WHOLESALE

Products & Services	Local Business Procedures

Local Business Procedures

▶ **View More Local Resale Non-Facility Based Business Procedures**

▶ **View More Local Interconnection Facility Based Business Procedures**

Expedites and Escalations Overview - V47.0

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 are requests for an improved standard interval that is shorter than the interval defined in our Service Interval Guide (SIG) or your interconnection Agreement (ICA), Individual Case Basis (ICB) or committed to ICB (Ready for Service (RFS) + Interval) date.
- Escalations can be initiated for any issue, at anytime, and at any escalation point. Escalations can also be for 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

Requesting an expedite follows one of two processes, depending on the product being requested. If the request being expedited is for a product contained in the "Pre-Approved Expedites" section below, your ICA must contain language supporting expedited requests with a "per day" expedite rate. If the request being expedited is for a product that is not on the defined list, then the expedited request follows the process defined in the "Expedites Requiring Approval" section below.

Expedites Requiring Approval

For products not listed in the Pre-Approved Expedite section below, (non-designed products such as POTS, Centrex or Qwest Commercial High Speed Internet (HSI)/Qwest Commercial Broadband Services (QCBS) the following expedite process applies. Expedite charges are not applicable with the Expedites Requiring Approval process.

Following is a list of conditions where an expedite is granted:

- 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
- National Security
- Business Classes of Service unable to dial 911 due to previous order activity
- Business Classes of Service where hunting, call forwarding or voice mail features are not working correctly due to previous order activity where the end-users business is being critically affected

For any of the above conditions, expedited request can be made either prior to, or after, submitting your service request.

To request an expedite on a Local Service Request (LSR) you can either:

- Submit the request with your expedited due date and populate the EXP field. Also include in REMARKS the reason for the expedited request and then call the Qwest Call Center.
- Submit the request with a due date interval from our SIG or your ICA and then call the Qwest Call Center.

In both scenarios, a call to the Qwest Call Center is required on 1-866-434-2555 to process the expedited request.

To request an expedite on service requests issued via an Access Service Request (ASR), you may use either of the options described above for LSRs to submit the ASR. You should then call 1 800-244-1271.

You may be asked to provide verification of the expedited reason or situation for any of the expedite reasons listed above. In some cases, you may be asked for the service order number that caused the expedite condition, such as the service order number that caused the hunting or call forwarding expedite. The type of verification required will depend on the specific circumstances of the expedite and will be determined on an Individual Case Basis (ICB).

Once your expedite request is received, your Wholesale representative will review the request based on the previous list of available expedite scenarios to determine if the request is eligible for an expedite. If approved, the next step is to contact our Network organization to determine resource availability.

Depending on the type of service on the account, the following action is taken once the request is determined to be eligible for an expedited due date:

Non-Designed/No Dispatch Required

For requests that do not require a dispatch, the order is issued with the

expedited due date.

Non-Designed/Dispatch Required

For requests that require a dispatch, the Network organization is contacted to determine Technician availability. If appointments are available on the requested due date, your expedite is granted. If no appointments are available, then Qwest will offer an alternative date, if one is available, prior to the requested due date. You can expect to receive a response to your expedited request usually within four business hours.

Designed Services

For Designed Services, the Network organization is contacted to determine resource availability for the Central Office and Outside Technicians as well as for the Testers that work with you to accept the service. You can expect to receive a response usually within four business hours.

Approved Expedited Requests

If the expedited request is approved and the original request contained the expedited due date and the EXP field was populated, Qwest will return a Firm Order Confirmation (FOC) acknowledging the agreed to expedited due date. If the expedited or agreed to due date Qwest can meet is different from what was originally submitted on the ASR or LSR and the EXP field is populated, Qwest will return a FOC with the new due date and continue to process the request. If the expedite is approved and the EXP field is not populated, Qwest will request that you supplement your ASR or LSR with the new DDD and that you populate the EXP field. If the supplement is not received within four business hours, Qwest will continue to process the ASR or LSR as if the expedited request was not received and will FOC back the standard interval or the original due date provided on the ASR or LSR if it was longer than the standard interval.

