



WHOLESALE

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Products & Services

Local Business Procedures

▶ [View More Local Resale Non-Facility Based Business Procedures](#)

▶ [View More Local Interconnection Facility Based Business Procedures](#)

Local Business Procedures

Ordering Overview - V134.0

[History Log](#)

Description

Qwest offers various ordering methods to submit service requests for your Unbundled Network Elements (UNEs), Resale or Interconnection products and services with functions that include, but are not limited to, the following:

- Submitting service requests electronically or manually
- Preparing a service request
- Requesting Design Layout Records (DLR)
- Relating service requests and managed projects
- Submitting a service request
- Editing errors and rejections
- Issuing supplements and/or cancels
- Acknowledging receipt of your service request
- Monitoring the status of your service request

The matrix below groups Qwest Wholesale Products and Services by the various forms used to submit service requests. Since Ordering functions vary by individual product and service, refer to specific documentation in the [Wholesale Products and Services](#) Web pages.

Qwest's Wholesale Products and Services Submitted on Local Service Ordering Guidelines (LSOG) forms

- | | |
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| <ul style="list-style-type: none"> • Centrex and Centrex 21 • Digital Subscriber Line (DSL) see Qwest DSL Resale • Directory Listings • Integrated Services Digital Network (ISDN)- Basic Rate Interface (BRI) • Loop Splitting (Unbundled Loop sharing) • Network Interface Device (NID) • Interim Number Portability (INP)/ Local Number Portability (LNP) • Resale Centrex and Centrex 21 | <ul style="list-style-type: none"> • Unbundled ISDN- Primary Rate Interface (PRI) DID/ PBX/ DOD Facility/ Trunk Member • Unbundled Switch Trunk-side Facilities • Unbundled Switching Line/ Trunk-side Facilities • Unbundled Digital Line-side Switch Port (DLSP)- BRI ISDN Capable • Unbundled Distribution Loop • Unbundled Distribution Loop with INP/ LNP • Unbundled Feeder Loop • Unbundled Local Loop • Unbundled Local Loop DLSP/ Asymmetrical Digital |
|--|--|

- Qwest DSL Resale
- Resale Designed Trunks (Exception: Direct Inward Dialing (DID) one-way incoming trunk)
- Resale DID In Only Trunks
- Resale Digital Switched Services (DSS)
- Resale Frame Relay
- Resale ISDN-BRI
- Resale Public Access Line (PAL)
- Resale Private Branch Exchange (PBX) for Plain Old Telephone Service (POTS) - Non-Designed trunks
- Resale POTS
- Resale Private Line
- Resale Single Line see Resale ISDN-BRI
- Shared Distribution Loop Transport
- Shared Loop (Line Sharing)
- Unbundled DID/ PBX/ Direct Outward Dialing (DOD) Facility/ Trunk Member

- Subscriber Line (ADSL) Capable
- Unbundled Local Loop Split
- Unbundled Local Loop with INP/ LNP
- Unbundled Local Sub-Loop
- Unbundled Local Switching (Port)
- Unbundled Packet Switching (UPS)
- Unbundled Switch DLSP/ Analog Line Side Switch Port (ALSP)
- Unbundled Switch Digital/ Analog Trunk Facilities
- Enhanced Extended Loop (EEL)
- UNE Combinations
- Unbundled Network Element-Platform (UNE-P) Centrex and Centrex 21 UNE-P Centrex 21 Split
- UNE-P DID Trunks
- UNE-P DSS
- UNE-P ISDN-BRI
- UNE-P Line Splitting
- UNE-P PBX Analog Trunks
- UNE-P PBX Designed Trunk Split
- UNE-P PRI
- UNE-P POTS
- UNE-P POTS Split

**Qwest's Wholesale Products and Services
Submitted on Access Service Ordering Guidelines (ASOG) Forms**

- Data Base Services
- Digital Data Services (DDS)- Private Line Transport Service (PLTS) for Access
- Feature Groups A/B/C/D, Service Access Code (SAC), NXX, Local Trunking
- Hi-Cap Facilities (Digital Signal level 1 (DS1), Digital Signal level 3 (DS3), etc.)
- Jointly Provided Switch Access- Feature Groups A/ B/C/D (Meet Point Billing)
- Local Interconnect Services (LIS)
- Local Tandem Switching
- Private Line see PLTS for Access

- PLTS
- Self Healing Network Services (SHNS)
- Signaling System 7 (SS7) Links
- Synchronous Service Transport (SST)
- Unbundled Dark Fiber (UDF)
- Unbundled Dedicated Interoffice Transport (UDIT)
- Unbundled Multiplexer
- Unbundled Signaling Transfer Points (STP) Port
- Wireless Interconnect Services Type 1
- Wireless Interconnect Services Type 2

Submitted on Special Forms

- Collocation and Remote Collocation
- Poles, Ducts and Right of Way
- Central Office- Automatic Call Distribution (CO-ACD) Service

Interconnect Mediated Access (IMA) functions described in this section do not apply to Wholesale Interconnection Products and Services (e.g., LIS, UDF, and UDIT). Refer to individual [Wholesale Products and Services](#) to identify requirements for services ordered on ASOG forms.

Complete details on Qwest's IMA Ordering functionality can be found in the [IMA User's Guide](#).

Qwest's Service Interval Guidelines are defined in the [Service Interval Guide \(SIG\)](#).

[Back to Top](#)

Implementation

Product Prerequisites

Qwest offers various methods to submit service requests. Electronic access can be accomplished three different ways:

- **Dial-up capability** - Log on to Qwest's ordering systems from your local computer.
- **Direct connection via a dedicated circuit (IMA Extensible Markup Language (XML) or EXACT)** - Recommended for Competitive Local Exchange Carriers (CLECs) generating large volumes with more than 50 staff members accessing ordering systems.
- **Web Access** - Access IMA and other Qwest Graphical User Interface (GUI) tools from your desktop computer.

Requirements for accessing Qwest's ordering systems are defined in the [New Customer Questionnaires](#), the [Qwest Interconnect OSS Electronic Access](#) Web Site, and the [Operations Support System Checklist](#). Contact your Qwest Service Manager if you need additional information.

