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Description

This method provides information on:

- Application Date/Time
- Appointment Codes
- Commitment/Completion Time
- Due Dates
- Expedites
- Missed Appointment Codes
- Promise of Service
- Subsequent Due Dates

Refer to each individual topic for the current description.

Application Date/Time (APP Date/Time)

The Application (APP) Date is the date and time the Market Unit (MU) negotiated the service order with the customer. The APP Date entry is located in the Fielded ID section of the service order and the format varies between regions:

- Western: MM-DD-YYYY TTP (06-14-2002 04P)
- Eastern: MM-DD-YY TTA (06-14-02 10A)
- Central: MM-DD TTP (06-14 04P) or MM-DD TP (06-14 4P)

An APP Date is a required order entry.



Saturday APP Date/Time (Consumer Only)

When an order is taken on a Saturday, the APP date and time on the service order will reflect the Saturday information. The standard due date interval (SDDI) on the order however will be incremented by one day. Example: Saturday and Sunday are not counted. Monday would be day zero (if it's not a Holiday). Tuesday would be day one, etc. See Orders Originated on Saturday (Consumer Only) for additional information.

Extended Hours (Consumer Only)

When an order is taken on or after 7pm Mountain Standard Time (6pm PST and 8pm CST), the APP date and time on the service order will reflect the extended hours information. The SDDI on the order however will be incremented by one business day. See Extended Hours (Consumer Only) for additional information.

Appointment Codes

Appointment Codes are one-digit entries required on all N, T and C service orders in all three regions and on D orders in Western region. Appointment Codes are used to identify a customer requested or a company offered due date. The two most commonly used Appointment Codes are X and W. Under very rare occasions would an Y or Z Appointment Code be used. The Appointment Code is located in the Fielded ID section of the service order. See complete Appointment Code definitions below:

APPOINTMENT CODES	
CODE	DESCRIPTION
X	Customer Requested Due Date - the customer asks for a specific date and the company agrees to install service on that date. Types of `X' orders include: <ul style="list-style-type: none"> - Temporary transfer of calls - Suspend/restore service - customer requested a later due date than the standard due date interval
W	Company Offered Due Date - the DD the customer requests is not available; a company offered date is negotiated. Types of `W' orders include: <ul style="list-style-type: none"> - Completed Work Orders (CWD) - Non-appointment completions - Restore service from non-payment - customer requested an earlier due date than the standard due date interval
Y	Company initiated change , e.g., number change due to Central Office conversion
Z	Official company service for Qwest

The Appointment Code can be changed on the service order if the orientation of the due date changes. Example:	

The customer originally wanted a sooner due date than what the company had available (the Appointment Code would be a W). The customer calls back in and wants to move the due date out by two weeks. The Appointment Code needs to be changed to an X.

Customer credits

It is important to always apply the appropriate Appointment Code to a service order. The Appointment Codes of either `X or W' indicate the interval between the application date and the due date. (See, Application Date/Time (APP Date/Time) for additional information). Placing an X in the Fielded ID section of the service order is the only means Qwest has of determining when the customer accepts Qwest's standard due date interval (SDDI) or requests a due date that is later than the SDDI. Conversely, the W has importance because it designates a negotiated due date when the customer's desired due date is not available.

Regulations in nearly all the states require that Qwest complete an order in a given time frame (usually 2 to 5 days) or by the customer's requested date, if later. Failure to complete the order within the state-specific interval for `W' due dates initiates an automatic credit to the customer's bill. An incorrect appointment code may cause a payment to be made when one is not required or worse, a credit is not granted when it should have been. Credits are also given to customers when we completely miss the due date for either the `X or W' appointment codes. See Missed Appointment (MA) Codes - `Not Met Codes' for additional information.

Accurate appointment codes provide Qwest with the ability to provide the customer the service they want while still meeting our regulatory requirements and minimizing the expenses to the Company.

Exceptions

DO NOT enter an Appointment Code on:

- F or R Orders
- D orders in Central and Eastern Regions
- Designed Services
- P Orders (Prewire)
- DB5 and ZZ0 Class of Service orders (establish, change or disconnect)

Due Dates

Due Dates (DD) are required on every service order. The DD defines the day the service order will be worked and is located in the Fielded ID section of the service order.