Denied Expedited Requests

If denied, then we will provide you reasons that the request was denied or we will offer an alternative date that we could install the service. If the request is denied, and you still want to continue to have Qwest provision the service request, Qwest will return a FOC with the standard interval or the original due date provided on the FOC if it was longer than the standard interval.

Pre-Approved Expedites

The Pre-Approved expedite process is available in all states except Washington for the products listed below when your ICA contains language for expedites with an associated per day expedite charge.

Note: Resold Designed products are automatically included based on the terms and conditions outlined in the ICA and individual state tariffs, catalogs or price lists.

For products other than the Resold Design products identified below, if your contract does not contain the appropriate expedite language, you will not be able to expedite the request unless the expedite is due to a Qwest caused reason.

The Expedites Requiring Approval section of this procedure does not apply to any of the products listed below (unless you are ordering services in the state of WA).

An expedite charge applies per ASR or LSR for every day that the due date interval is improved, based on the standard interval in the SIG, ICA, or ICB criteria as described above. It is not necessary for you to call into Qwest to have the expedite approved. To expedite a service request on an ASR or LSR you must populate the EXP field and put the desired expedited due date in the DDD field on the ASR or LSR.

Note: If the ASR/LSR you are submitting requests a same day due date, your request must be received before 12 noon MT.

When Qwest receives an ASR or LSR with the EXP populated and the DDD is less than the standard interval, Qwest will determine if the request is eligible for an expedite without a call from you. If the request meets the criteria for the Pre-Approved Expedite process, Qwest will process the request and return a FOC acknowledging the expedited due date. The appropriate expedite charge will be added to your service order.

If the due date Qwest can meet is different from what was originally requested on the ASR or LSR, Qwest will return a FOC with the new due date and continue to process the ASR or LSR. The appropriate expedite charge will be added to your service order. If the due date on the FOC does not meet your needs, you can supplement the request to a due date that is equal to or greater than standard interval as defined in Qwest SIG, ICA or ICB canceling the expedite.

If the request does not meet the criteria for the Pre-Approved Expedite process, the ASR or LSR will be processed using the standard interval that is defined in the Standard Interval Guide for Resale, UNE and Interconnection Services.

Following is a list of the products, which require expedite language in the ICA and may be expedited that will receive the appropriate Expedite Charge:

- UBL
- UBL DID (Unbundled digital trunk)
- UBL DS1 (Unbundled digital trunk facility)
- UNE-C PL (EEL)
- UNE-P ISDN BRI
- UNE-P DSS Facility
- UNE-P DSS Trunk
- UNE-P PRI ISDN Facility
- UNE-P PRI ISDN Trunk
- UNE-P PBX Designed Trunks
- UNE-P PBX DID IN-Only Trunks
- Port In/Port Within associated with any of the applicable designed

> products listed above
- UDIT
- LIS
- CCSAC SS7 Trunk or Facility
- Unbundled Dark Fiber

Following is a list of Resold Designed Products, which do not require an amendment, which may be expedited and will receive the appropriate expedite charge:

- Analog PBX DID
- Private Line (DS0, DS1, DS3 or above)
- ISDN PRI T1
- ISDN PRI Trunk
- ISDN BRI Trunk
- Frame Relay Trunk
- DESIGNED TRUNKS (Includes designed PBX trunks) Trunk
- MDS / MDSI (IIS Only)
- DPAs (multiple DPAs or FX, FCO) Trunk
- Port In/Port Within associated with any of the applicable designed products listed above

Note: Any requests that are expedited due to a Qwest caused reason, do not incur an expedite charge. Additionally, if the due date of an expedited request is missed due to Qwest reasons, expedite charges do not apply.

If the order becomes a Delayed Order on the due date, Qwest will cooperatively work with you to obtain the best Ready For Service date (RFS) possible and expedite charges do not apply.