[Back to Top](#)

Submitting Service Requests Electronically or Manually

- **Qwest Online Request Application (QORA)**
Allows you to use a Graphical User Interface (GUI) to electronically submit ASRs to request trunking and facilities between you and Qwest for LIS, interstate and intrastate-switched access, and PLTS offered for the origination and/or termination of inter-exchange traffic. Refer to the [Qwest Interconnect OSS Electronic Access](#) Web Site for additional information.
- **IMA GUI or EDI Interface**
IMA allows you to submit service requests via a web based GUI or EDI. To access the IMA Ordering functions you need to be properly set up and complete a Personal Profile. Refer to the [IMA Connection Guide](#) for information.
- **Facsimile for Non Electronic Interface CLECs**

If you do not have access to Qwest Electronic Interface Tools, you may submit your service requests to Qwest via facsimile. Refer to the [Contact section](#) at the end of this document for a list of Qwest service centers.

Bulk Request to Create (BRC)

You have the option to send bulk requests to disconnect, suspend, or deny up to 100 POTS accounts via a single request. The requests, called Bulk Request to Create (BRC), are submitted via IMA GUI only. IMA accepts the BRC and mechanically creates multiple LSRs (one LSR for each account) from it. BRC submissions are limited to 1000 accounts within any 60 minute period (ex. 10 BRCs containing 100 accounts each, or 20 BRCs containing 50 accounts each).

Bulk requests apply at the account level and are valid for full account activity only. Multiple account activities are not allowed on a single BRC (i.e. disconnect and suspend). All accounts will be disconnected, for instance, when the requested activity is D (Disconnect). If other activities are desired for some accounts they should be submitted on individual LSRs or as a separate group on another BRC.

Once a BRC is accepted by IMA it cannot be supplemented. Supplemental activity must be submitted on individual LSRs.

Bulk Request is not valid for requesting to place a Qwest HSI account on Seasonal Service. Refer to the [Qwest Commercial HSI PCAT](#) for further information.

[Back to Top](#)

Service Request Preparation

Qwest specific forms and field entry requirements are identified in the [LSOG](#) and the [ASOG](#).

For users on IMA version 18.0 or newer, you have the ability to select features available to your end-user based on the NPA/NNX (area code and pre-fix) from the Resale or Port Services forms. The appearance of USOCs in the feature list does not imply they are all available for the specific service requested on your LSR. The appearance of the USOC in the feature list simply means they are available in the switch. Follow the LSOG rules for ordering desired products and features.

When adding, changing or removing features, e.g., Call Forwarding, Voice Mail, or Hunting, you should review the entire Customer Service Record (CSR) for impacts to all lines on the account. You are responsible for adding, removing, and changing all appropriate Universal Service Order Codes (USOCs) on the applicable LSOG or ASOG form.

Different features have different compatibility and restriction rules. You can find the specific rules for features in each individual feature PCAT. Currently Qwest's systems do not provide editing for every possible scenario in which features may be ordered. As a result, the order could be errored back to the provisioning center to have the order corrected. The provisioning center will follow the non-fatal error process. If a response is not received within the time frame allowed, the entire order could be cancelled and the LSR rejected. If your request is handled manually, you will receive a reject if you order features or services that are not compatible. In many cases, the individual feature PCATs may indicate a feature is dependent on another feature. Qwest may add the dependant feature to the service order, if the individual feature

PCATs indicate that Qwest will add the dependant feature. Qwest will notify you of the change by using the PIA field on the FOC. The preferable recommendation is for the CLEC to add the appropriate features to the LSR prior to submitting the request. For feature information, refer to [Resale Features](#), [Unbundled Network Elements Platform \(UNE-P\) - Features](#) or the Optional Features section of [Qwest Platform Plus™ \(QPP™\) - General Information](#).

If the recap function is used to automatically populate or pull data into the CSR, the Desired Due Date (DDD) field must be populated with a valid due date per SIG guidelines. If the recap function is used and you enter an invalid DDD, you will receive an error. To resolve the error, enter a valid due date per the SIG in the DDD field and perform the recap function again to capture updates to the feature and feature detail section of the CSR from the Virtual CSR (VCSR).

If, during your review of the CSR, you identify incorrect information, there are two options available to resolve the discrepancies:

1. Enter a "Y" in the Manual Indicator field of the Local Service Request (LSR) and explain the discrepancies in the Remarks field, e.g., Conversion as Specified, end-user added fifth line 612 253-1234 on 6/29/02 - CSR only shows four lines.
2. Prior to LSR submission, open an escalation ticket with the Customer Service Inquiry and Education (CSIE) (telephone number 866-434-2555 or fax 888-796-9089). If this option is selected, you should recognize that the ticket may still result in a manually handled request because Qwest may not be able to provide a current CSR in time to meet your needs.

If the CSIE identifies incorrect information on the CSR during LSR processing, a record order will be issued to correct the CSR and the corrections will be reflected on the VCSR prior to issuance of any orders supporting the LSR. Information regarding the CSR correcting record order will not be included in the Firm Order Confirmation (FOC) for the LSR, but will appear on the CSR owner's Completion Report.

A valid service address is required on all service requests. You should confirm that your end-user's address is valid, serviced by Qwest and matches exactly in Qwest's address database before entering the information in the address fields of the End User Form. Qwest's address validation system requires an exact match and is formatted to comply with U.S. Postal Standards. For existing Telephone Number (TN) based services, service address information may be represented on the account CSR as a Listed Address (LA) or Service Address (SA). When LA and SA are both present on the account CSR, use the SA information for Pre-Order Address Validation and End User Form address field population. SA represents the physical address where service is located. When only LA is present, it represents your end-user's Listed Address and Service Address and is the address used to validate the service address in Qwest's database. In either case, the service address must match exactly what is in the Qwest address database. If your end-user wants a listed address that is formatted differently from the address on the EU form, please submit a Directory Listing form.

If call blocking currently exists on a CSR and you are requesting additional blocking, Qwest will process the requested blocking activity and retain existing blocking options unless you request that the current blocking be removed or changed. To add new blocking options and change or remove existing blocking options ordered using the Blocking Activity (BA) and BLOCK fields, you may submit a request with BA = E (end state of the account) and identify the blocking activities that are to appear on the account in the BLOCK field. For additional information regarding blocking activities, refer to the [Blocking Job Aid](#).

A regrade is when you change your end user's service from Residence (RES) to Business (BUS) or vice versa. A regrade is not a product change but it is a change in service classification. For example, a RES Resale POTS change to BUS Resale POTS is an appropriate regrade, however, a RES Resale POTS change to BUS Resale Centrex is not a regrade because this represents a product change. A service regrade must stay within the same product classification. Regrades can also be performed in conjunction with conversion activity (see Consolidation Matrix). For information regarding how to order regrades for POTS (Resale and UNE-P/QPP), and how to convert and regrade download the [Regrading Service](#) document.

