

Business Procedures

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Business Procedures

Migrations and Conversions Overview - V13.0

History Log

Description

This overview provides you with a summary of end-user migrations and conversions. Migrations and conversions are terms used interchangeably by Qwest when an end-user moves from one Local Service Provider (LSP) to another. The term LSP describes the company that provides local services to the end-user. You or Qwest may be an end-user's LSP in a migration/conversion scenario.

One or more of the following conditions exists/occurs in a migration:



- The end-user's telephone number is being ported. Refer to Local Number Portability (LNP) for additional information regarding porting.
- The current service delivery method is Qwest Retail, Resale, Unbundled Network Elements (UNEs), Unbundled Network Elements Platform (UNE-P) or Unbundled Network Elements Combination (UNE-C).
- The end-user is converting to a different/new LSP

In today's competitive environment, end-users may choose to migrate from:

- Qwest to a Competitive Local Exchange Carrier (CLEC)
- CLEC to CLEC
- CLEC to Qwest

Within each of these scenarios, responsibility for delivering, servicing and billing the end-user's local service(s) changes from the current Old LSP (OLSP) to the New LSP (NLSP).

Even though Qwest uses the terms migration and conversion interchangeably to describe a move between LSPs, you must specify a Local Service Request (LSR) Activity (ACT) Type that references conversion activity to request migration/conversion. The exception is

Common Language	Unbundled to Bundled, this type of migration requires a LSR ACT Type of "N".
Customer Contacts	
Directory Ordering	Full or Partial Migration
Early Order Opportunity	When a LSR is submitted for migration with an ACT Type of "V" or "Z", it should also include an indicator (Migration Indicator (MI)) specifying whether the migration activity is for "Full Migration" or "Partial Migration". Full Migration occurs when all services/lines contained on the Customer Service Record (CSR) and billed to the OLSP under a primary telephone number or account telephone number are migrating to the NLSP and no services/lines remain on the OLSP account under that account telephone number.
Electronic Access	
Expedites and Escalations Overview	Partial Migration occurs when a portion of the end-user's services/lines billed to the OLSP under a single account telephone number are being migrated and one or more services/lines remain with the OLSP under that account telephone number.
Features - Unbundled	
Forecasting	
Formal Complaint Process	
Interconnection Agreements & Amendments	
-Negotiations Template	Migration Process Flows
-Opt-In Provisions	The following process flows illustrate some potential migration scenarios by service delivery method. Qwest is the Network Service Provider (NSP) and Directory Service Provider (DSP) in each of these scenarios.
-SGATs	
Local Service Freeze	Bundled to Bundled
Local Service Ordering Guidelines (LSOG)	This group of scenarios includes:
Long Distance Carrier Selection	<ul style="list-style-type: none"> • Qwest Retail to Resale or UNE-C • Resale to Resale • Resale to UNE-P • UNE-P to Resale • UNE-C-to-UNE-C
Maintenance & Repair Overview	In bundled to bundled migrations, the end-user's services/lines move from the OLSP to a NLSP. The NSP remains unchanged throughout the migration, the reuse of the loop facility is involved and the end-user retains their telephone number (if applicable).
Manual Interfaces	
Migrations and Conversions	
Negotiations Process	Description
Negotiations Template Agreement	The NLSP and OLSP provide service to the end-user by leasing bundled services from a NSP. The NSP is also the DSP.
Ordering Overview	Responsibilities:
Pre Ordering Overview	NLSP

Proof Of Authorization/Letter Of Agency (LOA)

Provisioning & Installation Overview

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

- Negotiate service request with end-user (including Directory Listing)
- Obtain CSR and local service configuration from OLSP
- Perform necessary pre-order functions with NSP (e.g., address validation)
- Submit LSR to NSP/DSP

OLSP

- Provide CSR and local service configuration to NLSP

NSP

- Support requests from NLSP for pre-order functions
- Receive/process LSR and issue service orders
- Send Firm Order Confirmation (FOC) to NLSP
- Send Completion Report to NLSP
- Send Loss Report and Completion Report to OLSP
- Send completed service order information to DSP

DSP

- Publish Directory Listing

Bundled to Unbundled

This group of scenarios includes:

- Qwest Retail, Resale, or UNE-P to Unbundled Local Loop (with or without LNP)



Description

Involves reusing the loop facility and retaining the end-user's telephone number via LNP, if applicable. The OLSP services the end-user via bundled services. The NLSP will service the end-user via its own switch and an Unbundled Local Loop. Requires a hot cut where the loop must be disconnected from the OLSP's bundled service and re-connected to the NLSP's facility.