If an order becomes delayed for facilities prior to the due date, once Qwest establishes a new RFS it is communicated to you via the FOC. If you do not accept the due date that is established and request to expedite the RFS, expedite charges may apply. Each expedited delayed order request will be reviewed on an ICB to determine if expedite charges apply. If the expedited due date request results in Qwest incurring additional costs to improve the date that was FOC'd, expedite charges apply. Qwest will advise you if expedite charges apply prior to confirming the expedited request to obtain approval from you, or offer an alternate date that Qwest can meet. The expedite charges will be based on the number of days improved from the original RFS date.

If an order was delayed due to a Customer Not Ready (CNR) condition as described in the Provisioning and Installation Overview; and you wish to expedite the newly requested due date, supplement the request with the new Desired Due Date and populate the EXP field of the LSR/ASR. Qwest will review your expedited request for resource availability and return a FOC acknowledging the due date Qwest can meet. Expedite charges apply and are based on the number of days the CNR standard interval is improved.

Expedites Supporting Non-Qwest caused Restoral Requests

This process includes Restoral Requests on Resale/UNE-P/Retail to Resale

or UNE-P Conversions and Transfer of Service when the service orders have completed. This process applies to Resale/UNE-P POTS, Resale/UNE-S and Resale UNE-P Centrex 21 products, including QCBS.

You will follow this documented Expedite process as outlined when you require an expedite to a standard interval in order to restore an end-user due to a Non-Qwest caused out of service condition. An expedite restoral request is a result of your inability to complete a conversion or outside move service request where you were unable to cancel or change the due date on the service order(s) prior to order completion. Restoral requests may involve you alone, a Qwest Retail account and you, or you and a different CLEC on conversion and outside move (T & F) type service order's. Restoral requests will be accepted for both full and partial restorals.

When an expedite restoral request situation occurs, refer to the following when you prepare your service request:

- Issue the Restoral Request LSR as directed per the Decision Charts and order type scenario's.
  - Populate the RPON field with the PON used on the original LSR if available
  - Populate the EXP field
  - Populate Manual IND = Y
  - The REMARKS field can be populated with the specific reason for the request such as:
    - Restoral request Full, Resale to UNE-P conv, restore original service, Or
    - Restoral request, Partial, Resale to UNE-P conv, restore original service, Or
    - Restoral request, Partial, UNE-P to Resale conv, restore original service, Or
    - Restoral request, Full, Resale or UNE-P T&F, restore F location, etc., Or
    - Restoral Request, Restore original full service back to CLEC XXXX, Or
    - Restoral Request, Restore original partial service back to CLEC XXXX, Or
    - Restoral Request, Restore original F Loc service, full/partial back to old CLEC
    - Restoral Request, Disc service, restore original Retail service, full/partial
- Contact the Customer Service Inquiry and Education (CSIE) Center at 866-434-2555
- Open an Escalation ticket.
- Request a Restoral Request for Previous Service.
- Provide LSR ID if appropriate per Decision Chart and order type scenario's.

Benefits

- Expedited intervals for restoral of previous service
- Uniform documented process for restoral requests
- Qwest will negate the one month minimum billing on a disconnect or conversion service order as applicable.

Restrictions

- You must issue appropriate LSRs first (if directed to do so per the Decision Chart below) followed by opening a Call Center escalation ticket. Restoral requests received prior to new LSR issuance will not be accepted, excludes Qwest Retail restorals.
- Standard intervals must be used when submitting LSRs, CSIE will expedite due date appropriately for restoral
- Expedited restoral requests must be requested within 24 hours, extending into the next business day, following the LSR completion date. Restoral requests received after 3 PM will be considered next business day work activity; this includes restoral requests received after 3 PM on Saturday based on the SIG (except for QCBS)."
- Service being restored must be the same type of service with same features, same TN's, etc. as was previously provisioned. Full or partial restorals are acceptable.
- Qwest will reuse facilities when the facilities are available for the restoral.
- All applicable recurring and non-recurring charges will apply, based on order completion and physical work that was completed or needs to be completed to restore service. Retail practices will apply when restoring Qwest Retail accounts.
- When a restoral involves two CLECs, it is up to you and the old CLEC to coordinate and agree upon an expedite, prior to opening up the Call Center Escalation ticket(s).
- Expedite charges may apply based upon individual interconnection agreements, state tariffs or SGATS.

