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<input checked="" type="checkbox"/> Products and Services	<input checked="" type="checkbox"/> Resources	<input checked="" type="checkbox"/> Systems	<input checked="" type="checkbox"/> Network	<input checked="" type="checkbox"/> Training and Notices	<input checked="" type="checkbox"/> Global Services	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Wholesale						

Products & Services

Product Catalog (PCAT)

Product Catalog (PCAT)

Unbundled Local Loop - General Information - V39.0

Product Description

History Log

Pricing

Product Description

Features/Benefits

Unbundled Local Loop is a facility or transmission path between the Distribution Frame or equivalent in the Qwest Central Office (CO) and the loop Demarcation Point at the end-user premises. The 'Demarcation Point' is defined as the point where Qwest ownership of facilities ceases and Competitive Local Exchange Carrier (CLEC), end-user, owner or landlord ownership of facilities begins. Unbundled Local Loop network element includes all features, functions, and capabilities of the transmission facilities including dark fiber and all attached electronics, with the exception of Digital Subscriber Line Access Multiplexer (DSLAM), owned by Qwest, between a Qwest CO and the loop Demarcation Point at the end-user premises. Unbundled Local Loop provides a transmission path that is a point-to-point configuration. You gain access to an unbundled local loop at the Qwest CO through the establishment of a collocation arrangement. Information for collocation is available in Collocation - General Information. Individual state commissions and Interconnection Agreements determine the structure, pricing and guidelines for Unbundled Local Loop.

Applications

Implementation

Pre Ordering

Ordering

Provisioning

Maintenance

Billing

Training

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FAQs

Unbundled Local Loop family of products consists of:

- 2-Wire or 4-Wire Analog (Voice Grade) Loop
- 2-Wire or 4-Wire Non-Loaded Loop
- Asymmetric Digital Subscriber Line (ADSL) Compatible Loop
- Digital Service Level 1 (DS1) Capable Loop
- Digital Service Level 3 (DS3) Capable Loop
- Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) Capable Loop
- Synchronous Optical Network (SONET) Channel Optical Carrier Level n (OCn) Capable Loop
- xDigital Subscriber Line-Integrated Services Digital Network (xDSL-I) Capable Loop

The following provides general information about the Unbundled Local Loop family of products.

Product Diagram



This diagram is intended to generally represent an Unbundled Local Loop configuration. Variations may occur from location to location.

Availability

Unbundled Local Loop is available where facilities exist throughout Qwest's 14-state local service territory.

Terms and Conditions

Unbundled Local Loop product offerings are provided where existing facilities are available and in compliance with provisions of Commission Orders and State Requirements as stated in this web page. Additional information is located in the Tariffs, Regulations and Policies section of this web page.

Technical Publications

Technical characteristics, including Network Channel/Network Channel Interface (NC/NCI™) codes are described in Technical Publication, Interconnection - Unbundled Loop, 77384.

Collocation information, as it applies to the Unbundled Local Loop product family, is located in Technical Publication, Interconnection and Collocation for transport and Switched Unbundled Network Elements and Finished Services, 77386.

Interconnection

Pricing

Rate Structure

Recurring charges are billed on a month-to-month basis. Nonrecurring charges are billed at the time service is rendered. Term contracts are not available.

Interconnection Tie Pair (ITP) monthly charges are applicable for each unbundled local loop. The ITP rate item represents the cost of the connection between your Demarcation Point within the Qwest CO and the Qwest Demarcation Point within the same office. Additional information is available in your Interconnection Agreement.

When multiple Unbundled Local Loops are ordered from the same Network Interface Device (NID) to the same wire center at the same time, they will be assessed a first and additional nonrecurring charge. Information regarding your rates is available in Exhibit A or the specific rate sheet in your Interconnection Agreement.

A nonrecurring customer transfer charge will apply when converting an existing Private Line to Unbundled Local Loop pricing. If you request a dispatch when converting an existing Private Line to Unbundled Local Loop pricing, the nonrecurring installation rate for that specific Installation Options will be assessed. Contact your Qwest Sales Executive if an amendment to your Interconnection Agreement is necessary to support Private Line to Unbundled Local Loops pricing.

One-month minimum billing, contract termination liability and associated contract charges for the product from the loop converted will apply. These charges will be assessed to the end-user as described in the state specific Tariffs/Catalogs/Price Lists.

Miscellaneous charges assessed may include, but are not limited to, Due Date Changes; Design Changes; Conditioning; Time and Materials; Maintenance of Service, and Premises Work.

Information regarding Geographic Deaveraging is available in Geographic Deaveraging - General Information. For more information on Geographic Deaveraging, refer to Regulatory Commissions and Telecommunications Associations. To determine the impact of your specific transmission level for a specific state, refer to Statement of Generally Acceptable Terms and Conditions (SGAT), Exhibit A.

Rates

A nonrecurring charge applies to the installation of service(s) and in some states a disconnect service(s) charge will apply. Rates for Unbundled Local Loop are available in Exhibit A or the specific rate sheet in your Interconnection Agreement. If there are elements that are not in your Interconnection Agreement, contact your Qwest Sales Executive.

Tariffs, Regulations, and Policies

Qwest technicians do not provide service past the Demarcation Point at the end-user premises on an Unbundled Local Loop.

To convert your existing Private Line to Unbundled Local Loop pricing, the conversion must:

- Be like for like facilities, e.g., DS1 Private Line to Unbundled Local Loop DS1 Capable Loop
- Originate at your Collocation site in the serving CO
- Terminate at the end-user premises

The conversion of your Private Line to Unbundled Local Loop pricing does not require a redesign of the circuit. This conversion will not create a disruption of service to your end-user.

Unbundled Local Loops can be ordered in conjunction with a Multiplexer (MUX). Refer to Loop MUX Combination (LMC) for

more information.

Unbundled Local Loop product offerings are provided where existing facilities are available. Exceptions may apply where Commission Orders or state requirements exist. Exceptions may occur with Qwest/U S WEST Merger Stipulations/Agreements in the states of Minnesota and Washington. These agreements are separate from Qwest efforts to regain long distance re-entry. For specifics on those exceptions, refer to Regulatory Commissions and Telecommunications Associations.