When ordering 4-wire finished services, two terminations are required for the connection when terminating into a collocation space. Qwest Engineering uses consecutive terminations using the 2-wire termination, you provide as the transmit pair to the end-user, and your next consecutive 2-wire termination for the receiving transmit into the Collocation space. To prevent a delay, submit a termination that also has a consecutive spare termination. If two consecutive terminations are not available, a busy facility jeopardy code is assigned and your service request is returned so you can correct the Connecting Facility Assignment (CFA) for the consecutive terminations. Impacted Wholesale products and services include:

- ISDN - PRI
- DDS
- Hi-Cap Facilities (DS1, DS3, etc.)
- LIS
- Local Tandem Switching
- Private Line see PLTS for Access
- PLTS
- SHNS
- SS7
- SST

After reviewing the CSR, if all lines on the account are being addressed with a Line Activity (LNA) of D on the LSR then the Activity Type (ACT) for the LSR must also be a D. In the case of a single line account the LNA will be D and ACT must also be D.

Refer to individual [Wholesale Interconnection Products and Services](#) Web pages for specific ordering information and LSOG and ASOG requirements.

Consolidations and Deconsolidations

Consolidations and Deconsolidations are also known as Account Rearrangements. One LSR may be submitted to consolidate accounts under the conditions bulleted below. Consolidation may be combined with a conversion or a move, but all three activities cannot be done on one LSR. Multiple LSRs may be required if you wish to move, convert and consolidate at the same time.

- Consolidation is from Qwest Retail POTS, Resale, UNE-P/QPP POTS, or UNE-P/QPP Centrex 21 to Resale POTS, UNE-P/QPP POTS, Resale Centrex 21 or UNE-P/QPP Centrex 21
- The end state will be the same product on the same account for the same end user and the same service location
- There are no more than 20 Account Numbers on the LSR
- The working telephone number (WTN) that will function as the main TN is placed on the LSR (see matrix for specifics)
- The LSR is marked for manual handling (MAN IND = Y)

The following matrix identifies how a request should be submitted for

consolidation of an existing account.

The matrix provides guidelines for typical scenarios not covered elsewhere and is not intended to be all-inclusive (Note: Not Applicable (NA) is used within this matrix): Download [Consolidation Matrix](#).

The process to deconsolidate a single account into two accounts (the end result being the current account plus one new one) using one LSR is only available if the end result involves like products and services and the end-user address is not changing. If deconsolidation of an account involves splitting an existing account into more than two accounts, there must be a separate LSR issued for each additional new account established. The LSRs should be related via a Related Purchase Order Number (RPON) and the Manual Indicator field must be populated with "Y".

The Batch Hot Cut (BHC) Process permits you to migrate existing analog services (e.g., Qwest Retail, Unbundled Network Element - Platform (UNE-P), or Resale) to Unbundled Local Loops (2-Wire or 4-Wire analog voice grade) in a batch mode if the current facilities can be reused. The BHC Process is also available to convert a line splitting arrangement, using UNE-P or Qwest Platform Plus (QPP) lines, to a loop splitting arrangement. Refer to the [Batch Hot Cut Process](#) for additional information.

Outside Moves

Full moves occur when all services on an account are moved from an existing address to a new address. For ordering information regarding full moves, refer to the [LSOG](#).

For full moves (ACT = T) of certain products, you have the option of requesting that the service at the old address not be disconnected until the service at the new address is working. If you wish to exercise this option, you must set the Manual Indicator to "Y" on your LSR and add information in the Remarks section stating that the service at the old address is not to be disconnected until the service at the new address is working.

- For IMA Release 18.0 and Higher, you must populate the DFDT field with "XX" on your LSR. No remarks are necessary.

This option is only applicable to the following Non-Designed business products:

- UNE-P POTS
- RESALE POTS
- UNE-P POTS SPLIT
- RESALE CTX 21
- UNE-P CTX 21
- RESALE PAL
- UNE-P CTX 21 SPLIT

Also, this option is only available if the following conditions are met:

- Business customers only.
- Same due date for the To (T) and From (F) order
- TN on the T and F orders remains the same.
- The orders must require dispatch

Note: the Implementation Contact must be someone (live contact) with whom we can work any unforeseen issues regarding the pending disconnect.

For full moves (ACT = C, LNA of T) Resale, UNE-P and QPP Centrex Plus/

Centron products, you have the option of requesting that the service at the old address not be disconnected until the service at the new address is working. If you wish to exercise this option, you must add FDT XX information in the Remarks section of the LSR form and mark for manual handling.

This option is only available if the following conditions are met:

- Business customers only.
- Same due date for the To (T) and From (F) order (i.e., Desired Due Date Out (DDDO), if used, must equal Desired Due Date (DDD))
- TN on the T and F orders remains the same.
- The orders must require dispatch

Centrex requests not meeting these criteria will be rejected.

Partial moves occur when one or more of the services on an account are moved to a new address and one or more of the services remain at the existing address. You can request a partial move on one LSR. An example of a partial move is an end-user that has four lines and wants to move two to a new address and retain the other two at the existing location. Partial move orders can be issued as follows:

Product Categories	Activity Types (LSR Form ACT Field)	LSR Requirements
<ul style="list-style-type: none"> • Resale Centrex 21 • Resale BRI-ISDN • UNE-P Centrex 21 • UNE-P BRI-ISDN 	<ul style="list-style-type: none"> • If account already belongs to CLEC, ACT = T. (Note: If the LSR is submitted with an ACT = N, it will be accepted). • ACT = V should be used if LSR is being submitted for the purpose of combining a migration/ conversion, with a move. 	<ul style="list-style-type: none"> • CLEC sets Manual Indicator to "Y" • CLEC must provide all information necessary to provision the service at the new address in the end-user section of the LSR. • Provide specific information in REMARKS (including information that this is a partial move, leave remaining TN(s) XXX-XXX-XXXX on existing account, and indicate the new Billing Telephone Number (BTN) if applicable)

<ul style="list-style-type: none"> • Resale - Local Exchange Services, Business and Residence POTS • UNE-P POTS • UNE-P POTS Split 	<ul style="list-style-type: none"> • ACT=T • LNA = N 	<ul style="list-style-type: none"> • Populate Partial Move Indicator (PMI) with "Y"
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[Back to Top](#)

See [Migrations and Conversions](#) Business Procedure for moves with migrations activity.

Activity Types - ASR

Following is a chart to help you determine the appropriate Activity Type (ACT) entry when submitting your ASRs. A supplement to cancel and reissue the ASR is required when a change to the ACT type is necessary on an ASR that has been submitted to Qwest.