The following **Order Type Scenario's** are included in this restoral process:

1. Resale / UNE-P T & F, same CLEC
2. Resale to UNE-P Conversion as is, same CLEC
3. Resale to UNE-P Conversion as specified, same CLEC
4. UNE-P to Resale Conversion as is, same CLEC
5. UNE-P to Resale Conversion as specified, same CLEC
6. Resale / UNE-P Migration to new CLEC with move via single LSR
7. Resale to UNE-P Conversion as is, to a new CLEC
8. Resale to UNE-P Conversion as specified, to a new CLEC
9. UNE-P to Resale Conversion as is, to a new CLEC
10. UNE-P to Resale Conversion as is, to a new CLEC
11. Qwest Retail to Resale / UNE-P Conversion as is
12. Qwest Retail to Resale / UNE-P Conversion as specified
13. Qwest Retail to Resale / UNE-P Conversion with move via single LSR process

Decision Chart, Scenario's 1-5, Same CLEC		
IF	**AND**	**THEN**
Conversion, Migration and/or Move Service Order has completed	You want full or partial restoral of previous service	- Issue Restoral Request LSR as appropriate based on order scenario and order completion, such as a New Connect, Change or Conversion with or

		without move, Transfer of Service or Disconnect • Follow expedite procedures

Decision Chart, Scenario's 6-10, To a New CLEC

IF	AND	THEN
Conversion, Migration and/or Move Service Order has completed	You want full or partial restoral of previous service	• Either the end-user, or the new CLEC and the end-user must contact the old CLEC's Customer Contact Center and request that the end-user's service be re-established as previously provisioned for the old CLEC on Resale or UNE-P service • Old CLEC must follow expedite procedures • Old CLEC will issue Restoral Request LSR as appropriate based on order scenario and order completion, such as a New Connect, Change or Conversion with or without move • New CLEC must follow expedite procedures • New CLEC will issue Disconnect LSR if required based on order scenario and order completion • Old and new CLECs will coordinate their order activity • Contact your Qwest Service Manager if you require assistance with old CLEC contact

Decision Chart, Scenario's 11-13, Conversion from Qwest Retail to New CLEC

IF	AND	THEN
Conversion, Migration and/or Move Service Order has Completed	You want full or partial restoral of previous service	• Contact the CSIE Center at 866-434-2555 • Open an Escalation ticket • Request a warm transfer to the CSIE Tier 1 support group • Place a verbal Restoral Request for Previous Retail Service, full or partial restoral • CSIE will advise you if a new LSR will need to be issued by

		you • If a new LSR is needed and is not issued within 2 business hours, the escalation ticket will be closed. If this occurs, the CLEC must start the expedite process again once the LSR has been issued as directed.

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 at one of the numbers listed in the Expedites section 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
  Involved only after normal processes fail to resolve the escalation to your satisfaction. Evaluates the situation based on commitments managing associated resolution activities.
- Qwest Senior Service Manager/Director
  Involved only when the Service Manager's efforts are unsuccessful. Provides direction to those working the issue, partnering with Center Coaches and Team leaders.
- Qwest Senior Director/Vice President
  Contacted for direction and/or assistance for those working the escalation, providing timely status updates back to the prior level and you directly.

Escalations - Maintenance and Repair
At your discretion, you may initiate an escalation of your trouble report through our electronic interface Customer Electronic Maintenance and Repair (CEMR) or by calling either the Qwest Wholesale Repair Center for Unbundled Network Elements (UNEs) and Complex services or the Repair Call Handling Center (RCHC) for Plain Old Telephone Service (POTS) and Non-Complex services. Refer to our Maintenance and Repair Overview for additional information.

Escalations - Technical Escalation Process
Additional information about the Technical Escalation Process can be obtained from Qwest's Operations Support Systems General Information.

Note: Occasionally, your end-user may find their way to the Qwest Wholesale Center or Qwest Service Manager and our Wholesale Center Representatives will explain that you are our customer and direct them to you for assistance.