When you submit a request for an Unbundled Local Loop the standard assignment process may include both mechanized and manual processes. Requests that can be provisioned over copper facilities use the mechanized assignment process. When facilities cannot be assigned via this process, the default is the Manual Steps Required for Copper Facility Assignment Process. Requests that are provisioned over fiber use the Fiber Facility Assignment Process for DSI and Above. For additional information on the Facility Assignment Process. If cable capacity is available, Qwest will complete any necessary incremental facility work to provide complete facilities to the end-user premises. This work includes but is not limited to; placement of a drop, addition of a NID at the end-user demarcation point, addition of cards to an existing Subscriber Loop Carrier Systems at the CO and Remote Terminal, addition of CO Tie Pairs, and addition of Field Cross Jumpers. This process will not include the splicing of Unbundled Dark Fiber. Additional information for Unbundled Dark Fiber can be found in Unbundled Dark Fiber (UDF).

If no facilities are available to meet the parameters required for your requested service, Qwest will look for an existing engineering job order that could fill your service request in the future. If an engineering job order is identified, Qwest will provide the Ready For Service (RFS) date. You will have the opportunity to wait for the service to be delivered or cancel your service request..

If the service request involves a 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop, and the loop is considered primary service the normal assignment process described above will be followed in its entirety. If no facilities are available, and there is No Planned Engineering Job, an engineering job order will be initiated to ensure delivery of the primary service to the end-user. Qwest will construct facilities for the 2-Wire or 4-Wire Analog (Voice Grade) loop that are in alignment with its Eligible Telecommunications Carrier (ETC) obligations to provide basic local exchange service in the retail markets. For more information on Qwest's ETC obligations refer to Regulatory Commissions and Telecommunications Associations.

Qwest will construct facilities to satisfy the primary 2-Wire or 4-Wire Analog (Voice Grade) lines for the Unbundled Local Loop, in the same manner as Qwest constructs these facilities for its own end-

users.

If you submit a service request for a 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop, and the loop is considered secondary service the normal assignment process described above will be followed in its entirety. If facilities can not be located and there is No Planned Engineering Job, your service request will be held for 30 business days. Availability of facilities is on a first come, first served basis. If spare facilities become available, a Firm Order Confirmation (FOC) is generated and sent to you in response to your original service request. If at the conclusion of the 30 business day hold facilities are still unavailable, your service request will be rejected. Exceptions may occur, as mentioned above. This information is also described in the Provisioning and Installation Overview. If it is determined that facilities are unavailable, contact your Qwest Service Manager for other options. Information for CLEC requested Unbundled Network Elements (UNE) Construction is available in CLEC Requested Unbundled Network Elements (UNE) Construction (CRUNEC).

When you submit an Unbundled Local Loop request for xDSL Services (i.e., 2-Wire or 4-Wire Non-Loaded Loop, ADSL Compatible Loop, ISDN BRI Capable Loop, xDSL-I Capable Loop), for or a DS1 Capable Loop or DS3 Capable Loop, the normal assignment process will be followed in its entirety. If facilities can not be located and there is No Planned Engineering Job, your service request will be held for 30 business days. Availability of facilities is on a first come, first serve basis. If spare facilities become available, a FOC is generated and sent to you in response to your original service request. If at the conclusion of the 30 business day hold facilities are still unavailable, your service request will be rejected. Exceptions may occur, as mentioned above. This information is also described in the Provisioning and Installation Overview. If it is determined that facilities are unavailable, contact your Qwest Service Manager for other options. Information for CLEC requested UNE Construction is available in CLEC Requested UNE Construction (CRUNEC).

Qwest Outside Plant (OSP) and Interoffice (IOF) engineering jobs may be viewed in the ICONN database. For specific details and instructions see the Tariffs, Regulations, and Policies Section of the Provisioning and Installation Overview.

Upgrades of Interoffice Facilities may allow copper interoffice facilities to be redesignated as available for loop facilities. When copper interoffice facilities become available, these copper loop facilities will be available as spare for you to use as unbundled local loops to your end-user. This spare copper will be indicated as spare facilities in the Raw Loop Data (RLD) Tool.

Qwest normal hours of operations are 8:00 AM to 5:00 PM, Monday through Friday, excluding Qwest Holidays. Installations requested outside of the normal operating hours are considered to be Out of Hours Installations. All Out of Hours installations require a

coordinated installation option as defined in the Ordering section. Contact your Qwest Service Manager for information regarding this process. Out of Hours rates are assessed for this service. These rates appear in Exhibit A or the specific rate sheet in your Interconnection Agreement.

All Unbundled Local Loop intervals, including Extension Technology and Loop Conditioning, are located in the Service Interval Guide (SIG). Additional information regarding Extension Technology is described in ISDN BRI Capable Loop and xDSL-1 Capable Loop. Information regarding Loop Conditioning is located in the Ordering section of this web page.

Quick Loop provides a reduced provisioning interval for Unbundled Local Loops. Additional information regarding Quick Loop is described in 2-wire or 4-wire Analog (Voice Grade) Loop and 2-Wire or 4-Wire Non-Loaded Loop.

Information for Local Number Portability (LNP) when associated with Unbundled Local Loops can be found in LNP.

The provisioning intervals for converting from Private Line to Unbundled Local Loop pricing are located in the SIG. The intervals will be consistent with the type of loop you are converting to, e.g., Private Line DS1 to Unbundled Local Loop DS1 Capable Loop Pricing, your provisioning interval would be for DS1 Capable Loop.

Optional Features

Detailed information regarding optional features for each Unbundled Local Loop product is available by selecting the product hyperlink located in the Product Description section of this web page.



Features/Benefits

Features	Benefits
Market Presence	<ul style="list-style-type: none">• Allows you to provide Local Exchange service to your end-users
Low Cost	<ul style="list-style-type: none">• Allows you to lease facilities from Qwest at wholesale rates



Applications

See Features/Benefits



Implementation

Product Prerequisites

If you are a new CLEC and are ready to do business with Qwest, view the *Getting Started as a Facility-Based CLEC*. If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the Interconnection Agreement.

Pre Ordering

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

Border town characteristics, including a NPA/NXX matrix are described in the *Pre-Ordering Overview*.

Border town cities are physically located and tariffed in one state with service provided from a central office located in a different state. The recurring and non-recurring rates for each border town are based on the tariffs of the state where the service is physically located. Taxes are also based on the end user's physical location, not the serving Central Office.

For UBL accounts, the SBN/MAN number, Summary BAN, Geographic Deaveraging Rate Zone, and Exchange Code (Eastern) will be assigned using the END USER State data. The STN (Eastern) and Circuit ID will be assigned using the serving central office State data.

Exceptions occur where a tariff specifically addresses a city by name or by NPA/NXX. In these exception cases, the tariff is the final source of authority for determination of recurring and non-recurring charges as well as late payment charges.