Activity Type	Type of Order
N	New installation or increase in capacity
D	Disconnection or decrease in capacity
	Note: (increase or decrease in capacity refers to trunking requests.)
M	Inside move within the same building (excludes Deregulated Inside Wiring and Multipoint)
T	Outside move of end user (moving to a different building) where BAN, NC, ACTL and ECCKT remain the same (not allowed on FG, LIS, WIS, or Multipoint)
R	Administrative Changes (excluding a BAN change)
C	Adding, removing or changing:
<p>NOTE: Requests with C activity type are not allowed if the change requested requires a change to the circuit ID. For example, an ACTL change on a multiplexed facility, or an optional feature change requiring a change in the circuit ID. Qwest requires a disconnect and new install order to accomplish this type of change.</p>	<ul style="list-style-type: none"> • High Voltage Protection • Telecommunications Priority Service (TSP) • SHARP & SHARP Plus • Diversity and Avoidance • Option Activation • Cross Connect • Deregulated Inside Wiring • Frame & format change • Options changes • SST Reconfiguration • Retagging a Circuit • Translations Changes <p>CFA Changes</p> <ul style="list-style-type: none"> • A CFA change that does not change the end user location address (ACTL CLLI may or may not change)

Additional information is available in the current ASOG for these entries for specific requirements for Multipoint, RING and Virtual Connection requests.

Requesting DLR - LSR

The IMA DLR function automates the manual process of requesting a DLR so you can view, retrieve and print Design Layout Records at your desktop. More details related to accessing Design Layout Records in IMA can be found in the [IMA User's Guide](#).

Requesting DLR - ASR

To request a DLR for products ordered on the ASR, a Design Routing Code (DRC) is required. This allows you receive your DLR electronically (e.g., fax, computer, e-mail or view it on line). If you do not currently have a DRC established with Qwest, contact your Service Manager for information.

[Back to Top](#)

Relating Service Requests and Managed Projects

Related service requests and/or projects are defined as "any request for service by a single CLEC resulting in the issuance of multiple service requests that must be worked simultaneously for the request to be completed". If the related service requests constitute a project, each service request must have an assigned Project ID and a Project Manager/Coordinator monitoring the project. The Project ID is entered in the "PROJECT" field on the LSR form. A designated Single Point of Contact (SPOC) will coordinate the project and your Qwest Service Manager will work with you to negotiate the project on an individual case basis. If the related service requests do not constitute a project, the Qwest CSIE will coordinate processing of the requests. If a Qwest technician must be dispatched for premises or non-premises work associated with the related service requests, the dispatch appointment must be arranged by the CSIE.

LSRs can be related for varying reasons, which can be due to either Qwest processing requirements or when you choose to RPON two or more LSRs for your own records. Qwest's definition of an RPON for provisioning purposes is two or more LSRs related together and due the same day and worked by Qwest at the same time. CLECs can submit RPON'd LSRs at different times, however, different action is taken by Qwest depending upon the timeframes in which the RPON'd LSRs are submitted. In most cases, Qwest can work the related LSRs independently of each other so if one were sent back to you by either a Reject or an Error Notification the others could still be processed.

For LSRs that are RPON'd and received at the same time as defined above and a fatal or non-fatal error condition exists on one or more of the RPON'd orders, all of the RPON'd orders will be sent back to you for correction including the situation where one LSR is dependant on the other to complete. Following are a couple of examples:

- An LSR is received to establish brand new service (ACT=N) and a second LSR is received to move an existing CLEC service from another address to be an additional line at the new service address (ACT=T). The additional line will be billed on the same bill as the first line. The LSR for new service (ACT=N) is sent back to you for correction, the second LSR (ACT=T) is dependent on the first and must therefore also be sent back.
- Another situation is when several related LSRs for the same end-user customer are received the same day and are due dated for the same

day. If one LSR is sent back to you for correction, the others will also be sent back.

Both of the situations described above require all LSRs to be SUP'd. If only one LSR had an actual error and the others were returned to you because of being related to the LSR with the error condition, but the due dates will not change, then all LSRs should be resubmitted with a SUP Type 3 on them. If the due dates are impacted, the LSR with the actual error condition would be resubmitted using SUP Type 3, and the other related LSRs must be resubmitted with a SUP Type 2.

If an error condition is identified on a RPON'd LSR that was not submitted at the same time as the other RPON(s) described above, Qwest will only send a fatal reject, non-fatal error or jeopardy notice on the LSR that has the error condition. It is the CLEC's responsibility to determine if additional action is required on the other related LSR(s) and send in the appropriate supplement (i.e., Supp Type 1, 2, or 3 correction,) if required.

Applicable reject codes as defined in the Error and Rejection Notifications section of this document are used along with remarks for the LSR with the actual error. In the case of an error notification the LSRs follow the process as outlined in the Error and Rejection Notifications section mentioned below.

[Back to Top](#)

Submitting a Service Request - IMA

Once all the forms are completed, the Order Submit Confirmation screen enables you to view basic information and submit your service request. IMA alerts you to some errors on the various forms prior to submitting your service request. Return to the LSOG information, select the form(s) to make the necessary changes, and submit your service request. Additional information related to submitting a service request can be found in the [IMA User's Guide](#).

After a service request has been submitted via IMA, specific product categories are eligible for system Flow Through. Note: Local Service Requests submitted during known system maintenance windows are not eligible for flow through. The product categories, activity types, and exceptions to Flow Through eligibility are as follows:

Product Categories	Activity Types (LSR Form Activity (ACT) Field)	Exceptions to Flow Through (Exceptions apply to all versions of IMA except as noted)
Unbundled Local Loop	<ul style="list-style-type: none"> Conversion as Specified (ACT V) New Installation (ACT N) Disconnect (ACT D) Outside Move (ACT T) 	<ul style="list-style-type: none"> CLEC sets manual handling indicator Supplemental Orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination Expedites LSR Quantity > 20 ACT "V", "N", "T", and "D" LSR Quantity > 10 ACT "T" and "D" Government Account (Type Of Service (TOS))

3)

- Pending orders ACT "V", "N" and "T" (actual or indicated by CLEC)
- Related Requests (RPON) or Related Order (RORD))
- Partial conversion on accounts with multi-line hunting
- Partial move on accounts with multi-line hunting
- CLEC sets Address not in Database indicator (e.g., New Construction (NCON) field
- Conversion to existing account (CLEC sets Migration Indicator (MI) to "B" or "D")
- Border Towns
- ADSL Compatible Loop ACT "V" and "T"
- ISDN BRI Capable Loop ACT "V" and "T"
- xDSL-I Capable Loop ACT "V" and "T"
- DS1 Capable Loop ACT "V" and "T"
- Optical Carrier level n (OCn) Capable Loop ACT "V", "N" and "T"
- DS3 Capable Loop ACT "V" and "T"
- Any LSR that is eligible for rejection
- Partial conversion LACT = "N"
- Unable to determine Rate Zone
 - NPA NXX is associated to more than one Qwest central office (e.g., number pooling)
 - Distance based states (rate zones based on distance and density from the wire center) refer to the [Geographic Deaveraging PCAT](#) for specific states
- Additional orders issued against an account where a pending disconnect order exists
- Desired Due Date greater than 90 days (only applies in