Responsibilities

NLSP

- Negotiate service request with end-user (including Directory Listing)
- Obtain CSR and local service configuration from OLSP
- Perform necessary pre-order functions with NSP (e.g., address validation)

- Submit LSR to NSP/DSP

OLSP

- Provide CSR and local service configuration to NLSP

NSP

- Support requests from NLSP for pre-order functions
- Receive/process LSR and issue service orders
- Send FOC to NLSP
- Send Completion Report to NLSP
- Send Loss Report and Completion Report to OLSP
- Send completed service order information to DSP

DSP

- Publish Directory Listing

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Unbundled to Bundled

This group of scenarios includes:

- Unbundled Local Loop to Resale or UNE-P (with or without LNP)
- Unbundled Local Loop to Qwest Retail (with LNP)



Description

Involves reusing the loop facilities and the end-user retains their telephone number via LNP if applicable. The OLSP services the end-user via its own switch and leases an unbundled loop facility from an NSP. The NLSP will service the end-user via bundled services (Qwest Retail, Resale or UNE-P) leased from a NSP.

Responsibilities

NLSP

- Negotiate service request with end-user (including Directory Listing)
- Obtain CSR and local service configuration from OLSP (when appropriate)
- Perform necessary pre-order functions with NSP (e.g., address validation)
- Submit LSR to NSP

OLSP

- Provide CSR and local service configuration to NLSP

NSP

- Support requests from NLSP for pre-order functions
- Receive/process LSR and issue service orders
- Send LNP (LSR) to Old NSP (ONSP) if applicable
- Send FOC to NLSP
- Send Completion Report to NLSP
- Send Loss Report and Completion Report to OLSP
- Send completed service order information to DSP

ONSP

- Send LNP FOC to NSP

DSP

- Publish Directory Listing

Unbundled to Unbundled

This type of migration includes Unbundled Local Loop to Unbundled Local Loop.



Description

Unbundled Local Loop to Unbundled Local Loop migration refers to the change of responsibility or coordination of loop reuse for unbundled local loops from the OLSP to a NLSP.

Responsibilities:

NLSP

- Negotiate service request with end-user (including Directory Listing, if appropriate)
- Obtain CSR and local service configuration from OLSP
- Perform necessary pre-order functions with NSP (e.g., address validation)
- Submit LSR to NSP/DSP

OLSP

- Provide CSR and local service configuration to NLSP

NSP

- Support requests from NLSP for pre-order functions
- Receive/process LSR and issue service orders
- Send FOC to NLSP
- Send Completion Report to NLSP
- Send Loss Report and Completion Report to OLSP
- Send completed service order information to DSP

DSP

- Publish Directory Listing

Definitions associated with migrations

Bundled Services

Bundled local services include Qwest Retail services, Resale services, and UNE-C services. The migration of Bundled Services may, in some circumstances, include Local Number Portability (LNP).

DSP

The DSP is responsible for the implementation of the LSP's requirement to provide directory assistance/directory listing(s) for the end-user.

LSP

Provides local service(s) to the end-user.

NSP

Provides the dial tone, switched features and/or loop(s). In some cases the following more specific designations may be used:

- NSP-Switch - Carries the dial tone and switched features
- NSP-Loop - Provides the local loop to the end-user premises or other mutually agreed upon point

Unbundled Services

Unbundled Services include Unbundled Local Loops and Unbundled Switching.

UNE-C

UNE-C offerings are combinations of UNEs. The UNE-C family of products consists of:

- Enhanced Extended Loop - EEL

- Loop/MUX Combination - LMC
- UNE-P

Availability

Migrations/Conversions can occur throughout Qwest's 14-state local service territory.

