	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.03.13 .03.F.01032. Electronic Access

Qwest Interconnect OSS Electronic Access History Log

31	V14.0	7/30/03	Electronic OSS Access Forms	Contact information update – added email address for the SDG administrator in the SDG Users Guide download	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROD.07.09 .03.F.03457. Electronic Access_Upd ate
32	V15.0	10/6/03	Tools for Interconnect	Process options with no mandatory deadline, that do not supercede the existing processes and that do not impose charges, regardless of whether the CLEC exercises the option. <ul style="list-style-type: none"> QORA information added to section 	Level 1	Changes that do not alter CLEC operating procedures	PROS.10.03 .03.F.03613. ElectronicA ccessV15
33	V15.0	10/6/03	Electronic OSS Access Forms	Process options with no mandatory deadline, that do not supercede the existing processes and that do not impose charges, regardless of whether the CLEC exercises the option. <ul style="list-style-type: none"> QORA information and new download for Systems Administrator Instructions added to Web Access section. 	Level 1	Changes that do not alter CLEC operating procedures	PROS.10.03 .03.F.03613. ElectronicA ccessV15
34	V15.0	10/6/03	Electronic OSS Access Forms	Process options with no mandatory deadline, that do not supercede the existing processes and that do not impose charges, regardless of whether the CLEC exercises the option. <ul style="list-style-type: none"> QORA Digital Certificate added to MS Excel Downloads availability 	Level 1	Changes that do not alter CLEC operating procedures	PROS.10.03 .03.F.03613. ElectronicA ccessV15
35	V16.0	10/17/03	OSS Access	Correction to QORA download	Level 1	Changes that do not alter	PROS.10.16

Qwest Interconnect OSS Electronic Access History Log

36	V17.0	12/22/03		Downloadable Forms	MS Excel Downloads	for Systems Administrator Instructions that does not change the product or process. Modify/change the existing manual process for obtaining Digital Certificates. The Digital Certificate Request forms changed to clarify requirements.	Level 3	CLEC operating procedures	.03.F.03632. ElectronicAccess_V16 PROS.12.03.03.F.01103. FNL_ElectronicAccess_V17
37	V18.0	1/21/04		Tools for Interconnect		URL change with redirect link for the Qwest Online Request Application (QORA)	Level 1	Changes that do not alter CLEC operating procedures	PROS.01.20.04.F.01265. ElectronicAccess_V18
38	V19.0	2/6/04		Electronic OSS Access Forms Downloadable form		Data Network Information and Requirements , Section 5: <ul style="list-style-type: none"> EDI Directory Listing deleted – document correction to synch up related PCAT Documentation with the primary PCAT documentation PROS.11.01.02.F.00922.L SOGPCAT_Comments SPOC name change – correction/clarification/additional information that does not change the product or process 	Level 1	Changes that do not alter CLEC operating procedures	PROS.02.05.04.F.01314. ElectronicAccess_Ver19
39	V20.0	4/21/04		Introduction	Web Access	Contact information update – change wst email address to wholesale services support team in the downloadable document – How to Get a Qwest Digital Certificate	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.03.31.04.F.01528. PCAT_Upd ates

Qwest Interconnect OSS Electronic Access History Log

40	V21.0	6-28-04	Electronic OSS Access Forms	Web Access	Addition of new web functionality – Service Address File (SAF) name added to Web Access	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.06.17 .04.F.01804. FNL_Electr onicAccess V21
41	21.0	6-28-04	OSS Access Downloadable Forms	MS Excel Downloads	Addition of new web functionality – SAF Digital Certificate Requests added	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.06.17 .04.F.01804. FNL_Electr onicAccess V21
42	22.0	8-1-04	Tools for Interconnect		Document corrections to synch up with existing OSS interfaces documentation – SYST.7.09.04.F.01863.TELIS FinalRetirementNotice	Level 1	Changes that do not alter CLEC operating procedures	PROS.07.29 .04.F.01926. ElectronicA ccess_Orderi ng
43	22.0	8-1-04	Electronic OSS Access Forms		Document corrections to synch up with existing OSS interfaces documentation – SYST.07.09.04.F.01863.TELIS FinalRetirementNotice	Level 1	Changes that do not alter CLEC operating procedures	PROS.07.29 .04.F.01926. ElectronicA ccess_Orderi ng