		Washington and Oregon) • Invalid CSR Data
Unbundled Local Loop with LNP	<ul style="list-style-type: none"> • Conversion as Specified (ACT V) • Conversion as Specified No Directory Listing (ACT Z) 	<ul style="list-style-type: none"> • CLEC sets manual handling indicator • Supplemental Orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination • Expedites • LSR Quantity >20 • Government Account (TOS 3) • Pending orders (actual or CLEC specified) • Related Requests (RPN or RORD) • Partial conversion on accounts with multi-line hunting • Partial move on accounts with multi-line hunting • Conversion to existing account (CLEC sets MI to "B" or "D") • Border Towns • DS1 and DS3 compatible Loop • ADSL Compatible Loop • ISDN Basic Rate (BRI) Capable Loop • xDSL-I Capable Loop • Complex product (non-POTS) porting • Any LSR that is eligible for rejection • Partial conversion LACT = "N" • Unable to determine Rate Zone <ul style="list-style-type: none"> ◦ NPA NXX is associated to more than one Qwest central office (e.g., number pooling) ◦ Distance based states (rate zones based on distance and density from the wire center) refer to the Geographic Deaveraging PCAT for specific states • Same CLEC to CLEC conversion when LEFV is present

		<ul style="list-style-type: none"> • Additional orders issued against an account where a pending disconnect order exists • Desired Due Date greater than 90 days (only applies in Washington and Oregon) • Invalid CSR Data
Line Sharing	<ul style="list-style-type: none"> • ACT = C, LNA = "C" or "D" 	<ul style="list-style-type: none"> • CLEC sets manual handling indicator • Supplemental Orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination • Pending orders (actual or CLEC specified) • Related Request (RPON or RORD) • Expedites • Border Towns • Any LSR that is eligible for rejection • Unable to determine Rate Zone <ul style="list-style-type: none"> ◦ NPA NXX is associated to more than one Qwest central office (e.g., number pooling) ◦ Distance based states (rate zones based on distance and density from the wire center) refer to the Geographic Deaveraging PCAT for specific states • Same CLEC to CLEC conversion when LEFV is present • Additional orders issued against an account where a pending disconnect order exists • Desired Due Date greater than 90 days (only applies in Washington and Oregon) • Invalid CSR Data

LNP	<ul style="list-style-type: none"> • Conversion as Specified (ACT V) • Conversion as Specified No Directory Listing (ACT Z) 	<ul style="list-style-type: none"> • CLEC sets manual handling indicator • Supplemental orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination • Expedites • LSR Quantity > 20 • Government Account (TOS 3) • Complex products (non-POTS) • Pending Orders (actual or CLEC indicated) • Related Requests (RPON or RORD) • Partial conversion on accounts with multi-line hunting. • Conversion to existing account (CLEC sets MI to "B" or "D") • Any LSR that is eligible for rejection • Same CLEC to CLEC conversion when LEFV is present • Additional orders issued against an account where a pending disconnect order exists • Desired Due Date greater than 90 days (only applies in Washington and Oregon) • Invalid CSR Data
Resale - Local Exchange Services, UNE-P - POTS and UNE-P - Centrex 21	<ul style="list-style-type: none"> • Conversion as is (ACT W) • Conversion as specified (ACT V) • Conversion as Specified No Directory Listing (ACT Z) • Change (ACT C) • New Installation (ACT N) • Disconnect (ACT D) • Outside Move (ACT T) • Restore (ACT B) • Suspend (ACT L) 	<ul style="list-style-type: none"> • CLEC sets manual handling indicator • CLEC sets Conversion in Progress indicator (IMA versions 14.0 and post 14.0 LSRs only) • Supplemental Orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination • Expedites • LSR Quantity >20 • Government Account (TOS 3) • Pending Orders ACT "W", "V", "Z", "C", "N", "D", "T", "L", and "Y" (actual or CLEC indicated) • Related Requests (RPON or RORD) • Partial move on accounts with multi-line

- Deny ACT (Y)

- hunting
- CLEC sets Address not in Database indicator (e.g., NCON field)
- Conversions with voice mail rollover
- Eastern Region: CLEC to CLEC conversions
 - Resale POTS to Resale POTS
 - UNE-P POTS to Resale POTS
- Central and Western Regions: Conversions with TN changes
- Telephone number fields populated with placeholders
- Resale Qwest DSL Carrierless Amplitude Protocol (CAP) to Discrete Multi-Tone (DMT) conversions
- Conversion to existing account (CLEC sets MI to "B" or "D")
- Border Towns
 - UNE-P (POTS) only
- Resale Centrex (Plus, Prime, Centron)
- Resale Private Line
- Resale ISDN BRI
- Resale — PBX Trunk Service
- Resale - Frame Relay Service (FRS)
- Resale Remote Call Forwarding (RCF)
 - RCF to Resale POTS
 - Any non-RCF class of service to RCF
- Resale - PAL Service
- UNE-P — Centrex (Plus, Prime, Centron)
- UNE-P - DSS
- UNE-P - ISDN PRI
- UNE-P - ISDN BRI
- UNE-P - PBX Trunks
- UNE-P - PAL
- Partial conversion LACT = "N"
- Any LSR that is eligible for rejection
- Unable to determine Rate Zone
 - NPA NXX is associated to more than one Qwest central office (e.g., number pooling)
 - Distance based

		<p>states (rate zones based on distance and density from the wire center) refer to the Geographic Deaveraging PCAT for specific states</p> <ul style="list-style-type: none"> • Additional orders issued against an account where a pending disconnect order exists • Hunt Group Type 7 and 17 • Appointment Confirmation Number cannot be validated. (This does not apply to MEL requests.) • Changing Main TN to an additional line TN • Telephone Assistance Plan (TAP) refer to the Resale - General PCAT for more information • Western region - Full conversions of a Retail account with wireless • Desired Due Date greater than 90 days (only applies in Washington and Oregon) • Invalid CSR Data
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Specific products are eligible for system Flow Through when the LSR is canceled (supplemental type 1 request) via IMA. The products, activity types, and exceptions to Flow Through eligibility are as follows:

