



## Jeopardy Data

### Designed

Jeopardy Code	Responsible Party	Is the Due Date in jeopardy?	Jeopardy Notice Description	User Friendly Jeopardy Description	Responsibilities
A34	Qwest - Wholesale Markets	No	Weather/Disaster/ Work Stoppage	There is a Qwest Interconnect Center delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
B14	Qwest – Field Forces	No	Installation/Wiring Problem	A Qwest Network technician has identified a problem at the customer premises prior to the Due Date (DD). In most cases this is associated with a Network interface problem.	Qwest will work to resolve the problem.
B31	Qwest – Field Forces	No	Inadequate Pre-Service Testing or Conformance Testing	Qwest Network installation is delayed due to inadequate Pre-Service or Conformance Testing. This could be a problem associated with Collocation.	Qwest will work to resolve the problem.
B33	Qwest – Field Forces	No	Work Force	A Qwest Field Force Technician is not currently available to complete the job requirements for provisioning.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
B34	Qwest - Field Forces	No	Weather/Disaster/ Work Stoppage	There is a Qwest Network Installation (field forces) delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
C01	CLEC	Yes	Not Ready	CLEC or CLEC end-user is not ready or service order is not accepted by the CLEC. (Qwest has tested the service to meet all testing requirements.)	Follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
C02	CLEC	Yes	End-user Internal Access	End-user access was not provided	Follow the process outlined in the Customer



					Not Ready section of the Provisioning and Installation Overview PCAT.
C03	CLEC	Yes	Subscriber Change in Requirements	The CLEC or end-user made a change in LSR requirements prior to or on the DD. This may include buried drop issues where a customer must pay for buried service wire before installation can occur.	Follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
C05	CLEC	Yes	Reject Condition Identified After the FOC Was Sent to the CLEC	Qwest has identified a fatal reject or non-fatal error condition after the FOC has been sent to the CLEC.	A response to this notice must be made within 4 business hours of this notice being sent or all associated orders will be canceled. If the error is not corrected in a timely manner, it is possible that the DD may be missed. Also if no response is made within 30 business days, the LSR will be rejected.
C09	CLEC	Yes	Problem with Related Order	Qwest has identified a problem with a related order(s). Usually this occurs when multiple Qwest service orders are necessary to provision a single CLEC request. All facilities are not available. At least one of the service orders cannot be worked. All associated orders are in jeopardy until the service orders(s) with the defined jeopardy is resolved.	Qwest will look for a possible solution.
C12	CLEC	Yes	Customer Accepts Billing/Wholesale only	The CLEC accepts billing only for Feature Group, Local Interconnection Service (LIS), hot cuts, or rollovers but physical work must still be completed.	No action required by the CLEC. The service orders in the Service Order Processors (SOPs) are



					completed to commence billing with CLEC acceptance, but the orders within Qwest's downstream system Work Force Administration (WFA) remains open until the service is actually accepted.
C24	CLEC	Yes	CLEC/Customer Provided Conduit or Entrance Cable	There is a problem with CLEC or end-user provided conduit or entrance cable.	You must supplement the LSR when the CLEC/end-user work is completed.
C29	CLEC	Yes	Pending Customer Status	CLEC or end-user action is required to resolve a facility issue. Details of the required action will be communicated on the jeopardy notice.	You must supplement the LSR to communicate that appropriate action has been taken.
C30	CLEC	Yes	Unbundled order dependent on left-In	Left-In service of previous CLEC exists at the pending order location and requires a service order be placed before this CLEC request can be completed.	Qwest will work with the CLEC to clear the working Left-In.
C31	CLEC	Yes	Inadequate Pre-Service Testing or Conformance Testing	Qwest Network installation is delayed due to inadequate CLEC Pre-Service or Conformance Testing. This could be a problem associated with Collocation.	Qwest will work to resolve the problem.
C34	CLEC	Yes	Weather/Disaster/Work Stoppage	There is a CLEC or end-user delay due to weather/disaster/work stoppage. May also be due to National Emergency.	Follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
C40	CLEC	Yes	Project Managed Order Held For CLEC/Customer Reason	A project-managed order is delayed for a CLEC or end-user reason.	Follow the process outlined in the Customer Not Ready section of the Provisioning and