Standard Due Date Matrix

The following job aid is to assist in assigning the correct standard due date interval (SDDI) to the service order. If there are specific product/service due date questions, please refer to the product/service method for the answer. This job aid is for general use only.

BUSINESS AND RESIDENCE STANDARD DUE DATE JOB AID			
ORDER SERVICE TYPE	AND	NOTE	DUE DATE INTERVAL
Flow Through (N,T)	Facility Check indicates "AVAILABLE" and DISPATCH "NO"	CPE may require specific DD interval	3 Business Days* -Exception: MN is 2 business days unless select AIN products are being added, then it's 3 business days.

Working Left-In (N,T)	Facility Check shows working detail & TN	Pending Out	Co-ordinate with Pending Out DD - Minimum 3 Business Days -Exception: MN is 2 business days unless select AIN products are being added, then it's 3 business days.
		Working	3 Business Days* -Exception: MN is 2 business days unless select AIN products are being added then it's 3 business days.
Work Order (N,T,C with inward line activity)	Facility Check indicates "AVAILABLE DISP. REQ" and/or DISPATCH "YES"		Next Available Due Date as indicated by Appointment Scheduler*
	Facility Check indicates "HELD ORDER"		Next Available Due Date as indicated by Appointment Scheduler*
Work Order (C Orders)	Select, non-dispatchable, flow through features. See One or Two Day Due Date Availability for additional information.	No Saturday, Sunday or Holidays.	1 or 2 Business Days
Work Order (C Orders)	Features or TN change without inward line activity	For some CO features or Regrades, does not include CustomNet, Caller ID (when ordering the adjunct unit), etc. NOTE: TFC-send mini form "INTERCEP"	3 Business Days -Exception: MN is 2 business days unless select AIN products are being added, then it's 3 business days.
Disconnect (D,F,C) See note in interval column		No Saturdays, Sundays or Holidays	Sub requested Due Date on C orders if the order is taken before 3pm and before 12pm on D and F orders. If not, due date the order for the next business day and EBD.

			Note: If a C order is issued to remove features or an additional line, it is allowed on the Customer requested due date only if it is JUST removals, if there are any I action codes on the order then it does not qualify for the Customer Requested Due Date. Use EBD when appropriate.
Record Order (R)	Examples: Calling Card Only, Adding a Calling Plan, or Billed Number Screening Only	Any service being added with a Record order must follow the guidelines outlined in the method of that service.	Standard due date interval (Use EBD where appropriate)
	Company	Avoid heavy load periods (i.e. 1st and last of each month)	2 Bus Days or more
Non-Work Order (N,T,C,D) CWD (Completed Work Order) Or WC (Work Complete Order)	"For Record Work Only" i.e., Supercedure/ Chg of Resp, Consolidate/ Deconsolidate, Exception - Toll Only	This type of order does not add or remove services to a customers account. Exception - Toll Only orders will still be a 2 day due date in all 14 states	3 Business Days. Use EBD where appropriate for proper billing -Exception MN is 2 Business days unless select AIN products are being added then it's 3 business days. Exception - Toll only orders are 2 business days all states
Suspend/Restore 'C' Orders	For customers with service placed on 'vacation'	This process maintains the customer's account and bill statement. This is not a standard disconnect or new connect.	"Next Business Day" -**This is an exception to Standard 3 business day interval guidelines**
	Treatment - Denial & Restoral for Non-payment issues		See the Treatment and Collection methods in InfoBuddy for each Market Units specific due date guidelines.
*The customer should be asked what due date they want. If it is on or after Qwest's standard due date interval (SDDI) give them their request. If it is not, negotiate a due date using the SDDI.			

Also, Qwest must use FACILITY CHECK on every inward line order and then due date the service order appropriately.

REMINDER: If deregulated work is requested or required, in addition to the original order, you can issue a subsequent order using APPOINTMENT SCHEDULER for the due date. This applies to all flow through work orders (on main line).