Products	Activity Types (LSR Form ACT Field)	Exceptions to Flow Through (Exceptions apply to all versions of IMA except as noted)
<ul style="list-style-type: none"> • Unbundled Local Loop • Unbundled Local Loop with LNP • Line Sharing • LNP • Resale-Local Exchange Services — Business and Residence POTS • Resale ISDN 	<ul style="list-style-type: none"> • ALL 	<ul style="list-style-type: none"> • Version of PON prior to Due Date Supplement (or prior to Supp Type 2) is not in an "ISSUED" Status • ACT = N and the AN field is not populated. • For Unbundled Local Loop, Unbundled Local Loop with LNP, Resale Designed Trunks and Resale — DID Analog In Only Trunks: <ul style="list-style-type: none"> ◦ Time prior to the service order due

<p>BRI</p> <ul style="list-style-type: none"> • Resale Centrex Plus and Centron, • Resale Centrex Prime • Resale Centrex 21 • Resale — DID Analog In Only Trunk • Resale Design Trunk • UNE-P - POTS • UNE-P - Centrex 21 		<p>date for the original request is less than 24 hours</p> <ul style="list-style-type: none"> • For LNP, Resale — Local Exchange Services — Business and Residence POTS, Resale ISDN BRI, Resale Centrex Plus and Centron, Resale Centrex Prime, Resale Centrex 21 and UNE-P POTS: <ul style="list-style-type: none"> ◦ Time prior to the service order due date for the original request is less than 24 hours and the Line Activity (LNA) is not equal to 'N' and an appointment is indicated on the Appointment Confirmation (APT CON) field ◦ Time prior to the service order due date for the original request is less than 24 hours and the LNA or the Trunk Activity (DTNRACT or DTKACT) is equal to 'N' • Resale Private Line • Resale — PBX Trunk Service • Resale — FRS • Resale Qwest DSL • Resale ISDN PRI • Any LSR that is eligible for rejection
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Specific products are eligible for system Flow Through when the LSR is requesting a due date change (supplemental type 2 request) via IMA. The products, activity types, and exceptions to Flow Through eligibility are as follows:

Products	Activity Types (LSR Form ACT Field)	Exceptions to Flow Through (Exceptions apply to all versions of IMA except as noted)

<ul style="list-style-type: none"> • Line Sharing • LNP • Resale - Local Exchange Services, Business, and Residence POTS • Resale Centrex Plus and Centron • Resale Centrex Prime • Resale Centrex 21 • UNE-P - POTS • UNE-P - Centrex 21 • Resale Private Line • Resale - PBX Trunk Service • Resale Qwest DSL • Resale ISDN PRI • Resale ISDN BRI • Unbundled Local Loop • Unbundled Local Loop with LNP 	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Version of PON prior to cancel is not in an "ISSUED" Status • One or more service orders are completed but the entire LSR has not completed. • Time prior to the service order due date for the original request is less than 1 business day and the values in any of the following fields have been modified: APT CON, DDD Out, Appointment Time (APP Time). • The Desired Frame Due Time (DFDT) field is modified. • Expedites • Resale - FRS • Resale - DID Analog In Only Trunk • Resale Design Trunk • Any LSR that is eligible for rejection • Desired Due Date greater than 90 days (only applies in Washington and Oregon)
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Specific products are eligible for system Flow Through when the LSR is requesting other changes (supplemental type 3 requests) via IMA. The products, activity types, and exceptions to Flow Through eligibility are as follows:

Products	Activity Types (LSR Form ACT Field)	Exceptions to Flow Through (Exceptions apply to all versions of IMA except as noted)
<ul style="list-style-type: none"> • Line Sharing • LNP • Resale - Local Exchange Services, Business, and Residence POTS • Resale Centrex Plus and Centron, • Resale Centrex Prime • Resale Centrex 21 • UNE-P - POTS • UNE-P - Centrex 21 	<ul style="list-style-type: none"> • The activity types outlined for supplemental type 3 requests will mirror the individual product categories listed above in the first flow through eligibility matrix. 	<ul style="list-style-type: none"> • The exception types outlined for supplemental type 3 requests will mirror the individual product categories listed above in the first flow through eligibility matrix. • If Pending orders exist against the same TN or ECCKT referenced on the SUP 3 • If pending orders

- Resale Private Line
- Resale - PBX Trunk Service
- Resale Qwest DSL
- Resale ISDN PRI
- Resale ISDN BRI
- Unbundled Local Loop
- Unbundled Local Loop with LNP

- exist against same PON and CCNA combination
- Previous LSR activity must be in "ISSUED" status

Submitting a Service Request - Non IMA

If you do not use IMA, submit your service request to the CSIE via facsimile at 888-796-9089. A Confirmation of Receipt is automatically faxed to your machine.

If the appropriate forms or fields are not complete or accurate, your service request will be returned, via a Notice of Rejection, with a full explanation of what is needed to process the service request.

[Back to Top](#)

Error and Rejection Notifications

While Qwest has taken steps to prevent rejections with helpful up-front edits in IMA, it may be necessary to reject your service request if it is incorrect, incomplete, and/or Qwest has an embargoed Central Office.

Three categories of errors and/or rejections are possible when processing your service request:

- **Non-Fatal Errors**

A non-fatal condition occurs when a request is missing data or the request contains conflicting data that is necessary to issue a valid Qwest service order. Any condition not documented as a Fatal Reject reason in the sub-section below and/or that prevents an order from being completed and released, is considered a non-fatal error

When a Non-Fatal Error is identified, an error notice is sent (unless you turn this option off by contacting the Qwest Wholesale Systems Help Desk at 888-796-9102,) advising you that action is required to correct the condition. Examples of Non-Fatal Errors include:

- Missing end-user contact information
- Local Contact (LCON) name, address, or telephone number is invalid. Refer to Qwest's [LCON Process](#) for more information.
- AGAUTH status field shows "N" instead of "Y" with an effective date (usually a typographical error)
- The implementation contact Telephone Number (TEL NO), implementation contact Pager Number (PAGER), alternative implementation contact TEL NO, and alternative implementation contact PAGER fields must contain local or toll-free telephone numbers if the order requires a dispatch.

- o Incompatible features on an account

To resolve the error condition you must submit a supplement correcting the missing or incorrect information within 4-business hours or the LSR will be rejected.