Should you have questions, or need additional information related to the expedite or escalation processes defined above, contact your Qwest Service Manager for assistance.

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Training

Local Qwest 101 "Doing Business with Qwest"

- This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes for submitting service requests, reports, and web resource access information. Click here to learn more about this course and to register.

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Contacts

Qwest contact information is located in Wholesale Customer Contacts

Expedites and Escalations

- Local Service Requests (LSRs)

Wholesale Center			
Tier	Responsibility	Activity	Contacts
Tier 1	Customer Service Inquiry and Education Center (CSIE)	First point of contact for CLECs	866-434-2555 Monday - Friday 8:00 AM - 6:00 PM Central, Mountain, and Pacific Time Zones **Note:** Only orders due to complete on a Saturday that require a same day cancellation, due date change or concurrence should call 612-327-0511. All other requests should be made the next business day.
Tier 2	Subject Matter Expert (SME), Team Leaders,	Respond to issues not	800-366-9974 Monday - Friday 8:00 AM - 6:00 PM Central,

	Team Coaches	resolved at Tier 1	Mountain, and Pacific Time Zones
Tier 3	Appropriate Qwest Service Manager	Respond to issues not resolved at Tier 2	Service Manager

- A call center ticket is opened on every call into the CSIE Center. Upon resolution of the ticket a close code is assigned to the ticket. Upon request the close code is provided to you. Should you disagree with the codes used to close the ticket you will use the escalation process. For a list of the close codes used at the CSIE level see the Call Center Database Ticket Reports section of the Ordering Overview PCAT.
- Only orders due to complete this immediate Saturday and require a cancellation or due date change or for concurrence should call 612-327-0511. All other requests should be made the next business day.
- Access Service Requests (ASRs)

Products & Services	Contacts	Fax
All	800-244-1271	800-335-5680

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Frequently Asked Questions (FAQs)

This section is currently being compiled based on your feedback.

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Last Update: May 17, 2007

Line #	Version	Effective Date	Change				Level of Change	Reason/Source	CR or Notice #
			Sec #	Section Name	Sub-section	Update Activity			
66	V44	1-15-07				Combine updates for V42 and V3 into one document.	Level 0	Select changes that do not alter CLEC operating procedures	NA
65	V43	1-15-07		Escalations	Maintenance and Repair	Removing references to HEET. Retirement notice SYST 11 16 06 F 04341 HEET_Retirement_Initial II.doc	Level 2	Changes that have a minimal effect on CLEC operation procedures	PROS 12 18 06 F 04380 Multiple_PCAT_Retire_HEET .doc
64	V42	1-8-07		Contacts		Change Customer Facing Center hours for CSIE	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS 12 21 06 F 04420 FNLCustConExp_Esc_CSIEHr s.doc
63	V41	7-24-06		Expedites	Pre-Approved Expedites	Change existing process to include a 12PM MT cut-off for same day due date expedites. Adding the following statement: Note: If the ASR/LSR you are submitting requests a same day due date, your request must be received before 12 noon MT.	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.07.06.F.04056.FNL_ Expedites_Escalations
62	V40	5-5-06		Implementation	Training	Updates are associated with Training Notification TRNG.04.07.06.F.03830.LocalQ101WB T that identifies the retirement of the instructor-led Qwest 101 "Doing Business with Qwest" training course which is being replaced with a web-based training course titled Local Qwest 101 "Doing Business with Qwest". The language and URL associated with the web-based Local Qwest 101 "Doing Business with Qwest" training course will be updated	Level 1	Changes that do not alter CLEC operating procedures	PROS.05.04.06.F.03905.Multi plePCATsQ101Training
61	V39	5-1-06				Incremented to V39 to include changes from V37 and V38 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
60	V38	4-15-06				Incremented to V38 to include changes from V35.0 and V36.0 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
59	V37	5-1-06		Expedites	Expedites Requiring Approval	Contact information change of TN for the Qwest Call Center to 866-434-2555	Level 3	Changes that have a minimal effect on CLEC operation procedures	PROS.04.14.06.F.03847.FNL_ CSIE_Contact_Info
58	V37	5-1-06		Expedites	Expedites Supporting Non-Qwest caused Restoral Requests	Contact information change from ISC to CSIE with new TN of 866-434-2555	Level 3	Changes that have a minimal effect on CLEC operation procedures	PROS.04.14.06.F.03847.FNL_ CSIE_Contact_Info