The *Interconnect Mediated Access (IMA) Users Guide* specifically details the information applicable to pre-ordering functions.

Loop qualification queries should be used prior to submitting a service request. Use of the queries can greatly reduce service request rejects by ensuring the types of facilities requests are available prior to placing a service request. The query will enable you to verify the type of facility and physical characteristics of the facility. Based on the physical characteristics you can determine if the facility needs to be conditioned, i.e. the removal of load coils or bridge taps, which will assist you in identifying the appropriate service request intervals, as described in the SIG.

Some of these queries are available in IMA and others are web based. The qualification queries provide you with access to physical characteristics of the Qwest Facility from Qwest databases. This is the same underlying data that Qwest utilizes for its retail product offerings.

- The queries are for informational purposes only and do not restrict or imply that your service will or will not work on a given facility. This determination is your responsibility.
- As mentioned, the physical characteristics provided are based on Qwest's plant facility database. If you encounter any inaccuracies in the information, please contact your Qwest Service Manager.

IMA qualification queries are:

- Loop Qualification Query
- Raw Loop Data (RDL) Queries
- Plan Old Telephone Service (POTS) Conversion to Unbundled Loop Query (submenu under Check Facility Availability)
- ISDN Facility Availability Query (submenu under Check Facility Availability)

Web based qualification queries are:

- Wire Center RLD
- Fiber Data Reports

For web based queries, contact your Qwest Service Manager to request an ID, which will be required to obtain the Digital Certificate required for access to the Wire Center RLD and the Fiber Data Reports. You will need to provide the names and telephone of each staff member that will be accessing the query. After your Qwest Service Manager has notified you that the necessary access permissions have been established, and provided you with your ID, you may then initiate the Digital Certification process.

Information about the IMA based loop qualification queries are available in the IMA User's Guide or the Pre-Ordering Overview. The IMA Loop Qualification and Raw Loop Data-CLEC Job Aid is a web-based training course designed to provide valuable information and instructions on how to use and interpret IMA-based loop qualification queries and the raw loop data queries.

The Fiber Loop Qualification Report Users Guide provides you with instructions on how to use this query.

The Loop Qualification Query can be accessed via IMA to pre-qualify for Qwest DSL, Unbundled Local Loop and ADSL. If the end-user's telephone number is a Port-Within telephone number also known as a Location Ported telephone number, you must use the address to perform an ADSL qualification. Information regarding the Loop Qualification query is described in the IMA User's Guide.

When an end-user is served from a Remote Serving Unit (RSU), an "EX" prefix will appear in the end-users cable pair (e.g., F1 ca EXA7). Unbundled Local Loops are available when you are collocated in the same RSU that your end-user is served by. If you are not collocated in the same RSU as an end-user, contact your Qwest

Sales Executives for assistance with products that may be available to serve your end-user.

Ordering

General ordering activities are described in the Ordering Overview.

Unbundled Local Loop service requests are submitted using the following LSOG forms:

- Local Service Request (LSR)
- End User (EU)
- Loop Service (LS)
- Loop Service with Number Port (LSNP)
- Directory Listings (DL)

Filed entry requirements are located in the LSOG.

Service requests should be placed using IMA-Graphical User Interface (GUI) or faxed to (888) 796-9089. The IMA User's Guide specifically details information applicable for the ordering functions.

Upon completion of construction or augmentation of your Collocation, Qwest provides you with an Alternate Point of Termination (APOT) form. The APOT form will provide you with the specific Collocation terminations at the ICDF frame or the frame where the service terminates. This is your Connecting Facilities Arrangement (CFA) information, which you will need when submitting an service request.

Service intervals are available in the SIG. Additional state specific information is available in Exhibit C for the relevant state.

A Design Layout Record (DLR) request is described in the IMA EDI Network Disclosure Document or the IMA User's Guide.

Service requests for multiple Unbundled Local Loops can be submitted on one service request to disconnect, move or change, if the Circuit Identifications terminate at the same end-user address. The requested ACT type must be the same for each loop on the service request. Information is available in the IMA User's Guide and LSOG.

If you relate Purchase Order Numbers (PON) and associate them to a Project Identification Code, in the PROJECT field on the LSR, or if the LQTY field on the LSR has 25 or more loops, the service request will be handled as a project by the center responsible for handling your account. The installation guidelines for projects are negotiated on an Individual Case Basis (ICB) based on the request.

Unbundled Local Loop and Unbundled Local Loop with LNP requires a facility between the serving wire center and the end-user.

Market Expansion Line (MEL) also known as Remote Call Forwarding (RCF) does not have a facility associated with it, therefore, MEL conversion to an Unbundled Local Loop or Unbundled Local Loop with LNP is unavailable.

Re-use of facilities is a Qwest priority. Facilities are re-used when an existing end-user is migrated to a CLEC, either from Qwest or another CLEC, as long as the request involves like services (e.g., Fixed Rate Residential (1FR)/Fixed Rate Business (1FB) analog to an analog loop (LX--)) and both providers are located in the same Serving Wire Center. This is accomplished through the service request process. The table below identifies the re-use specific LSR requirements. Detailed information is described in the LSOG.

Service Request Field	Must Be Populated With
AGAUTH	Y
DATED	CCYYMMDD
REQTYP	AB
ACT	V or Z
DDD	Standard interval applies as identified in the SIG
CFA	Enter CFA information

Private Line to Unbundled Local Loop pricing conversion

The table below identifies the existing Private Line to Unbundled Local Loop pricing conversion LSR specific requirements:

Service Request Field	Must Be Populated With
REQTYP	AB FOR Loop only or BB for Loop with LNP
ACT	V
LNA	D
Manual Indicator	Y
ECCKT	Circuit Identification of the Private Line
APOT	Enter APOT information
	Include in the remarks: <ul style="list-style-type: none"> • Private Line to Unbundled Local Loop pricing

Remarks	<ul style="list-style-type: none"> conversion • CFA information • No CO work <p>(ie. PRIVATE LINE TO UNBUNDLED LOOP PRICING CONVERSION ON 64/HGGS/159524/MS. NO CO WORK INVOLVED PSU07/22-NL/00025/BNTFUTMA/BNTFUTMAHG7</p>
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Unbundled Local Loop service requests are identified by using Common Language Circuit Identification (CLCI™). The CLCI is in Serial Number format and is provided to you on your FOC. Once the Circuit Identification is assigned, all subsequent requests must carry the Circuit Identification in the ECCKT field of the LSR.