- **Fatal Rejections**

Fatal Rejections, also known as Fatal Errors, are meant to communicate that Qwest does not have enough data, or the correct data, to process your service request. In most instances, IMA will not even allow you to submit your service request if data is missing. When a Notice of Reject is sent, it includes the action you were requesting, the problem(s) encountered and what must happen next on your part. These notifications will be faxed, emailed, or made available in the IMA GUI, or via XML based on the tool you use to submit service requests.

Reject Codes and associated reasons:

Reject Code	Reject Description
LSR LEVEL	
801	Account not in Qwest local exchange territory
802	Cannot issue supplement when one or more service orders are completed from the original LSR
803	Cannot mix measured and non-measured lines on same Account
804	Cannot mix contracted and month to month service on same account
805	Change activity is not allowed unless the CLEC owns the account
806	Circuit not active for disconnect request
807	CLEC name and RSID/ZCID do not match on LSR
808	Conversion or Disconnect request fails to address all telephone numbers on account, or on Centrex Department, or DPA
809	Invalid REQ Type/COS combination
810	Local Service Freeze in place ? no pending order to remove
811	LSR involves multiple Account Telephone Numbers
812	LSR requests work on non-working account
813	No response to Customer Jeopardy after 10 business days for disconnect activity and 30 business days for all other activity
814	No response to C05 or SX Jeopardy from CLEC 30 business days after the request for additional info NOTE: Process has changed to Reject after 4 business hours for Error Notification Identified After an FOC. Refer to Error/Reject Notice Matrix that follows.
815	No response to Error Notification within 4 business hours
816	No valid address in Facility Check, no response from CLEC 4 hours after request for additional info
817	Not able to contact CLEC
818	Not able to resolve questions after CLEC has been contacted
819	No valid Interconnect agreement or tariff
820	Pending orders exist which are work impacting
821	Pending order in conflict with Retail order
822	Pending order associated with Qwest Wholesale RSID/ZCID orders is in conflict with order
823	PON and Version combination cannot be reused for 2 years from the due date of the original request

824	Product and service description on LSR does not enable to determine USOCs or FIDs
825	Requested activity has already been requested or performed
826	Some or all telephone numbers on LSR not associated with Account Telephone Number on LSR
827	Unable to locate premise address
828	End user account is currently in a denied status
829	This address requires a Location
830	Wrong form submitted for type of service requested
831	Related PON is rejected
899	Non Defined Reason
PRODUCT LEVEL	
General	
700	Requested Product Not Available
Centrex	
701	Centrex Category (CAT) code missing
702	Centrex 21 must have a minimum of 2 and a maximum of 50 station lines
703	DEPT/LOCN code not provided for Western Centrex Plus
DSS	
711	DSS trunk New Connect or Disconnect request does not reference related Purchase Order Number (PON) for facility, facility Disconnect or New Connect does not reference related PON for trunks. Note: this reject reason can also apply to similar products, e.g., PRI. When combined services are being converted all elements and associated PONs must be addressed. Exception: If retention of the DS1 facility is required, the CLEC must put a Remark on the LSR containing: "Retain DS1 facility authorized by (end-user customer name)".
Frame Relay	
721	CIR and Be are not matching the port speed requested
NP	
731	NP request includes numbers disconnected more than 3 days ago
Qwest High Speed Internet	
741	CAP DSL not available as new Grand-fathered product
742	Loop does not qualify - conditioning not authorized
743	Speed requested not available on facility
Resale	
751	Voice mail provider must contact Qwest Service Manager to establish Message Desk number before message waiting can be added.
752	USOC xxxxx not allowed on the LSR/CSR without certifying CLEC TAP Lifeline Guideline Compliance. NOTE: Reject is based on the first identified TAP USOC.
Unbundled Loop	
761	Certification option number is required for New Service activity
762	Conditioning not approved on original LSR, no response from CLEC 4 hours after request for additional info. NOTE: For 72 Hour FOC eligible Unbundled Loop requests related to this scenario, the reject notification is sent immediately. There is no 4 hour waiting period.
763	Extension Technology not available on Pair Gain
764	Loops on this request don't qualify for the activity requested.
765	No compatible facilities (Release 20.0 and after) No DS3 facilities (Release 19.0)

766	Delayed for no facilities (Release 20.0 and after) DS0 after 90 days of investigation (CRUNEC) (Release 19.0) Note: Although the printed message indicates 30 days, Qwest will hold the request for a full 90 business days. Future mechanization will correct this inconsistency.
767	Unbundled Loop request contains missing or invalid Point of Interface (POI) or CFA, or specified slot is in use
768	Validation code and certification option number are required for Conversion activity
769	Validation code is required for Conversion activity
Port Service	
781	Voice mail provider must contact Qwest Service Manager to establish Message Desk number before message waiting can be added.
FORM FIELD LEVEL	
601	Circuit not found
602	Contract information missing or invalid
603	Contract number not valid
604	Customer Carrier Name Abbreviation (CCNA) missing or invalid
605	End User Authorization information missing
606	End User Name, TN, and Address mis-matched, missing, or invalid
607	Features on account are not compatible with requested features
608	Last name does not match CSR
609	Megacentnm field not populated with valid data
610	Message waiting or call forwarding with non-Qwest voice mail needs MSS FID data. NOTE: MSS FID data is no longer needed for call forwarding but this reject code will still be used for message waiting scenarios.
611	SANO can not be populated for a descriptive or unnumbered address. Please resubmit as manual.
612	SANO / Last Name must match data on CSR
613	USOC missing some or all associated Field Identifiers (FIDs)
Dynamic Reject Reasons	
691	Required entry not populated
692	Invalid entry
693	Incomplete entry
694	Conditional entry not provided

The following Reject Codes and associated reasons are applied to IIS (Faxed) requests only:

Reject Code	Reject Description
891	Entries on forms illegible
892	Required forms are missing or incomplete
893	Wrong forms submitted
894	Sup without override - Original LSR submitted via IMA

Error Situations - IMA:

- **Active Status:** With the exception of new service requests, all CSRs must be in an Active status for the service request to be processed. If the CSR has a Final status, IMA automatically rejects your service request and displays an error message.
- **Resale POTS, PBX, or ISDN with invalid USOCs:** Your service request will be rejected with a list of invalid USOCs displayed.

- **Resale POTS and UNE-P POTS:** When you submit a service request with ACT "N" and a CSR exists (reflecting a disconnect for the same TN), you must set the PENDING ORDER field to "Y" or your service request will be rejected.
- **Note:** All service requests with missing or incorrect information will be rejected.