Terms and Conditions

Credit Status

Qwest allows end-users to migrate their service from one LSP to another, regardless of their credit status with the current LSP. This policy means that Qwest does not prevent an end-user with an unpaid bill or credit problem with one provider (including Qwest) from migrating their service to another provider. The old provider is responsible for collecting any balance due them.

Loop Reclamation

When possible, Qwest will reclaim an Unbundled Local Loop associated with migration activity:

- Migration to Qwest Retail, Resale, or UNE-P:
 - Qwest will reclaim the Unbundled Local Loop associated with a telephone number being Ported-In to Qwest, for like services. Qwest will send the LSR, EU and NP forms for straight number portability and will use the following REQ TYP entries depending upon whether Qwest is reclaiming an Unbundled Local Loop.
 - REQ TYP "CB" = Qwest is not reclaiming an Unbundled Local Loop
 - REQ TYP "BB" = Qwest is reclaiming an Unbundled Local Loop
 - Qwest will advise the OLSP in the LSR remarks field whether or not the Unbundled Local Loop(s) is being reclaimed. If the Unbundled Local Loop(s) is being reclaimed, Qwest will also include the Exchange Company Circuit ID (ECCKT) in the LSR remarks field or in the "ECCKT" field on the NP form preceding the associated "PORTED NBR" field.
 - Loss reports and Completion reports will identify the loop disconnect date for billing termination.
- Qwest will not reclaim an Unbundled Local Loop associated with a telephone number being Ported-In to Qwest, if the end-user is changing address and Qwest is not aware of the loop at the old address or if the loop circuit ID cannot be identified. Qwest will identify this situation by entering the following remark on the LSR, "End-user moving to new loc, not reclaiming loop".

Loop Reuse

Loop reuse occurs when the end-user changes to a NLSP and all of the following apply:

- The loop is moving from the OLSP's collocation facility to the NLSP's collocation facility within the same serving wire center.
- The end-user termination remains the same.
- The UNE-Loop ordered on the migration by the NSLP is a "like service" as described below:

A "like services" condition exists when the following elements of the requested loop are identical to the existing loop:

- Network Channel (NC) Code
- First two positions of the Network Channel Interface (NCI) code
- Secondary NCI code (if applicable)
- The OLSP and NLSP will be notified of the loop activity on Loss reports and Completion reports.

Implementation

Pre-Ordering

Pre-Ordering refers to the set of activities performed by you prior to placing a service request with Qwest. Performing Pre-Ordering activities allows you to validate details prior to submitting service requests and avoid unnecessary errors and/or delays of your request.

General pre-ordering activities are described in the Pre-Ordering Overview.

Requirements for pre-ordering are described in LSOG Pre-Order.



Ordering

Migration/conversion activity service requests are submitted using the following LSOG forms:

- LSR
- End User (EU) (except for Resale Private Line Transport (PLT) - Non-Switched)
- Product specific forms

The LSOG forms submitted by the NLSP for migration activity should reflect the end state of the service and include all details required for provisioning. Field entry requirements are described in the LSOG.

The account telephone number and Street Address Number (SANO) information may be all that is required to match migration or

conversion activity to a CSR. Refer to the Ordering Overview, to determine if this abbreviated ordering option is available in the version of Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) used to submit your request.

The end-user must have provided you with a Letter of Authorization (LOA) requesting that you serve as their LSP.

Service requests should be placed using IMA EDI, IMA Graphical User Interface (GUI) or faxed to (888) 796-9089.

General ordering activities are identified in the Ordering Overview.

Migration ACT Types

The following ACT Types and Manual Indicator values should be used when submitting a LSR for migration activity:

Migration Activity	ACT Type "V" Conversion As Specified	ACT Type "W" Conversion As Is	ACT Type "Z" Conversion As Specified/No Directory Listing Changes	ACT Type "N" New Installation	Manual Indicator Value
Bundled to Bundled	X	X	X		N
Bundled to Unbundled	X		X		N
Unbundled to Bundled				X	Y
Unbundled to Unbundled	X				Y

Related Purchase Order Number (RPON) Relating Multiple Migration Service Requests

When multiple migration service requests (not constituting a project) must be worked together, the requests must be related upon submission. The related requests must contain Related Purchase Order Number (RPON) and/or page sequencing information (PG_of_). If the related requests involve multiple requisition types (REQTYP's), they may need to be submitted in a specific sequence or with a manual handling indicator. For example, an account with 5 POTS lines is migrating. One of the lines will be migrating as Resale POTS (REQTYP – EB). The other 4 lines will be migrating as LNP (REQTYP – CB). The LNP request should be submitted first, followed by the Resale POTS request. This sequencing allows for appropriate service order and account creation associated with your

requests. Neither should require a manual handling indicator unless specifically stated in the LNP or Resale PCAT.