The existing Private Line CLCI will be changed to an Unbundled Local Loop CLCI and is provided to you on your FOC. Once the CLCI is assigned, all subsequent design changes will require the Unbundled Loop CLCI, and should be compliant with the design requirements identified in Technical Publication, Interconnection - Unbundled Loop, 77384. Private Line to Unbundled Loop Pricing Conversion CLEC Job Aid is a document designed to provide guidance in performing service request entries for the Private Line to Unbundled Loop Price Conversion.

Following is a description of the Qwest Circuit Identification Number format:

- Characters 1 and 2 are the state code (Refer to Circuit ID by State Table below.)
- Characters 3 through 6 are the Service Code indicating what product is being ordered (Refer to the Service Code Table below.)
- Characters 7 through 12 are numeric
- Characters 13 and 14 represent; PN equates to Western, MS equates to Central, and NW equates to Eastern

29.LXFU.123456..MS is an example of a Circuit Identification Number in Serial Format.

Circuit ID by State Table

Central MS		Eastern NW		Western PN	
State	State Code	State	State Code	State	State Code
Arizona	19	Iowa	1	Oregon	5
Colorado	29	Minnesota	3	Washington	4
Idaho	39	Nebraska	7		

Montana	49	North Dakota	5
New Mexico	59	South Dakota	9
Utah	69		
Wyoming	79		

SERVICE CODE TABLE

Analog type loops, Voice Grade, Non-Loaded ADSL Compatible Loops	LXFU
DS1 Capable Loop	HCFU
DS3 Capable Loop	HFFU
ISDN BRI Capable Loop	UBXU
OC3 Capable Loop	OBFU
OC12 Capable Loop	ODFU
OC48 Capable Loop	OFFU
OC192 Capable Loop	OGFU
xDSL-I Capable Loop	AGFU

*UBXU service code replaces UBCU, UBCU is a grandfathered code for ISDN BRI Capable Loop.

Qwest hours of operation are identified in the Tariffs, Regulations, and Policy Policies section.

Six installation options are available for Unbundled Local Loop. The following is information regarding each of the provisioning installation options:

Installation Option	Description	Ordering Requirements
Basic Installation	Available for new or existing Unbundled Local Loops. For an existing end-user, the basic installation option is the 'lift and lay' procedure. In this scenario the Qwest Technician 'lifts' the loop from its current termination and 'lays' it on a new termination connecting to the CLEC. For new end-user	Basic is assumed unless Coordinated Hot Cut (CHC) and Appointment Time (APPTIME) fields are populated.

	<p>service, the basic installation option involves Qwest Technicians to complete the circuit wiring and conduct the performance tests to ensure the circuit meets the required parameter. Test results are not provided to the CLEC.</p>	
<p>Basic Installation with Performance Testing *</p>	<p>Available for new or existing Unbundled Local Loops. For an existing end-user, the 'lift' and 'lay' process is performed. In addition performance testing is done to ensure the circuit meets the required parameters limits. Test results are provided to your designated contact verbally during close-out activities of the order on the due date. For new end-user service, this option requires a dispatch to the end-user premises. The Qwest Technician will complete the circuit wiring and conduct performance tests to ensure the circuit meets the required parameter limits. The test results are provided to your designated contact verbally during close-out activities of the order on the due date.</p>	<p>LSR entries include a 'N' or blank in the 'CHC' field and the 'TEST' field contains a 'A' for performance testing.</p>
<p>Basic Installation with Cooperative Testing *</p>	<p>Available for a new or existing Unbundled Local Loops. For an existing end-user, the 'lift' and 'lay' process described above is performed. Your designated contact is contacted on the due date to perform loop back acceptance test, accept the loop and exchange demarcation information. Test results are provided verbally during close-out activities of the order on the due date. For new end-user service, this option requires a dispatch to the end-users premises. The Qwest Technician will</p>	<p>LSR entries include a 'N' or blank in the 'CHC' field and the 'TEST' field contains a 'I' for cooperative testing.</p>

	<p>complete the circuit wiring and conduct the performance tests to ensure the circuit meets the required parameter limits. Your designated contact is contacted on the due date to perform loop back acceptance test, accept the loop and exchange demarcation information. The test results are provided verbally during close-out activities of the order on the due date.</p> <p>If Qwest fails to perform cooperative testing due to Qwest's fault, Qwest will waive the nonrecurring charge for the installation option. If you still desire cooperative testing, you and Qwest will attempt to set a new appointment time on the same day and, if unable to do so, Qwest will issue a jeopardy notice and a FOC with a new Due Date.</p>	
<p>Coordinated Installation with Cooperative Testing *,**</p>	<p>Available for a new or existing Unbundled Local Loops. The service request submitted must designate a specific 'Appointment Time' for the cooperative testing to occur. For an existing end-user, the 'lift' and 'lay' process is performed, on the due date, at the designated 'Appointment Time', the Qwest Technician will contact your designated contact to ensure that you are ready for the installation, at which time the work is initiated and the required performance test conducted. Additional tests requested by you are also performed at this time. The test results are provided verbally during close-out activities of the order on the due date.</p> <p>If you are not ready within thirty (30) minutes of the scheduled appointment time,</p>	<p>LSR entries include a 'Y' in the 'CHC' field, 'APPTIME' and Desired Frame Due Time (DFDT) fields populated with the same time in military format and 'TEST' field contains a 'B' for cooperative testing.</p>

you must re-schedule the installation by submitting a supplemental service request for a new Due Date and appointment time. If Qwest is not ready within thirty (30) minutes of the scheduled appointment time, Qwest will waive the nonrecurring charge for the installation option, you and Qwest will attempt to set a new appointment for the same day. If Qwest fails to perform cooperative testing due to Qwest's fault, Qwest will waive the nonrecurring charge for the installation option. If you still desire cooperative testing, you and Qwest will attempt to set a new appointment time on the same day and, if unable to do so, Qwest will issue a jeopardy notice and a FOC with a new Due Date.

For new end-user service, this option requires a dispatch to the end-user premises. On the due date, at the designated 'Appointment Time' the Qwest Technician will contact your designated contact to ensure that you are ready for the installation, at which time the installation work is initiated and the required performance test conducted. Additional tests requested are also performed at this time. The test results are provided verbally during close-out activities of the order on the due date. When this option is selected with 25 or more DS0 Unbundled Local Loops, or one or more DS1 Capable Loops or DS3 Capable Loops, the parameters for the Project Coordinated Installation can apply. Additional information is located in the Project Coordinated Installation option below.