					Installation Overview PCAT.
D01	Independent Companies	Yes	Not Ready	The Independent Company (ILEC) is not ready or the ILEC does not accept the request for service.	The CLEC needs to work directly with the ILEC to determine the date that the ILEC will be ready or what revision must be made on the service request.
D34	Independent Companies	Yes	Weather/Disaster/Work Stoppage	There is an ILEC delay due to weather/disaster/work stoppage.	The CLEC needs to work directly with the ILEC to determine when the delay can be resolved.
E14	Qwest - Central Office	No	Installation/Wiring Problem	There is a Qwest Central Office installation or wiring problem.	Qwest will work to resolve the problem.
E31	Qwest - Central Office	No	Inadequate Pre-Service Testing or Conformance Testing	Qwest Network installation is delayed due to inadequate Central Office Pre-Service or Conformance Testing. This could be a problem associate with Collocation.	Qwest will work to resolve the problem.
E33	Qwest - Central Office	No	Work Force	Central Office resources are not currently available to meet provisioning functions.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
E34	Qwest - Central Office	No	Weather/Disaster/Work Stoppage	There is a Qwest Central Office delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
F31	Qwest - Construction	No	Inadequate Pre-Service Testing or Conformance Testing	Qwest Outside Construction is delayed due to inadequate Pre-Service or Conformance Testing.	Qwest will work to resolve the problem.
F33	Qwest - Construction	No	Work Force	Construction resources are not currently available to complete the job requirements for provisioning.	Qwest personnel will continue to escalate to find resources or reschedule



					personnel to complete this provisioning step on time.
F34	Qwest - Construction	No	Weather/Disaster/ Work Stoppage	There is a Qwest Outside Construction delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
G33	Qwest - Other Field Forces	No	Work Force	Other Field forces are not currently available for provisioning responsibilities	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
G34	Qwest - Other Field Forces	No	Weather/Disaster/ Work Stoppage	There is a Qwest buried drop delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
H13	Qwest - NROC /Complex Translations	No	Translations Problem	A Qwest translation problem exists.	Qwest will work to resolve the problem.
H33	Qwest - NROC /Complex Translations	No	Work Force	NROC/Complex Translation personnel are currently unavailable to meet provisioning service requirements.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
H34	Qwest - NROC /Complex Translations	No	Weather/Disaster/ Work Stoppage	There is a Qwest translation delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
K08	Qwest - Engineering	Yes	Local Loop Requires Conditioning	Qwest Engineering determined that the local loop requires conditioning.	Qwest will look for a possible solution.
K09	Qwest - Engineering	Yes	Problem with Related Order	Qwest Engineering has identified a problem with a related order(s). Usually this occurs when multiple Qwest service orders are necessary to provision a single CLEC request. All facilities are not available. At least one of the	Qwest will look for a possible solution.



				service orders cannot be worked. All associated orders are in jeopardy until the service order(s) with the defined jeopardy is resolved.	
K10	Qwest - Engineering	Yes	RTT Status will be awaiting funding/SNRE	Qwest Engineering has begun a review process to determine options and alternatives to provide the CLEC service when immediate facilities are unavailable.	The CLEC should contact their Qwest Service Manager for options.
K11	Qwest - Engineering	Yes	Dependent order has RTT issued or SNRE status	CLEC action is required to resolve a facility issue on a dependent or related service order.	The CLEC should contact their Qwest Service Manager for options.
K14	Qwest - Engineering	Yes	Installation/Wiring Problem	A Qwest Engineering installation or wiring problem exists.	Qwest will work to resolve the problem.
K15	Qwest - Engineering	Yes	Records and Physical Wiring and/or Cable Makeup Do Not Agree	Qwest Engineering records and physical wiring and /or cable make up do not agree.	Qwest will work to resolve the problem.
K17	Qwest - Engineering	Yes	Local Facility Not Available	Qwest Engineering local facility is not available.	Qwest will look for a possible solution.
K18	Qwest - Engineering	Yes	Local Facility Defective	Qwest Engineering local facility is defective.	Qwest will look for a possible solution.
K19	Qwest - Engineering	Yes	Interoffice Facility Not Available	Qwest Engineering interoffice facility is not available.	Qwest will look for a possible solution.
K20	Qwest - Engineering	Yes	Interoffice Facility Defective	Qwest Engineering interoffice facility is defective.	Qwest will look for a possible solution.
K22	Qwest - Engineering	Yes	Switch Equipment Not Available	Qwest Engineering switch equipment is not available.	Qwest will look for a possible solution.
K31	Qwest - Engineering	Yes	Inadequate Pre-Service Testing or Conformance Testing	Qwest Engineering is delayed due to inadequate Pre-Service or Conformance Testing.	Qwest will work to resolve the problem.
K33	Qwest - Engineering	Yes	Work Force	Engineering work forces are not currently available to complete construction job requirements.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step