Very few requests involving multiple requisition types require specific sequencing. If sequencing or a manual handling indicator is required, this information is documented in the product specific PCAT.

Courtesy Disconnects

A Courtesy Disconnect is a request by a CLEC to disconnect an account that does not belong to them, as part of a migration scenario. Typically, the CLEC has already provisioned new service for the end-user and is now requesting a disconnect for the end-user's old service with another provider.

The account may be Retail, Resale, or UNE-P. The LSP for the service to be disconnected may be another CLEC or Qwest. Qwest will accept Courtesy Disconnects for the following telephone number based products:

- Plain Old Telephone Service (POTS)
- Centrex
- Integrated Services Digital Network (ISDN)

Qwest will also accept Courtesy Disconnects on a T1 (Digital Signal level 1 (DS1)) for Digital Switched Services (DSS), Primary Rate Service (PRS), Uniform Access Solution (UAS) Service, and integrated T1 products when a Related Purchase Order Number (RPON) is submitted to disconnect all associated trunks and Direct Inward Dialing (DID) station numbers. However, these are the only private line products for which Qwest will accept a Courtesy Disconnect.

To request a Courtesy Disconnect, specific areas of the LSR form must be completed as follows:

- ACT must be D or C.
- If ACT is C, the assumption is that a Courtesy Disconnect is being requested for one or more lines on the account, but not all. Therefore, one or more lines on the account must appear on the Resale Services (RS) form or CRS form with Line Activity (LNA) = "D".
- Agency Authorization (AGAATH) must be "Y"
- MANUAL IND must be "Y"
- REMARKS must include the words "Courtesy Disconnect."

Courtesy Disconnect LSRs that do not meet these criteria will be rejected.

Loop Reclamation

Migration to NLSP with Number Portability (Retail, Resale or UNE-

P):

- Qwest will send the LSR, EU and NP forms for straight number portability and will use the following REQ TYP entries depending upon whether Qwest is reclaiming an Unbundled Local Loop.
 - REQ TYP "CB" = Qwest is not reclaiming an Unbundled Local Loop
 - REQ TYP "BB" = Qwest is reclaiming an Unbundled Local Loop
- Qwest will advise the OSLP in the LSR remarks field whether or not the Unbundled Local Loop(s) is being reclaimed. If the Unbundled Local Loop(s) is being reclaimed, Qwest will also include the Exchange Company Circuit ID (ECCKT) in the LSR remarks field or in the "ECCKT" field on the NP form preceding the associated "PORTED NBR" field.
- A disconnect service order(s) will be issued for the Unbundled Local Loop(s) and billing will cease on the Due Date.
- No action is required by the OLSP**.

**If Unbundled Local Loops exist and are associated with the telephone number being Ported-In to Qwest (as the NSP) and the LSR form sent to the OLSP does not indicate that Qwest is reclaiming the loops, it will be the responsibility of the OLSP to perform one of the following actions:

- Submit a LSR to Qwest for each end-user address where one or more Unbundled Local Loops are to be disconnected. Qwest will issue Disconnect Order(s) for the Unbundled Local Loop(s) and billing will stop on the Due Date.

or

- Send a FOC (in response to the LSR submitted by Qwest, above) to Qwest that provides the Unbundled Local Loop Circuit ID associated with each telephone number being Ported-In. Qwest will issue Disconnect Order(s) for the Unbundled Local Loop(s) and billing will stop on the Due Date.

Migration to Qwest without Number Portability (Resale or UNE-P)

- The NLSP has requested reuse of facilities from an existing Unbundled Local Loop.
- Qwest will issue a disconnect order for the Unbundled Local Loop(s) and billing will cease on the Due Date.
- No action is required by the OLSP.