Coordinated
Installation
without
Cooperative
Testing **

Available for a new or existing Unbundled Local Loops. The service request submitted must designate a specific 'Appointment Time' to coordinate the conversion activity.

For an existing end-user, the 'lift' and 'lay' process is performed, on the due date, at the designated 'Appointment Time'; the Qwest Technician will notify you that the conversion activity is beginning. Your designated contact will be notified by the technician once the 'lift' and 'lay process is completed. Performance test results not provided.

If you are not ready within thirty (30) minutes of the scheduled appointment time, then you must reschedule the installation by submitting a supplemental service request . If Qwest is not ready within thirty (30) minutes of the scheduled appointment time, Qwest will waive the nonrecurring charge for the installation option. You and Qwest will attempt to set a new appointment time on the same day and, if unable to do so, Qwest will issue a jeopardy notice and a FOC with a new Due Date.

For new end-user service, a dispatch may be required to tie-down the new circuit at the end-user premises. You may elect to specify that no dispatch is requested. This will signal the Qwest Technician that they will not need to stay on the premises to perform the Coordinated Installation once the circuit is in place. On the due date, at the designated 'Appointment Time', after the

LSR entries include a 'Y' in the 'CHC' field, 'APPTIME' and 'DFDT' fields populated with the same time in military format and 'TEST' field contains a 'N' for no cooperative testing required.

	<p>circuit is in place, the Qwest Technician will contact you to ensure that you are ready for the installation. The work will be initiated and the required performance tests conducted. Performance test results are not provided, your designated contact is notified when the installation is complete. When this option is selected with 25 or more DS0 Unbundled Local Loops, or one or more DS1 Capable Loops or DS3 Capable Loops, the parameters for the Project Coordinated Installation can apply. Additional information is located in the Project Coordinated Installation option below.</p>	
<p>Project Coordinated Installation **</p>	<p>Available for a new or existing Unbundled Local Loops. The Project Coordinated Installation permits you to obtain a coordinated installation for Unbundled Local Loops with or without LNP, when you order DS1, DS3 or 25 or more DS0 Unbundled Local Loops. The Project Coordinated Installation Option is available with the Coordinated Installation with Cooperative Testing or the Coordinated Installation without Testing. The service request submitted must designate a specific 'Appointment Time' to coordinate the conversion activity.</p> <p>All requests are processed on a first come, first served basis and are subject to Qwest's ability to meet a reasonable demand.</p> <p>Qwest will schedule the appropriate number of employees based on the scale and scope of the project based on the information you</p>	<p>LSR entries: 'Y' in the 'CHC' field, 'APPTIME' and 'DFDT' fields populated with the same time in military format and 'Y' in the Manual Indicator (IND) field. Remarks section of the LSR must indicate 'Project Coordinated Installation'</p>

provided.

If you requested Project Coordinated Installation with LNP and the LNP Managed Cut conversion is not successful; you and Qwest will jointly isolate and fix the problem in a timeframe agreeable with you and your end-user. If the problem cannot be resolved within an acceptable timeframe, you may request the restoral of Qwest service for the ported customer. Qwest will ensure that any LNP order activity requested in conjunction with a Unbundled Local Loop Project Coordinated Installation will be implemented in a manner that avoids interrupting service to the end-user, ensuring that the end-user's Qwest loop will not be disconnected prior to confirmation from you that the loop has been successfully installed.

For additional information on installation options please refer to the SGAT.

* Upon order close-out of either new or existing services to an end-user, the Qwest Implementor/Coordinator will first provide verbally and then email the test results to your permanent email address within two business days. The email notification will only take place if you have provided the permanent e-mail address to your Qwest Service Manager. This option is available with the following provisioning installation options:

- Basic Installation with Performance Testing
- Basic Installation with Cooperative Testing
- Coordinated Installation with Cooperative Testing

** You will be required to attempt an appointment reservation to reserve an appointment, which will populate the APT CON field. This requirement applies when the appointment is made via IMA. APT CON must have a value for these products when CHC = Y. Information for Schedule Appointment is described in the IMA User's Guide.

White Page Directory Listings are available for Unbundled Local Loops and Unbundled Local Loops with Local Number Portability.

Unbundled Local Loops with ACT types of N and V require:

- Listed Telephone Number (LTN) on the DL form to match the Circuit Reference (CKR) entry on the LS form.
- ACT types of C and T require the LTN on the DL form match the CKR entry on the Customer Service Records (CSR).

Unbundled Local Loops with LNP for the ACT type of V requires:

- LTN on the DL form match the CKR entry on the LSNP form.
- ACT type Z does not require a DL form to convert all existing listings.

When Facility Based Directory Listing (FBDL) listings exist in the listing database for an Unbundled Local Loop end-user, the listing should be retained as FBDL, with no DL Form associated with the Unbundled Local Loop request. However, if the FBDL is disconnected and no longer resides on the listing database, the end-user listing can be established on the Unbundled Local Loop account, and will then be available on the CSR. Information is available in the White Pages Directory Listings. Additional information is located in Directory Listings.

Accessing the Directory Listing Inquiry System (DLIS) will enable you to review directory listing information prior to and subsequent to submitting directory listing orders to Qwest for processing.

The Loop Service with Number Portability (LSNP) form is also used if the request involves LNP. Additional information regarding LNP can be found in LNP.

UNE-P to Unbundled Local Loop Conversion

If you want to convert your UNE-P end-users to Unbundled Local Loop in a bulk conversion (REQTYP equal "AB" or "BB" depending upon porting request) the following steps are required:

- Perform pre-order activities for each individual end-user account.
 - Check facility availability by validating the Connecting Facility Assignment (CFA) per the detailed information available in Chapter 1 of the IMA User Guide. Potential reject problems such as busy CFA, validation of end-user address for data mismatch, and facility qualification requirements are identified and explained in the IMA documentation.
 - If you encounter CFA discrepancies, open an escalation ticket. For information regarding escalations and relevant contact numbers, refer to the Expedites & Escalations Overview.
 - You may create a project tracking number that will be placed on the LSR for the bulk conversion. The same