When adding additional Products/Services to a pending service order make sure you check the due date requirements for that product/service before you add the item to the order. Some product/services require a minimum due date of three business days (i.e. voice messaging, some AIN features, etc). Because of this requirement, a subsequent C order may have to be issued.

Expedites for Non-Dispatchable Service Orders

Expedite Reason Codes

An expedite is a customer's request for an earlier due date other than the standard day due date interval on non-dispatchable orders. (For dispatchable orders, follow the Override process found in the method). Qwest **does not** grant expedites unless the request falls under the following circumstances:

- Disconnect in Error (DIE)

There are two types of DIE: 1) Qwest generated and 2) customer generated. An expedite will **only** be granted if the DIE is Qwest generated. See Disconnects in Error (DIE) for additional DIE information. *Waive ALL charges.*

Expedite code: DIE

- Medical Emergency

In order for the customer to obtain a medical emergency expedite they must have the supporting documentation. The documentation has to be on legal letterhead and signed by a practicing physician. The documentation has to be faxed or mailed to the Sales Consultant for verification prior to the release of the order. The documentation should be filed according to the local office procedure. *Do not waive charges.*

Expedite code: MED

- Company Error resulting in incomplete customer service (use good judgment when discussing an expedite)

An example of this would be the service order is typed incorrectly, adding an unwanted service while leaving off the requested service. An expedite can be done if it is determined that the error was caused by Qwest. *Waive charges only if appropriate.*

Expedite code: QWE

- Fire

Customer has to provide the necessary insurance documentation to obtain an expedite. The documentation has to be faxed or mailed to the Sales Consultant for verification prior to the release of the order. The documentation should be filed according to the local office procedure. *Waive charges only if appropriate.*

Expedite code: FFD

- Flood

Customer has to provide the necessary insurance documentation to obtain an expedite. The documentation has to be faxed or mailed to the Sales Consultant for verification prior to the release of the order. The documentation should be filed according to the local office procedure. *Waive charges only if appropriate.*

Expedite code: FFD

- National Emergency. Examples would include Earthquake, Tornado, and Hurricane. *Waive charges only if appropriate.*

Expedite code: FFD

Non-Valid Expedites

- Disconnect (D) Orders
- From (F) Orders
- Record (R) Orders
- Working Left Ins (WLI) that have not gone `00-00' due date
- House Arrest/Home Confinement
- Appointment Scheduler (AS)/Tech Visits (must follow the Override process)
- Change (C) Orders with Out (O) action only
- C Orders with C/T action removing or downgrading service only

Expedite Process for Small Business and Consumer Markets

Step:	Action:
1.	Determine reason for expedite
2.	If the reason is valid obtain all required documentation from customer.
3.	Establish order (Small Business)
	SONAR: <ul style="list-style-type: none"> • Enter the expedited DD in the Desired Due Date field on the SDD01 screen. Make sure the completion time shows 5pm. • Enter the confirmation code* in the CONF# field on the SDD01 screen. • (Remember to add a clear and detailed RMK entry on why the order is being expedited along with the `approving' coach's name, TN and Center) • Proceed with order
OR	
3	Establish order (Consumer Markets)
4.	If the request is on existing service, enter detailed BOSS/CARS notes

	on why the order was expedited; include the approving coach's name, TN and Center.
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* The confirmation code consists of the expedite code, e.g. DIE, FFD, etc. and the approving coaches initials: AAB. Example: DIEAAB. The confirmation code would appear in the Extended ID section of the service order like this: EXOR DIEAAB

For additional information on the EXOR FID, see Exclude Service Order (EXOR) Tracking - All States Bus Res .

An `approving coach' can be any authorized manager from any Qwest channel, i.e. Sales, Care, LRAC, RCMAC, etc.	
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The due date rules are serious, important obligations of Qwest. Employees adding false or inaccurate information as a reason for expediting the due dates may be falsifying company records and could be subject to disciplinary action, up to and including dismissal.	
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**The initials MUST be the coaches initials and not their BOSS/CARS ID. There are edits in place to prevent initials with numbers.