Line #	Version	Effective Date	Change				Level of Change	Reason/Source	CR or Notice #
			Sec #	Section Name	Sub-section	Update Activity			
57	V37	5-1-06		Contacts		Change existing manual process to show Tier 1 as first point of contact with TN change for Tier 1. Removing information referencing the ISC	Level 3	Changes that have a minimal effect on CLEC operation procedures	PROS.04.14.06.F.03847.FNL_CSIE_Contact_Info
56	V36	4-7-06		Escalations	Escalations-Maintenance and Repair	Contact information change for AMSC to Wholesale Repair. No TN changes.	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.03.17.06.F.03754.WholesaleRepair
55	V35	4-15-06		Expedites	Pre-Approved Expedites	Modify/change existing manual process. Include ability to expedite Customer Not Ready due date from 3 days to shorter interval.	Level 3	Changes that have a minimal effect on CLEC operation procedures	PROS.03.29.06.F.03794.FNLExpedites_Escalations
54	V34	2-15-06		History Log		In order to improve the readability of the History Log, entries will be set-up in descending order so that the most current update displays first rather than last.	Level 0	Select changes that do not alter CLEC operating procedures	NA
53	V34	2-15-06		Expedites	Expedites Requiring Approval	Clarification of language related to previous notice: PROS.10.19.05.F.03380.ExpeditesEscalationsV30. Qwest is deleting a sentence in the Expedites Requiring Approval description to make it consistent with the Expedite paragraph above it.	Level 1	Changes that do not alter CLEC operating procedures	PROS.02.14.06.F.03690.Expedites_EscalationsV34
52	V33	1-3-06				Incremented to V33 to include changes from V30.0 and V32.0 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
51	V32	1-2-06		Contacts		Customer-facing Center hours information in the NOTE section	Level 3	Changes that have a minimal effect on CLEC operation procedures	PROS.12.16.05.F.03563.FNLCustContV28ExpEsclV32
50	V31	10-27-05				Incremented to V31 to include changes from V27 and V28 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
49	V30	1-3-06		Expedites	Pre-Approved Expedites	Add Note stating expedite language must be in ICA for products other than Resold Design. If request does not meet the criteria for Pre-Approved Expedite the process with follow the SIG; included link to SIG	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.11.18.05.F.03492.FNL_Exp-EscalationsV30
48	V30	1-3-06		Expedites	Expedites Requiring Approval	Remove one condition where an expedite is granted	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.11.18.05.F.03492.FNL_Exp-EscalationsV30

Line #	Version	Effective Date	Change				Level of Change	Reason/Source	CR or Notice #
			Sec #	Section Name	Sub-section	Update Activity			
47	V30	1-3-06		Expedites		Change in process to stating ICA must contain expedite language	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.11.18.05.F.03492.FNL_ Exp-EscalationsV30
46	V29	Retracted Effective 10-18-05				Time critical correction to retract V29 and V28 will remain operational	Level 1	Time critical correction	PROS.10.18.05.F.03397.Retract_ExpandEscal_V29
45	V29	10-18-05		Expedites	Expedites Requiring Approval	Clarification to expedite reasons	Level 1	Changes that do not alter CLEC operating procedures	PROS.10.17.05.F.03379.Expedites_Escalations_V29
44	V28	10-15-05		Contacts	Non ASR/LSRs	Contact information update to delete table as it is not applicable to interconnect products	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.09.23.05.F.03280.FaxNumberChange
43	V28	10-15-05		Contacts	Access Service Requests	Contact information update to change ASR Fax number	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.09.23.05.F.03280.FaxNumberChange
42	V27	10-27-05		Expedites	Pre-Approved Expedites	Removed 2w/4w as an exception to UBL. Added Port In/Port Within to list of products.	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.09.12.05.F.03242.Expedites_Escalations_V27
41	V26	7-18-05				Incremented to V26 to include changes from V24 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
40	V25	7-11-05				Incremented to V25 to include changes from V23 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
39	V24	7-18-05		Pre-Approved Expedites		Changes are being made to the existing manual process to bill expedite charges per ASR/LSR instead of per order. Additionally, for expedited due date requests on delayed order, Qwest is revising its expedite process to only bill expedite charges if the expedited due date request results in Qwest incurring additional costs to improve the Ready for Service date. This is shown in the Pre-Approved Expedites section.	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.01.05.F.03075.FNL_Expedites_Escal_V24
38	V23	7-11-05		Contacts	Local Service Requests	Modify/change existing manual process to remove after hours duty pager and add note limiting transfer hours	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.06.24.05.F.03050.FNL_Contact_Exp_Escal.doc
37	V22	6-16-05		Expedites	Expedites Requiring Approval	Modify/change existing manual process too add three new expedite reasons per CMP CR PC021904-1. Add language related to providing service order number that caused the expedite condition.	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.06.01.05.F.02971.Final_Expedites_Escal_V22