- project number will be applied to all LSRs that you wish to track as a project.
- Contact your Service Manager to define the parameters for the bulk conversion. You should provide the following:
 - Number of lines per Local Serving Office (LSO)
 - Number of LSOs involved in the bulk conversion
 - Number of lines you want to convert each day/night
 - Negotiate with Qwest regarding when you want to convert the lines. Conversions that occur outside of normal business hours can only be supported if resources are available. Normal business hours for conversions (cuts) are based upon product type (e.g., Unbundled Local Loop normal business hours are 8 AM to 5 PM). The type of installation, basic or coordinated, determines the specific cut time.
 - Perform normal ordering procedures for a LSR. If you provided a project number, it will be included on the LSRs.
 - Refer to the following for information regarding ordering:
 - IMA's User's Guide
 - Pre-Ordering Overview
 - Ordering Overview
 - Provisioning and Installation Overview
 - Service interval guidelines are found in the Service Interval Guide (SIG). They are listed by product.
 - Participate in pre-due-date readiness activities as appropriate. The following activities will be performed prior to the due date (s) for bulk conversion(s):
 - Lift and lay tests will be performed by the QCCC.
 - Pre-wiring at the central office
 - Loop qualification via standard testing practices
 - Dial tone will be checked at the co-location, however, ANI for the TN cannot be performed. You will need to make certain that the correct translation path is selected to the co-location point prior to conversion.
 - Participate in due date conversion activities as appropriate. The following activities will be performed on the due date of the bulk conversion:
 - Pre-cut call to validate that you are prepared for the lift and lay function
 - If you provide a continuous bridge number, status will be provided at the start and completion of each line cut. We will not be on the bridge number continuously (24 hours) but will be available when needed during the line cut activities. We will also contact the entity identified in the Implementation Contact (IMP CON) field of the LSR.
 - We will perform qualifying tests for each line and request that you check it and provide acceptance or feedback to us. We will continue to work with you until you accept the circuit. Once you accept the circuit as complete, you cannot roll back to UNE-P.

- If you encounter any difficulties immediately after the conversion, contact the escalation group and open a ticket. For information regarding escalation, refer to the [Expedites & Escalations Overview](#)

Qwest Port out with UBL Main Number and TER's

After you have obtained the new business and received POA from the end-user, you will need to verify TN(s) are eligible to Port out with TER's then submit LSR's to Qwest using the standard order process for LSNP with the following additions.

The table below identifies the Qwest Port out with UBL Main Number and TER's, reuse facilities LSR specific requirements:

Service Request Field	Must Be Populated With
REQTYP	BB
ACT	V or Z
LNA	V
Ported Number	Must equal the main number of the TER's
Manual Indicator	Y
Remarks	Include in the remarks: <ul style="list-style-type: none"> • "TN associated to TER's, line items on LSNP page matching TER association" Example: TER1 - Line 1 (typically the main number), TER 2 - Line 16, TER 3 - Line 17, etc.

Valid LSR ACT types are:

- C = Change
- D = Disconnect
- N = New Installation
- M = Inside move
- T = Outside Move
- V = Conversion as specified
- Z = Conversion as specified with no directory listing change is only applicable with Unbundled Local Loop with LNP

Valid REQ TYP is AB unless the request involves LNP; then the REQ TYP is BB.

Some of the more common information required on Unbundled Local Loop LSR request includes the following information:

- Valid Network Channel (NC) and Network Channel Interface (NCI) codes
- CFA
- Installation Option

- Desired Due Date
- Secondary Location Information
- Contact Information

Some services may require Qwest to condition facilities i.e., Load Coils and Bridged Tap removal, in order to provision the type of service you requested.

You can use the ADSL Loop Qualification Query or the RLD query to determine if conditioning is necessary to provide the service you intend to offer. Qwest will always attempt to assign facilities that do not require conditioning. However, there may be some situations where the only way to fulfill your request requires Qwest to condition the loop. No additional charge is assessed for this conditioning, however Qwest will not condition a loop without you requesting the conditioning. If you request conditioning and the conditioning degrades the voice services on the loop to the point where it is unacceptable to end-users, charges will be assessed to recondition the loop. Qwest will provide removal of load coils and excessive bridged taps on digital capable Unbundled Loops at no charge. Qwest will not require a contract amendment to change the rate for removal of load coils and excessive bridged taps of Unbundled Loops. Qwest reserves the right to revert to the contractual rate for this type of conditioning upon appropriate notice. If any regulatory body issues a ruling related to this change, or upon other applicable event, this change may be subject to the conditions described under Change in Law Provisions of the SGAT (Section 2.2) or the applicable interconnection agreement.)

To simplify the process, you have the option to request conditioning by entering a "Y" in the SCA field of the LSR. If this field carries the "Y", all Load Coils and excessive Bridged Tap will be removed, with the exceptions of stub cable. The pre-approval option provides the following benefit:

- If conditioning is required, the service request will flow through the provisioning process.
- If the pre-approval is not included on your service request and conditioning is required, Qwest will reject your LSR and you will need to submit a new service request.

Following are examples for ordering loop conditioning on a non-loaded loop e.g., 2 Wire or 4 Wire Non-Loaded Loop, ADSL Compatible Loop, ISDN BRI Capable Loop or xDSL-I Capable Loop:

- When your LSR is submitted with a "Y" in the SCA field, Qwest's first attempt will be to assign a facility free of Load Coils and Bridged Tap. If the only available facilities have Load Coils and Bridged Tap, Qwest will dispatch a technician to ensure that the circuit will meet the parameters specified in the service request. If loop conditioning is required, the standard 15 business day loop conditioning interval will apply.

- When your LSR is submitted with a "N" in the SCA field or if the SCA field is blank, you have not authorized the removal of Load Coils or Bridged Tap. Qwest will attempt to assign a facility free of Load Coils and excessive Bridged Tap.
 - If facilities are unavailable free of Load Coils and/or excessive Bridged Tap your service request will be rejected. Qwest will advise you that loop conditioning of the facility is required. You will need to resubmit an LSR with a 'Y' in the SCA field.
 - If such a facility can be found, it will be assigned and the request will be processed. In this situation, the facility assigned can have Bridged Tap on it that does not exceed the limits identified by the NC/NCI code specified in your LSR.
- If Load Coils and/or excessive Bridged Tap are not identified by Qwest as being present on the facility assigned, Qwest should be able to identify Load Coils and/or excessive Bridged Tap during Test and Turn-up. If the test doesn't indicate the presence of Load Coils and /or excessive Bridged Tap, and the loop is subsequently turned over with Load Coils and/or excessive Bridged Tap on it, Qwest will remove the Load Coils and/or excessive Bridged Tap within five business days of order completion. This process will not require you to submit a supplemental service request in the below scenarios:
 - You originally entered a "Y" in the SCA field of the LSR, Qwest will remove any Load Coils and/or excessive Bridged Tap.
 - You originally entered a "N" in the SCA field of the LSR or left the SCA field blank, Qwest will only remove the Load Coils and/or excessive Bridged Tap that impedes the service or is not indicated in the Qwest records. Bridged Tap that doesn't interfere with the services specified in the NC/NCI code combination will not be removed.

