



Announcement Date: May 06, 2003
Effective Date: May 27, 2003

Document Number: PROS.05.06.03.F.01079.Expedite_Escalation
Notification Category: Process Notification
Target Audience: CLEC, Resellers

Subject: CMP - Expedites & Escalations Overview V6.0

Level of Change: Level 2
Associated CR Number or System Release Number: Not Applicable

Summary of Change:

On May 6, 2003, Qwest will post planned updates to its Wholesale Product Catalog that include new/revised documentation for Expedites & Escalations Overview V6.0. These will be posted to the Qwest Wholesale Document Review Site located at <http://www.qwest.com/wholesale/cmp/review.html>.

Updates to this document are associated with an existing process not previously documented. In the Expedites section, medical emergency has been added to the list of reasons for Expedites.

Current operational documentation for this product or business procedure is found on the Qwest Wholesale Web Site at this URL: <http://www.qwest.com/wholesale/clecs/exesclover.html>.

Comment Cycle:

CLEC customers are encouraged to review these proposed changes and provide comment at any time during the 7-day comment review period. Qwest will have seven days following the close of the comment review to respond to any CLEC comments.

Qwest provides an electronic means for CLEC customers to comment on proposed changes. The Document Review web site provides a list of all documents that are in the review stage, the process for CLECs to use to comment on documents, the submit comment link, and links to current documentation and past review documents. The Document Review Web Site is found at <http://www.qwest.com/wholesale/cmp/review.html>. Fill in all required fields and be sure to reference the Notification Number listed above.

Timeline

Planned Updates Posted to Document Review Site	Available May 06, 2003
CLEC Comment Cycle on Documentation Begins	Beginning May 07, 2003
CLEC Comment Cycle Ends	5:00 PM, MT May 13, 2003
Qwest Response to CLEC Comments (if applicable)	Available May 20, 2003 http://www.qwest.com/wholesale/cmp/review_archive.html
Proposed Effective Date	May 27, 2003

If you have any questions on this subject, please submit comments through the following link:
<http://www.qwest.com/wholesale/cmp/comment.html>

Sincerely,

Qwest

Note: In cases of conflict between the changes implemented through this notification and any CLEC Interconnection Agreement (whether based on the Qwest SGAT or not), the rates, terms and conditions of such Interconnection Agreement shall prevail as between Qwest and the CLEC party to such Interconnection Agreement.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.

Expedites & Escalations Overview – ~~V-5.0~~V6.0

[History Log](#) (Link blue text to: [Replace Existing Download With Attached History Log](#))

Introduction

Qwest quickly responds to your escalation or expedite requests offering you clear and complete explanations so you can satisfactorily respond to your end-users.

- Expedites: Requests for an improved standard interval, Individual Case Basis (ICB) or committed to ICB (Ready for Service (RFS) + Interval) date
- Escalations: Requests for status or intervention around a missed date

The following summarizes the processes used within Qwest for all Wholesale Products and Services to handle expedite and escalation requests.

Expedites

While Qwest standard intervals, defined in our [Service Interval Guide \(SIG\)](#) (Link blue text to: <http://www.qwest.com/wholesale/guides/sig/index.html>) identify reasonable intervals, at times a valid expedite situation can occur such as:

- Fire
- Flood
- [Medical emergency](#)
- National emergency
- Conditions where your end-user is completely out of service (primary line)
- Disconnect in error by Qwest
- Requested service necessary for your end-user's grand opening event delayed for facilities or equipment reasons with a future RFS date
- Delayed orders with a future RFS date that meet any of the above described conditions

If an expedite situation occurs, call the assigned Qwest Wholesale Center Representative responsible for processing your service requests. All expedite requests require approval to ensure resource availability. The Qwest Wholesale Center Representative will coordinate with you and Qwest internal organizations to resolve. Expedite charges may apply. If your expedite request is denied, denial reason(s) will be provided.

[Back to Top](#)

Escalations

Escalations are a request for status or intervention around a missed critical date such as:

- Plant Test Date (PTD)
- Due Date (DD)
- Ready For Service (RFS)

Qwest's Service Centers pro-actively escalate any critical dates in jeopardy and will notify you. If, however, you find it necessary to initiate an escalation, call the assigned Qwest Wholesale Center Representative responsible for processing your orders, for assistance. Regardless of how initiated, by you or internally, Qwest escalation roles and responsibilities can be summarized as:

- Qwest Wholesale Center Representatives
Local Service Request (LSR) or Access Service Request (ASR) escalations related to Rejects/Delayed orders, critical dates and Firm Order Confirmations (FOC).
- Qwest Service Manager



Qwest Response to Document In Review

- Response Date:** May 20, 2003
- Document:** Product/Process: **Expedites & Escalations Overview V6.0**
- **Original Notification Date:** May 6, 2003
 - **Notification Number:** PROS.05.06.03.F.01079.Expedite_Escalation
 - **Category of Change:** Level 2

Qwest recently posted proposed updates to Expedites & Escalations Overview V6.0. CLECs were invited to provide comments to these proposed changes during a Document Review period from May 7, 2003 through May 13, 2003. The information listed below is Qwest's Response to CLEC comments provided during the review/comment cycle.

Resources:

- Customer Notice Archive http://www.qwest.com/wholesale/cmp/review_archive.html
 Document Review Site <http://www.qwest.com/wholesale/cmp/review.html>

If you have any questions on this subject or there are further details required, please contact Qwest's Change Management Manager at cmpcomm@qwest.com.

Qwest Response to Product/Process: Expedites & Escalations Overview V6.0 Comments

#	Page/Section	CLEC Comment	Qwest Response
1		<p><i>Name of CLEC:AT&T</i> <i>Date received: 5/6/03</i> <i>Comment: Please update the ordering rules in the Disclosure Documents as well. AT&T has been instructed to place the expedite situation (such as Medical Expedite) in the remarks field and set the manual indicator to "Y".</i> <i>As May 6, the LSR EXP field in the IMA EDI disclosure states: If EXP +"Y", the MANUAL IND should = "N".</i></p>	<p>The current process for Expedites will not change. "Medical emergency" is a valid Expedite reason that was not previously documented. The PCAT updates were clarifying updates only in order to provide an additional valid reason to request an expedite.</p> <p>Placing a "Y" in the EXP field of the Local Service (LSR) forces the order to be handled manually. It is not necessary to place a "Y" in the Manual Indicator field. The REMARKS field can be used to expand upon and clarify the specific reason for the request.</p> <p>The PCAT is being updated to clarify the actions for Expedite situations.</p>

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			Qwest accepts this comment.
2		<p>Name of CLEC:AT&T</p> <p><i>Date received: 5/12/03</i></p> <p>Comment: AT&T is not satisfied with this change to the maintenance and repair language. AT&T requested a CR to document the medical expedite process. This document still does not document that process. If the specifics for the ordering process should be contained in another document, i.e. the EDI disclosure document, then there should be a direct reference and link to that site. We have had several meetings with Qwest to outline the specifics of the medical expedite process, and none of that information is contained in this PCAT, not the disclosure document for EDI, not other PCATs for ordering and provisioning. It has taken AT&T approximately 5 and a half months to get the information we have been requesting, and still it is not documented.</p>	<p>Based on the comments received, the PCAT updates were clarifying updates only in order to provide additional information.</p> <p>The current process for Expedites will not change. "Medical emergency" is a valid Expedite reason that was not previously documented.</p> <p>The PCAT is being updated to clarify the actions for Expedite situations along with a link to the field entry requirements in the Local Service Ordering Guide (LSOG).</p> <p>Qwest accepts this comment.</p>

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