Expedite Process for Large Business and Global Accounts (Non-Design-Only)

Step	Action
1.	Determine reason for expedite
2.	Obtain all required documentation from customer
3.	Obtain expedite approval from coach.
4.	
5.	Issue order (see applicable system method for specific step/action process)
6.	Enter complete BOSS/CARS note to include reason for expediting and the name and TN of approving coach.

* The confirmation code consists of the expedite code, e.g. DIE, FFD, etc. and the approving coaches initials: AAB. Example: DIEAAB. The confirmation code would appear in the Extended ID section of the service order like this: EXOR DIEAAB

For additional information on the EXOR FID, see Exclude Service Order (EXOR) Tracking - All States Bus Res

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Expedites for Dispatchable Service Orders

To obtain an expedite on a dispatchable service order, refer to the Override process in method.

One and Two Day Due Date Availability

Qwest offers one and two day due dates on select, non-dispatchable flow through features. Features not on the following lists most follow their standard due date interval.

Click [here](#) to view the One-Day Due Date select feature list. Check [here](#) to view the Two-Day Due Date select feature list.

Order Specifics

- Change `C' orders only
- One day due dates will be the next business day unless the order is taken on or after 6pm (PST), 7pm (MST) or 8pm (CST). If the service order is taken on or after 7pm (MST), an extra day must be added to the due date interval. Also, service orders should never be due dated on a Saturday, Sunday or Holiday.
 - Example: Order is taken Tuesday evening at 7:05pm. The due date will be Thursday (if Thursday is not a holiday)
 - Example: An order is taken on Friday, the due date will be Monday (if Monday is not a holiday).
 - Example: An order is taken on Saturday, the order will be due Tuesday (if Tuesday is not a holiday)
- Two day due dates will be the day after tomorrow unless the order is taken on or after 6pm (PST), 7pm (MST) or 8pm (CST). If the service order is taken on or after 7pm (MST), an extra day must be added to the due date interval. Also, service orders should never be due dated on a Saturday, Sunday or Holiday.
 - Example: An order is taken on Saturday, the order will be due on Wednesday (if Wednesday is not a holiday)
- If a non-select feature is to be added to the order with a select, flow through feature, the service order must



carry the non-select feature due date.

When figuring a due date, remember the day the service order is placed is day zero except for Saturday. Saturday is day zero, zero.

- I, O, C and T are the only action codes that can be used on these select, non-dispatchable flow through features. Non-select features can be removed `O' from the C order but they can not be added (I or T).
- The following Classes of Service (COS) are the only COS that the one/two day due date can be applied to when adding a select, non-dispatchable flow through feature to an account.
 - POTS
 - Centron
 - Centrex
 - Centrex 21
 - Centrex Plus
 - Centrex Prime

- PAL
- PBX - Non-design
- Resale and UNE-P POTS
- Resale and UNE-P PAL
- Resale and UNE-P Centrex 21
- Resale PBX Trucks Non-designed
- Unbundled Switch Analog Line Port

Due Date Calendar Job Aid

Monday - Friday Charts - All market Units

Next Business Day	Five Business Days	Nine Business Days
Two Business Days	Six Business Days	Ten Business Days
Three Business Days	Seven Business Days	
Four Business Days	Eight Business Days	

Some Central Offices in some states are not visited daily, check Appointment Scheduler to determine due date availability if unsure.

Holidays

No service orders with holiday due dates will be allowed. The following holidays are **NOT** available for service order due dates:

New Years	Jan 1st
Memorial Day	Last Monday in May
Independence Day	July 4th
Labor Day	1 st Monday in September
Thanksgiving Day	4 th Thursday in November
Christmas	December 25th

Saturday Due Dates through Appointment Scheduler

It is acceptable to assign a Saturday due date to a dispatchable service order if the Saturday date is available in Appointment Scheduler.

Sunday Due Dates

Sunday due dates are **never** assigned. Check Appointment Scheduler for the appropriate due date on dispatchable orders.

Orders Originated on Saturday (Consumer Only)

Service orders taken on Saturday must be due dated as if the order was taken on Monday, Monday being day zero. Another way to look at it is if the order was taken on Saturday, add an extra day to the standard due date interval (SDDI). See the Due Date Calendar Job Aid for help in the due date calculations.