For additional information on jeopardy notifications refer to the [Provisioning and Installation Overview](#).

The pre-approval inclusion will not have any negative impacts on your order. Qwest will still attempt to locate facilities that do not require loop conditioning.

Qwest will remove Load Coils and/or excessive Bridged Tap for 2-Wire and 4-Wire Non-Loaded Loops, ADSL Compatible Loops, ISDN BRI Capable Loops and xDSL-I Capable Loops. The interval required to perform loop conditioning is 15 business days. The standard intervals and critical dates are available in the SIG.

The due date interval for Unbundled Local Loops depends on the type of loop that is being installed. If the requested installation interval specified is less than the standard interval, your request will be processed with the intervals found in the SIG. If you requested an installation interval that is greater than or equal to the standard

interval, the requested installation interval will be assigned. The standard intervals and critical dates are available in the SIG.

Product specific Unbundled Local Loop ordering information is available by clicking on the appropriate product hyperlink located in the Product Description section.

Provisioning and Installation

NC/NCI codes for provisioning are available in the the Technical Publication, Interconnection - Unbundled Loop, 77384.

General provisioning and installation activities are described in the [Provisioning and Installation Overview](#).

FOC intervals are found in the SIG.

If no facilities are available to meet the parameters required for your requested service, Qwest will look for an existing engineering job order that could fill your service request in the future. If an engineering job order is identified, Qwest will provide the Ready For Service (RFS) date. You will have the opportunity to wait for the service to be delivered or cancel your service request.

A jeopardy on a service order request results if a condition exists that threatens timely completion of the request. Jeopardy notifications are described in the [Provisioning and Installation Overview](#).

For order status information for Unbundled Local Loops above DS0 signal levels, refer to the Design Service Order Status (DSOS). This tool requires a digital certificate. For additional information about DSOS, access the [Qwest Design Service Order Status Job Aid](#).

Specific Performance Testing is conducted to ensure that a circuit meets the required parameters and objectives of the requested loop type. Performance tests are conducted based on the Unbundled Local Loop product being converted or installed. Product information is available on each product by selecting the product hyperlinks included in the Product Description section. Performance information is located in the [Technical, Interconnection - Unbundled Loop, 77384](#).

For Unbundled Local Loop , the migration activities will not exceed forty five (45) minutes. For more information on migrations and conversion, see the [Migrations and Conversions Procedural PCAT](#).

Qwest is responsible for notifying you of any activity associated with your account. This includes transfers of your end-users to other Local Exchange Carriers and order completion on requests you have submitted. Loss and Completion Reports are generated based on loss and gain account activity. Information regarding completion

notification, including Loss and Completion Reports, is described in the Provisioning and Installation Overview.

Spectrum Management is the administration of outside loop plant to assure spectral compatibility for services and technologies that use pairs in the same cable. In general, spectrum compatibility refers to the ability of loop technology to operate and reside in the same or adjacent binder groups without causing an unacceptable degradation of service from the end-user's perspective.

Spectrum Management process applies to digital loops, (e.g., xDSL Loops).

- 2-Wire or 4-Wire Non-Loaded Loop
- ADSL Compatible Loop
- DS1 Capable Loop
- ISDN BRI Capable Loop
- xDSL-I Capable Loop

The NC/NCI codes submitted on your LSR describe the type of technology, fitting within a Power Spectral Density (PSD) mask. These codes will provide Qwest with the technical parameters at which the newly deployed or changed technology will operate. Detailed information is available on each product by selecting the product hyperlinks included in the Product Description section. The NC/NCI codes are specified in the Technical Publication, [Interconnection - Unbundled Loop, 77384](#).

- Qwest will treat NC/NCI code information provided by you as proprietary information. This proprietary information will be used for Spectrum Management administration purposes only. The PSD mask on all loops, within a binder group, will be disclosed only if trouble or interference occurs on the end-user's xDSL-I loop.
- If trouble or interference, found by either you or Qwest, is degrading the performance of other advanced services or traditional voice band services, the carrier experiencing the interference will notify the causing carrier. When notified of the problem, the causing carrier, given reasonable opportunity to correct the problem, shall promptly take action to bring its facilities/technology into compliance with industry standards.
- If a carrier's end-user experiences interference problems, Qwest will provide binder group information to you within 48 hours, after receiving a trouble resolution request. In the trouble isolation process, you will need to test the pairs in the binder group and identify the spectrum class causing the problem. Once isolated, Qwest will then provide you with names of the carriers and the spectrum classes in the affected binder group.
- If you are unable to isolate trouble to a specific pair within the binder group, Qwest, upon receipt of a trouble resolution request, will perform a main frame pair by pair analysis and provide results within five business days. Contact your Qwest Service Manager regarding your request.

- Qwest will not have the authority to unilaterally resolve any dispute over spectral interference among carriers.
- Qwest shall not disconnect carrier services to resolve a spectral interference dispute, except when voluntarily undertaken by the interfering carrier or Qwest is ordered to do so by a state commission or other authorized dispute resolution body.
- The Federal Communications Commission (FCC) has designated that within the Qwest network there are "known disturbers," such as T1 Transport, and Qwest will spectrum manage "disturber" technology as required by FCC rules.

Maintenance and Repair

General maintenance and repair activities are described in the Maintenance and Repair Overview.

You retain the right to request reconciliation of trouble reports in order to minimize repeat reports. You can initiate the reconciliation process through your Qwest Service Manager.

Trouble isolation and testing is a joint process. You are responsible for testing and providing trouble isolation results prior to submitting a trouble report to Qwest. As part of this trouble isolation, testing from the far end of the loop (NID) is your responsibility (this includes assurance that the end-user Customer Provided Equipment (CPE) and inside wiring is free of trouble). If you elect not to perform trouble isolation testing, Qwest will offer you the option of performing CO based testing on your behalf. If you request the testing, Qwest will perform the optional testing for you and include the test results in the trouble report. The test results will be provided to you either verbally or electronically. You will be billed for the optional testing.

If you do not provide test results when attempting to submit a trouble report and elect not to have Qwest perform the optional testing on your behalf, Qwest will not have enough information to open a valid ticket and therefore will not open a ticket. You will need to obtain testing information prior to Qwest accepting and issuing a valid trouble report.