					on time.
K34	Qwest - Engineering	Yes	Weather/Disaster/ Work Stoppage	There is a Qwest Engineering delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
K45	Qwest - Engineering	Yes	Unbundled Only/RTT Issued	Qwest Engineering found that no facility was available as a result of a Service Inquiry . Refer to the Service Inquiry for detailed status of the service order.	You should contact their Qwest Service Manager for options.
N13	Qwest - RCMAC	No	Translations Problem	Qwest Translation Center has identified a translations problem associated with the service order	Qwest will work to resolve the problem.
N33	Qwest - RCMAC	No	Work Force	RCMAC work force personnel are not currently available to complete provisioning service requirements.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
N34	Qwest - RCMAC	No	Weather/Disaster/ Work Stoppage	There is a Qwest RCMAC Center delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
P31	Qwest - Design Service Center	No	Inadequate Pre-Service Testing or Conformance Testing	Qwest Test and Design Service Center is delayed due to inadequate Pre-Service or Conformance Testing.	Qwest will work to resolve the problem.
P33	Qwest - Design Service Center	No	Work Force	Qwest Test and Design Service Center are personnel are not currently available to complete the design requirements prior to the DD.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
P34	Qwest - Design Service Center	No	Weather/Disaster/ Work Stoppage	There is a Qwest Test and Design Center delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.
V25	Qwest – Basic Rate	No	Plug-In Problem	Qwest Equipment Center has a Plug-In problem.	Qwest will escalate to



	Interface (BRI)/Plug-In Control System (PICS)				resolve the Plug-In problem.
V33	Qwest - BRI/PICS	No	Work Force	A Qwest PICS personnel are not currently available to deliver the equipment prior to the DD	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
V34	Qwest - BRI/PICS	No	Weather/Disaster/Work Stoppage	There is a Qwest Equipment Center delay due to weather/disaster/work stoppage.	Qwest will follow up, as appropriate, when safety allows.

**Non-Designed**

Jeopardy Code	Responsible Party & Jeopardy Code Description	Is Due Date in Jeopardy?	Jeopardy Notice Description	Responsibilities
CF	Qwest-Company Facilities	Yes	Unavailability or lack of outside plant or buried service wire. Outside plant includes all facilities -wire cable, terminals, carrier, cross connecting devices, etc. A Qwest engineering job is required to provide facilities before the service can be installed.	Qwest will work to resolve the problem.
CL	Qwest - Can't complete /Work Load	No	Heavy workload conditions and/or field force shortages.	Qwest personnel will continue to escalate to find resources or reschedule personnel to complete this provisioning step on time.
		<u>Yes</u>	<u>Work Stoppage related misses.</u>	
CO	Qwest - Company Other	No	Other conditions. May include Service Order inaccuracy, marketing errors in selecting/ordering equipment, <u>work stoppage</u> , weather, etc.	Qwest will work to resolve or when safety allows, as appropriate.
CS	Qwest - Company Switching	No	Unavailability or lack of central office facilities: switching equipment, frame cross connects plug in equipment, calling feature	Qwest will work to resolve the problem.





			translations, etc.	
SA	Subscriber Access	Yes	CLEC access problem: technician cannot gain physical access to the office/center or contact person is not available for information.	You should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
SL	Subscriber Later	Yes	CLEC notification received prior to the DD requesting an appointment or DD later than the original desired DD.	You should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
SO	Subscriber Other	Yes	CLEC cause not covered by other codes.	You should follow the process outlined in the Customer Not Ready section of the Provisioning and Installation Overview PCAT.
SR	Working Left-In	Yes	Date change due to a Working Left-In condition.	Qwest will work with the CLEC to clear the working Left-in.
SX	Error Condition Identified After the FOC Was Sent to the CLEC	Yes	Reject Condition Identified After the FOC was sent to the CLEC.	The CLEC must respond to this notice within 4 business hours of this notice being sent or all associated orders will be canceled. If the error is not corrected in a timely manner, it is possible that the DD may be missed. Also if no response is made within 30 business days, the LSR will be rejected.
S1	Failed Synchronizati on Testing	Yes	Failure of data communications between the CLEC Digital Subscriber Line Access Multiplexer (DSLAM) and the test equipment.	You must either: <ul style="list-style-type: none"> <li>• Repair your equipment &amp; resubmit a new due date</li> </ul> OR <ul style="list-style-type: none"> <li>• Cancel your request.</li> </ul>