Line #	Version	Effective Date	Change				Level of Change	Reason/Source	CR or Notice #
			Sec #	Section Name	Sub-section	Update Activity			
36	V21	4-25-05		Contacts		Contact information change for ASRs	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.04.04.05.F.02767.800Contact_NumberUpdate
35	V21	4-25-05		Expedites		Contact information change for ASRs	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.04.04.05.F.02767.800Contact_NumberUpdate
34	V20	2-24-05				Incremented V18 to include changes from V19 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
33	V19	2-16-05		Pre-Approved Expedites		Clarification that do not change the process for when an expedite charge would not occur	Level 1	Changes that do not alter CLEC operating procedures	PROS.02.15.05.F.02567.Expedites_Escalations_V19
32	V18	2-24-05		Contacts	Local Service Requests (LSRs)	Update related toCMP CR PC080204-1. Added link to Ordering Overview for list of close codes.	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.02.03.05.F.02494.OrderingV65_ExpeditesV18
31	V17	2-11-05		Pre-Approved Expedites		Modify/change existing manual process to alert you when an amendment is needed in the Pre-Approved Expedite process	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.01.27.05.F.02513.Final_Exp_EscalationsV17
30	V16	12-1-04		Contacts	Local Service Requests (LSRs)	Contact information update to remove city specific references and the Denver TNs	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.11.10.04.F.02270.ExpeditesEscalationsV16
29	V15	11-22-04				Time Critical correction to Retract V15	Level 1	Time Critical correction	PROS.11.22.04.F.02315.RetractExpeditesEsclV15
28	V15	Retracted		Expedites	Pre-Approved Expedites	Modify/change existing manual process to include the state of Washington	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.11.01.04.F.02255.ExpeditesEscalationsV15
27	V14	7-31-04				Incremented to V14 to include changes from V11.0 and V13.0 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
26	V13	7/7/04				Incremented to V13 to include changes from V10.0 and V12.0 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
25	V12	7/7/04		Contacts	Access Service Requests	Contact information update to remove the Salt Lake City telephone contact number	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.06.30.04.F.01828.FNL_ExpeditesV12
24	V12	7/7/04		Expedites		Contact information update to remove the Salt Lake City telephone contact number	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.06.30.04.F.01828.FNL_ExpeditesV12
23	V11	7/31/04		Expedites	Pre-Approved Expedites	Modify/change existing manual process – new process	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.15.04.F.01882.FNL_ReissueExpeditesV11
22	V11	7/31/04		Expedites	Approved Expedited Requests	Modify/change existing manual process to incorporate two processes. New process wording change required	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.15.04.F.01882.FNL_ReissueExpeditesV11
21	V11	7/31/04		Expedites	Expedites	Modify/change existing manual process	Level 3	Changes that have a moderate	PROS.07.15.04.F.01882.FNL_