Extended Hours (Consumer Only)

Any service order taken on or after 7pm Mountain Standard Time (6pm PST and 8pm CST) must add a business day to the standard due date interval (SDDI). Example: a service order is taken at 7:05pm (MST) on a Tuesday evening. Wednesday is day zero, making the due date the following Monday (using a standard three day due date interval). See the Due Date Calendar Job Aid for help in the due date calculations.

Embargo (Frozen DD)

Service order embargoes are necessary during Central Office (CO) conversions because of the possibility that service orders will be disrupted when the `cutover' is made to the new or upgraded switch. When an embargo is in place, the Market Units may not issue a service order (see service order exceptions below) with a due date that is within the embargo period.

Service Order Exceptions

The following service order types are the only orders that can be due dated during an embargo. All other order types must be due dated before or after the embargo. If an order type is issued during an embargo that does not appear on the following list, it will be returned to the originating Market Unit so they can renegotiate a new due date with the customer.

- D and R orders
- F orders, but no T orders
- C orders to suspend and restore for non-payment
- PIC changes
- Toll Restriction orders
- C orders billing for "non-switched" products, such as wiring, wire maintenance plans, time and materials, or trouble isolation charges
- Emergency orders with the approval of the RCMAC

Appointment Time - 'Access'

Appointment time or Access is the block of time that Qwest has agreed to physically be at the work location to fulfill the customer's work request. Appointment times can range from two-hours to all day depending upon the work request. Appointment times are managed through Appointment Scheduler (AS).

- Residence: Offer AM and PM access first then All Day access.
- Business: Offer AM and PM access first then All Day access or can be divided into 2 hour increments using even hours (i.,e., 8A-10A, 10A-12P, etc).

Note: Offer All Day access ONLY if the technician just needs access to the Network Interface i.,e., NW1/NW2 is the only dispatchable USOC on the service order.



The Appointment Time or Access entry is located in the RMK section of the order.

If Qwest misses the appointment time promised to the customer, Qwest will compensate the customer for their inconvenience. See Promise of Service for additional information.

Commitment/Completion Time (On Hold)

When placing a non-dispatchable service order, the Sales/Service Consultant (S/SC) should advise the customer that their service will be in and working no later than 8am on the due date.



The only exception to the 8am-completion time rule would be if the service order is expedited. If the service order is expedited and the application date and the due date are the same, the completion time must be 5pm. In C+ - over type the 8am-completion time with 5pm.

If the customer calls into the Business Office on the due date to question the status of their service order, the S/SC must review the pending service order for potential problems. If potential problems are detected, the S/SC must follow the order through to resolution. The S/SC must make sure that the problem has been resolved or a satisfactory resolution has been reached before releasing the customer. Follow the process outlined on the [Pending Order Inquiry Job Aid](#) for additional information.

If Qwest misses the commitment time promised to the customer, Qwest will apologize to the customer for any inconvenience we might have caused them. See Promise of Service for additional information.

Systems

Negotiation for D & F Orders

When negotiating a DD with a customer who is terminating their service, it is critical to remind them that the disconnect orders are the first orders worked for the day. Because of this, the Sales/Service Consultant should advise the customer to call Qwest the day before the DD if they need to change their order to ensure their service is not interrupted. If the customer calls on the DD, the DD can be changed as long as the order has not completed in the SOP. If the order has already completed, a new order will have to be written to restore the service.

Subsequent Due Dates

A Subsequent Due Date (SD) is used when the original DD on an order needs to be changed. When the DD is changed, a Pending Order Change (POC) is issued and the new date is placed in the Unfielded section (top) of the order. Each time the DD is changed, another SD is placed on the order along with the appropriate Missed Appointment (MA) Code. This process can be achieved by typing directly into the Service Order Processors (SOPs)



or SONAR. Consulting Plus does not have the capability yet.

It is never appropriate to overtype an existing SD with a new one. See the examples below for the correct format.

- SD are not valid on R orders in the Eastern region.