Use of Universal Service Order Codes (USOCs) and Field Identifiers (FIDs) are described in the USOCs and FIDs Overview. Use of the USOC/FID Finder will assist you in identifying USOC and FID requirements.

Service interval guidelines are found in the [Service Interval Guide \(SIG\)](#).

Migration and Move

Migration and move (change of address) activity may be requested on the same LSR under the following conditions:

- The product at the new address must be Resale POTS, Resale Centrex 21, Resale Basic Rate Interface (BRI) ISDN, UNE-P POTS, UNE-P Centrex 21 or UNE-P BRI ISDN.
- The ACT field must equal "V".
- The LNA field must equal "V" or "N".
- The End User Moving Indicator (EUMI) field on the EU form must equal "Y".
- The end user's new address must be entered in the location address fields on the EU form.
- Applies to full migrations only
- End-user must keep the same telephone number(s)
- The new address must be served by the same wire center as the old address. (For Migrate and Move process involving number portability, refer to the [Port Within PCAT](#))
- A Directory Listing (DL) form must be submitted.

When you submit migration and move requests, you may also perform the following activities:

- Feature changes on existing lines
- Add new lines
- Change products within each local service product type (e.g., Resale POTS to UNE-P POTS). The LSR Requisition Type (REQTYP) should represent the product at the new address.

Transfer of Responsibility

Transfer of Responsibility refers to the transfer of a Collocation site or the transfer of occupancy of either aerial or underground facilities to an assuming CLEC from a vacating CLEC. For additional information regarding Transfer of Responsibility refer to the [Collocation - General Information Product Catalog \(PCAT\)](#). For additional information regarding Transfer of Responsibility of occupancy of either aerial or underground facilities refer to the [Access to Poles, Ducts and Rights of Way PCAT](#).

A Design Layout Record (DLR) provides you with a description of the facilities and services ordered. It is provided at your request and is intended to assist in designing the overall service. You can choose to view and/or retrieve the DLR information on-line through IMA or have it delivered electronically. A DLR request is described in the [IMA EDI Network Disclosure Document](#) or the [IMA User's Guide](#).

For information regarding consolidation, deconsolidation, or rearrangement of CSR data with migration activity, refer to the

Ordering Overview.

Data Migrations

When the voice and data portions of a loop have been split, it is possible to migrate only the data portion from Data Local Exchange Carrier (DLEC) to DLEC. It is also possible to migrate between products that offer splitting of voice and data services (e.g., requesting migration activity from Line Sharing to Line Splitting). For more information regarding various Line Splitting and Loop Splitting scenarios, click on one of the following:

- [Line Splitting Scenarios](#)
- [Loop Splitting Scenarios](#)



Provisioning

Firm Order Confirmation (FOC) intervals are available in the Service Interval Guide (SIG).

General provisioning and installation activities are described in the Provisioning and Installation Overview.

If no facilities are available, the LSR will be rejected for a No Facilities reason. Reject notification information is described in the Ordering Overview.

A jeopardy occurs on a service request, if a condition exists that threatens timely completion. Jeopardy notification information is described in the Provisioning and Installation Overview.

Loss reports and Completion reports are generated based on loss and gain account activity. Loss and Completion Reports are described in Billing Information - Additional Outputs - SMDR, Completion Report, Loss Report.



Billing

Customer Records and Information System (CRIS) billing is described in Billing Information Customer Records and Information System (CRIS).

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 to learn more about this course and to register.](#)

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

Contacts

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

Frequently Asked Questions (FAQs)

Q. In a CLEC to CLEC migration scenario, who is responsible for providing the CSR?

A. The OLSP is responsible for providing the CSR to the NLSP.

Q. Who communicates with the OLSP regarding LOA in a CLEC to CLEC migration?

A. The NLSP needs to communicate with the OLSP regarding LOA in a CLEC to CLEC migration.

Q. Is the Migration and Conversion Overview PCAT the only source for migration information?

A. The Migration and Conversion Overview PCAT contains general migration information. Because the different migration scenarios are numerous and vary by product, the individual product PCATs should be consulted for specific information.

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