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			Sec #	Section Name	Sub-section	Update Activity			
					Requiring Approval	– new process		effect on CLEC operating procedures	ReissueExpeditesV11
20	V11	7/31/04		Expedites		Modify/change existing manual process to incorporate two processes: Pre-Approved and Expedites Requiring Approval.	Level 3	Changes that have a moderate effect on CLEC operating procedures	PROS.07.15.04.F.01882.FNL_ReissueExpeditesV11
19	V10	7/06/04				Incremented to V10 to include changes from V7.0 and V9.0 in one document	Level 0	Select changes that do not alter CLEC operating procedures	NA
18	V9.0	07/06/04		Introduction	Expedites	Establish new manual process for restoring previous service conversion type and move service orders	Level 4	Changes that have a major effect on existing CLEC operating procedures or that require the development of new procedures	PROS.06.21.04.F.01814.FNL_ExpeditesV9
17	V8.0	05/25/04		Introduction	Contacts	Documentation concerning existing processes not previously documented is being added . A change was made regarding the ASR Frame Relay contact and a telephone number was added to LSR Tier 1.	Level 2	Changes that have a minimal effect on CLEC operating procedures.	PROS.05.18.04.F.01696.FNL_ExpeditesV8
16	V8.0	05/25/04		Introduction	Escalations	Documentation concerning existing processes not previously documented is being added . A change regarding Qwest contacts has been added.	Level 2	Changes that have a minimal effect on CLEC operating procedures.	PROS.05.18.04.F.01696.FNL_ExpeditesV8
15	V8.0	05/25/04		Introduction	Expedites	Documentation concerning existing processes not previously documented is being added. The request and eligibility processes have been defined in more detail.	Level 2	Changes that have a minimal effect on CLEC operating procedures.	PROS.05.18.04.F.01696.FNL_ExpeditesV8
14	V8.0	05/25/04		Introduction		Documentation concerning existing processes not previously documented is being added. A change was made in the definition of escalations and expedites.	Level 2	Changes that have a minimal effect on CLEC operating procedures.	PROS.05.18.04.F.01696.FNL_ExpeditesV8
13	V7.0	10/7/03		Introduction	Escalations	Corrections/clarification/additional information that does not change the product or process: • Clarification regarding when escalations can be made	Level 1	Changes that do not alter CLEC operating procedures	PROS.10.06.03.F.03616.Exped EscalV7&CustServ
12	V6.0	5/27/03		Introduction	Expedites	Documentation concerning existing process not previously documented: • add Expedite reason – medical emergency • add link to Local Service Ordering Guide (LSOG) • clarified and added additional	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.05.20.03.F.01088.FNL_Expedite_Escalation

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						information on how to expedite service request			
11	V5.0	12/11/02		Contacts		Contact information updates to Local Service Requests and Access Service Requests tables	Level 2	Changes that have a minimal effect on CLEC operating procedures	PROS.11.20.02.F.00946.ExpeditesEscalations

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10	V4.0	5/10/02		Contacts		• Corrected font • Updated wording and telephone number for clarification • Added additional table for complete information • Deleted duplicate information	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
9	V4.0	5/10/02		Training		• Updated course description	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
8	V4.0	5/10/02		Introduction	Escalations – Technical Escalation Process	• Added additional information to sync up existing system documentation	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
7	V4.0	5/10/02		Introduction	Escalations – Maintenance and Repair	• Corrected font • Corrected acronyms for consistency	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
6	V4.0	5/10/02		Introduction	Escalations	• Corrected wording for clarification	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
5	V4.0	5/10/02		Introduction	Expedites	• Correct punctuation • Added additional and changed wording for clarification	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
4	V4.0	5/10/02		Introduction		• Corrected font	Correction to PCAT	PROS.05.13.02.F.00437.Expedite_Escalation
3	V3.0	1/25/02		Contacts	Maintenance and Repair Centers	• Edit Resale Simple Residential and Business identifiers (1FR and 1FB)	Correction to PCAT	N/A
2	V3.0	1/25/02		Contacts	Local Service Request	• Define CSIE	Correction to PCAT	N/A
1	V3.0	1/25/02		Introduction		• Add Version and History Log	Correction to PCAT	N/A