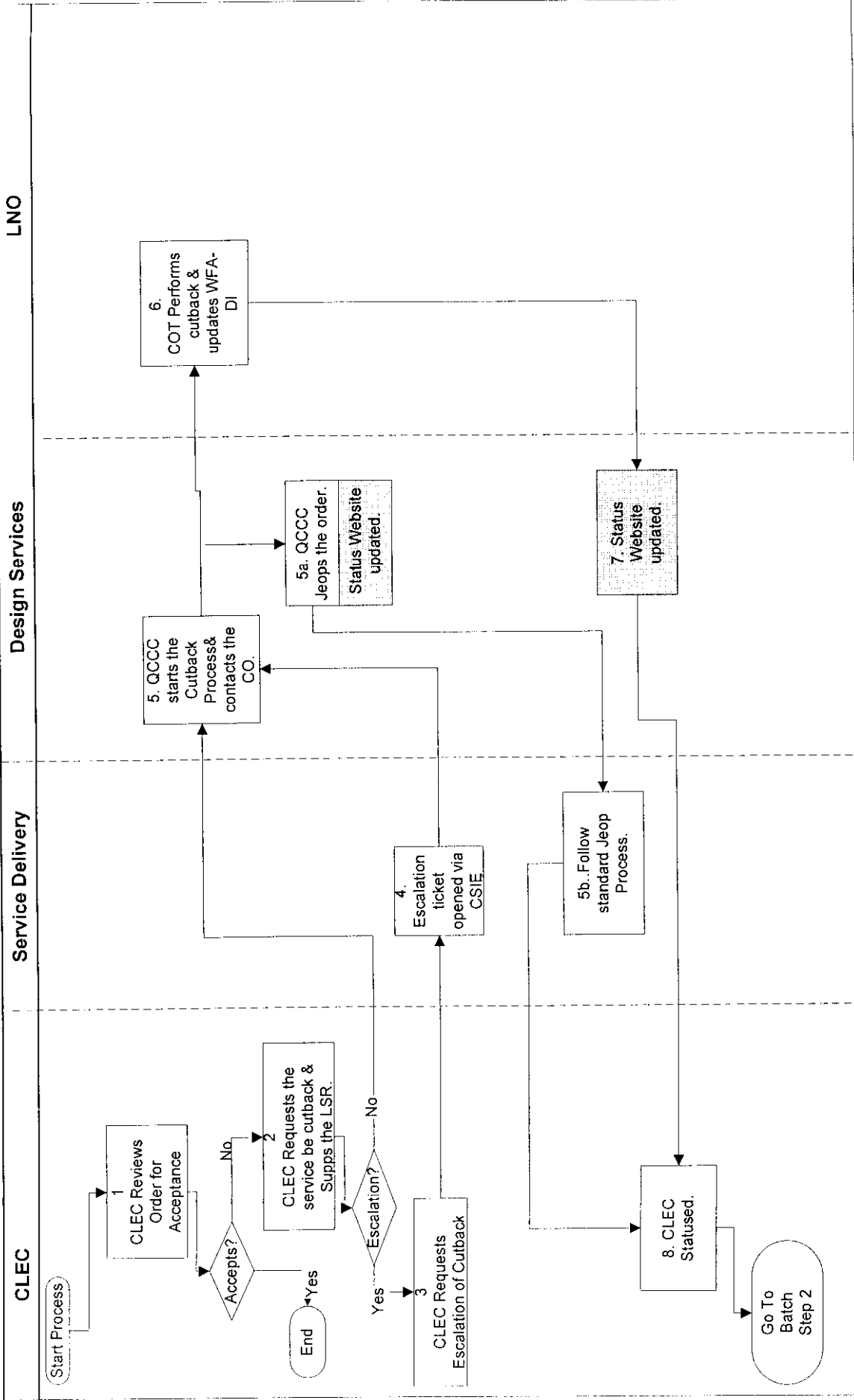


DUE DATE CUTBACK FLOW



Cutback Process Task List

1. CLEC reviews the Statue Website and the Trap and Trace signal to note completion. CLEC performs any additional testing to determine the loop acceptance. If accepted NO response is required. If CLEC is NOT accepting the order, CLEC action is required.
2. CLEC detects an issue on the order. CLEC requests cutback of service to the original provider by sending an email to Qwest. CLEC can call Qwest CSIE group to open an escalation ticket. These actions must take place prior to the 2-hour acceptance timeframe has elapsed. CLEC supplements original LSR for appropriate action.
3. The CLEC may opt to have the cutback escalated via the CSIE group.
4. Qwest CSIE receives call to open an escalation ticket to stop the completion of a service order or LSR currently contained in the BHC. CSIE forwards the ticket to the QCCC to cutback the end user to the original provider.
5. QCCC will perform CO hand-off and page the CO to notify that the order needs to be cutback.
- 5a. QCCC follows the standard Jeopardy process. The Status Website is updated.
6. COT performs cutback of service to original provider equipment and updates WFA-DI.
7. The Status Website is updated.
8. CLEC is statused that the cutback is complete and order is now in Jeopardy status.