The following examples of trouble reporting and charge assessment could result:

- You have performed trouble testing and provided the test results to Qwest. Qwest will assess the test results that you provided and dispatch a technician to conduct the repair work. If the trouble is found to be in the Qwest network, Qwest will repair and close the ticket with you, no charges will apply for the work activity. If the trouble was found to be in your network, Qwest will notify you and, if authorized by you, dispatch and repair. A Maintenance of Service charge will be assessed.

- You have not performed trouble testing on the end-user's circuit. Qwest will offer you the option of having Qwest conduct the testing on your behalf at a charge. If you choose to have Qwest conduct the testing, Qwest will conduct the test and assess the results. Qwest will contact you with results stating that the trouble is in your network or in the Qwest network. If the trouble is found to be in your network and you authorize a dispatch, a charge will apply for both the optional testing and for any Maintenance of Service charges resulting from Qwest trouble resolution activity. However, if the circuit is on Pair Gain you should advise Qwest that the circuit is on Pain Gain and Qwest will not assess optional testing charges. If the trouble is found to be in the Qwest network, Qwest will dispatch a technician to conduct the repair work and close the ticket with you. No Maintenance of Service charges will apply for repair of the trouble on Qwest's side of the network, however a charge will be assessed for the optional testing.
- You have not performed trouble testing on the end-user's circuit. Qwest will offer to test the circuit for you. If you decline this option, Qwest will not have enough testing information to warrant the issuance of a valid repair ticket. You will need to perform trouble testing on your end-user's circuit and call Qwest with the testing information.

When reporting a trouble report, you will need to provide test results, analysis of the testing and trouble isolation performed. The information must reasonably demonstrate that the trouble is not in your network.

At a minimum the information contained in a trouble report must define:

- Information reflecting the results of testing and isolation
- Test results
- Analysis of your fact-finding (Is the trouble isolated to the Qwest network?).
- If the circuit is on Pair Gain

Examples of acceptable test results:

- You report: "Line is testing hard short tip-ring."
- Circuit is on Pair Gain.
- You report: "End-user has no dial tone, tested at CLEC and Qwest Point of Interface (POI), have 15v of foreign battery on Qwest side."
- You report: "Open out, no voltage, tip to ground = 0."

Examples of unacceptable test results:

- You report: "No dial tone."
- You report: "Not Working."

Charges could also apply if, at your request, Qwest performs the

optional additional testing which results in a dispatch of a Qwest technician and isolates the trouble within your network. In this instance the applicable charge will be assessed.

Your representative, who authorized Qwest to perform the optional testing, will be documented and upon billing inquiry, the representative's name and telephone number will be provided to you by Qwest.

Billing

Customer Records and Information Systems (CRIS) billing is described in [Billing Information - Customer Records and Information Systems \(CRIS\)](#).

Qwest is responsible for notifying you of any activity associated with your account. This includes transfers of your end-users to other Local Exchange Carriers and order completion on service requests you have submitted. Loss and Completion Reports are generated based on loss and gain account activity. Information regarding completion notification, including Loss and Completion Reports, is described in the [Provisioning and Installation Overview](#).

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 submitting service requests, reports, and web resource access information. [Click here to learn more](#) about this course and to register.

Unbundled Loop

- This instructor-led process and systems training course is designed to introduce and teach the Unbundled Loop (UBL) products, instructing CLEC's on how to request service for Unbundled Loops. This course will provide an overview of the current UBL products, and address the Pre-Order, Order, Post-Order, Provisioning, Billing and CMER Maintenance and Repair. [Click here to learn more](#) about this course and to register.

Unbundled Network Element - Switching

- This is a self-directed, web-based training course that provides you with an overview of the Unbundled Network Element -

Switching product and its features. [Click here to learn more about this course and register.](#)

Unbundled Loop Elements (ULE)

- This is a self-directed, web-based training course that provides you with an overview of the Unbundled Loop Elements (ULE) product and its features. [Click here to learn more about this course and register.](#)

Unbundled Dedicated Interoffice Transport (UDIT)

- This is a self-directed, web-based training course that provides you with an overview of the Unbundled Dedicated Interoffice Transport (UDIT) product and its features. [Click here to learn more about this course and for registration information.](#)

IMA Classic

- This introductory instructor-led training course provides the participant with an overview of Qwest's Interconnection Mediated Access (IMA) Graphical User Interface (GUI) to order wholesale products. This class provides a comprehensive look at IMA via software demonstrations used to familiarize you with the IMA GUI system. [Click here to learn more about this course and register.](#)

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 your self with the IMA GUI system. [Please click here to learn more about this course and to register.](#)

Introduction to Service Requests & Billing for CLEC's

- This multimedia self-directed process and systems training course is designed to provide you with information to identify the required Access Service Request (ASR) and Local Service Request (LSR) forms, and how to complete the forms to request various services from Qwest. The training is based upon case study scenarios and provided three modes of learning:
 - Tutorial
 - Practice
 - On Line Support

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

**Facility-Based CLECs and Reseller/Unbundled Network CLECs
Directory Listing User Document**

- The Qwest Facility-Based Competitive Local Exchange Carriers (CLECs) and Reseller/Unbundled Network CLECs Directory Listings User Document describes Qwest processes and business rules for working with you to establish and maintain directory listing information throughout Qwest's 14-state local service territory. You provide end-user directory listing information to Qwest to ensure that the end-user listings in Qwest's listing database are current and accurate. This makes your listings available to Qwest's Directory Assistance (DA) and for publication in published directories based on contractual agreements. Maintaining a comprehensive listing database, regardless of each end-user's Local Service Provider, ensures that end-users have access to complete DA Information and the option to appear in a published White Page Directory. Please [click here](#) to learn more about this course and to register.

Interconnect Mediated Access (IMA) Directory Listing Training

- This course introduces the participant to the IMA functionality as well as the processes that need to be followed to establish, change and/or delete directory listing information. The participant will review the resources available to assist with Directory Listing questions and processes. A significant amount of time will be spent reviewing Qwest listing business rules and how to complete an Ordering and Billing Forum (OBF) Directory Form via IMA. Please [click here](#) to learn more about this course and to register.

Private Line to Unbundled Loop Pricing Conversion - CLEC Job Aid

- The purpose of this job aid is to provide guidance in performing LSR Order Form entries for the Private Line to Unbundled Loop Price Conversion. [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 the [Wholesale Customer Contacts](#)



Frequently Asked Questions (FAQs)

This section is currently being compiled based on your feedback.



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