• Qwest Rejection Due to Central Office Embargo

Central Office embargoes occur for a variety of reasons, including changing the switch and conversions. IMA will validate by NPA-NXX or CLLI code that the DDD of the service request does not fall within an embargo period for the specified Central Office/Switch. If the service request does fall within an embargo period, then IMA shall reject your service request back to you. IMA will include a message on the rejects which reads: "Your desired due date is during an embargo period for the Central Office. Please select a due date on or after xx/xx/xx." The following products will be excluded from this rejection:

- Unbundled Loop
- Unbundled Feeder Loop
- Unbundled Distributed Loop
- Loop/Number Portability
- Unbundled Distributed Loop with Number Portability
- LNP
- INP

The following types of activity codes will not be included in rejects for Central Office Embargoes:

- Disconnects (ACT= Disconnect (D), Line Activity (LNA)=D or ACT=Change (C), LNA=D)
- Outside Moves (ACT=Outside Move (T), LNA=D)
- Change Order to Remove (ACT=C, LNA=C, FA=D)
- Record Activity Order (ACT=Record (R), LNA=R)
- Change Order to Deny or Restore Service (ACT= Deny (Y) or Restore (B))

Error/Reject Notice Matrix

The following table depicts the type of notification you will receive when an error/reject condition is identified:

If a LSR:	Then:	And:	Additionally:	Then:
Is found to have a fatal error prior to a FOC being sent	Qwest sends a Reject Notification	You resubmit the original LSR with appropriate corrections (not as a supplement)	If the LSR is complete and accurate	Qwest sends you a FOC
Is found to have a non-fatal error prior to a FOC being sent	Qwest sends an Error Notification	Qwest waits a maximum of 4 business hours for you to send a SUP to correct the error(s) or cancel the	If the error is corrected on a SUP and the LSR is complete and accurate	Qwest sends you a FOC.

		LSR.	If the error is not corrected within 4 business hours	Qwest cancels the existing service order(s) and sends you a Reject Notification.
Has been accepted and a FOC has been sent and Qwest subsequently detects an error which requires a correction or supplement from you Note: This can be a fatal or non-fatal error condition	Qwest sends you a Jeopardy Notification requesting a LSR correction supplement	Qwest waits a maximum of 4 business hours for you to send a SUP to correct the error(s) or cancel the LSR.	If the error is corrected on a SUP and the LSR is complete and accurate	Qwest sends you a FOC.
			If the error is not corrected within 4 business hours	Qwest cancels the existing service order(s) and sends you a Reject Notification.

For information regarding jeopardy notifications refer to Jeopardy Notifications within the [Provisioning and Installation Overview](#).

Error Conditions on ASRs and Invalid ASR Process

The Invalid ASR Process is followed when we receive an ASR that requires additional information or a correction to the information provided by you. The Invalid ASR Process may be followed prior to or after a FOC has been issued. This process allows up to 15 business days for you to correct the ASR or it will be cancelled. If the error condition is identified prior to the FOC being sent, the 15 business days are calculated from the date the ASR was submitted to Qwest. If the error condition is identified after the FOC has been sent, the 15 business days are calculated from the Application Date (APP) on the FOC. For requests that require High Voltage Protection, the process allows up to 30 business days.

When the Service Delivery Coordinator (SDC) determines there is an error on the ASR that requires a correction from you, the ASOG Clarification/Notification Request (C/NR) Form will be created and made available in the QORA GUI or will be transmitted to you via the same interface used to transmit your request to Qwest. The C/NR form will identify the information that needs to be corrected on the ASR utilizing the industry standard fields on the form and will request a supplement and the date that the supplement needs to be submitted in order to avoid cancellation of the ASR. When the supplement is received and the ASR is considered accurate, you will be sent a "Clear" C/NR form. If the request is cancelled, you will receive a "Cancel" C/NR form.

Whether the error condition is communicated in person, voice mail, email or through the USPS, the SDC will advise you of the error condition and the date that the supplement needs to be submitted in order to avoid cancellation of the ASR.

Near Match Conditions Identified on a LSR

A near match conditions exists when the name, address, and TN/Exchange Company Circuit (ECCKT) ID on the LSR are close to what is currently on the CSR but not an exact match. For LSRs that have an ACT Type of N or T, an exact match of the address is required or a fatal reject will be sent to you to correct before provisioning can continue. For other ACT Types (i.e., B, C, D, L, M, V, W, Y and Z) where a CSR exists, Qwest will perform the following validation process utilizing a comparison between the CSR and the LSR:

NOTE: for LSRs that are migrating using the TN/SANO criteria described in the CSR Matches by TN and SANO section below, the following criteria does not apply because the criteria for those are based solely on TN/SANO.

When comparing the LSR information to the CSR, Qwest will proceed with processing the LSR when the following criteria are met:

- The ECCKT ID or TN is an exact match
- The end-user's surname matches or the business name matches
- The SANO matches (i.e., CSR says 1329 N Main, 1329 must be an exact match to the LSR)

Examples of the end-user's name being a near match condition are:

- Joe Walker instead of Joseph Walker
- M Smith instead of Mary Smith (in the case of dual listings in the Listed Name (LN) field, if one of them matches; Qwest will proceed)
- JC Penney instead of JC Penney Co Store #3

The purpose of using the above criteria is to validate that we are making the changes requested on the LSR for the correct end-user. If (after the validation process) we determine that we are provisioning the request for the correct end-user at the correct address, we will continue to process the LSR using the information on the CSR, except under the following conditions:

- ACT of V and the LSR has related service orders where the CSR and LFACS AN don't show a LOC but the LSR does show a LOC. You will be contacted to correct the LSR before provisioning can continue.
- When the CSR address is not an exact match to Qwest's address system, Qwest will format the address (e.g., 2540 E 8 will be corrected to 2540 E 8th St.; 627 Waterloo Av will be corrected to 627 Waterloo Ave.)
- When a Directory Listing (DL) form exists, the information on the service order will match the information provided on the DL form.

If the LSR does not match the comparison criteria described above or does not match the CSR exactly, a fatal reject will be sent if it is identified prior to a FOC. If we determine that the LSR does not match the criteria or CSR exactly after FOC, the error jeopardy notification process will be followed. For information regarding jeopardy notifications refer to Jeopardy Notifications within the [Provisioning and Installation Overview](#).

Near Match Conditions Identified on an ASR

A near match conditions exists when the CCNA/Access Carrier Name Abbreviation (ACNA), ECCKT, and address (when applicable) on the ASR are close to what is currently on the CSR but not an exact match. For ASRs that have an ACT Type of N or T, an exact match of the address is required or a supplement is required to correct any errors. For other ACT Types where a CSR exists, Qwest will perform the following validation process utilizing a comparison between the CSR and the ASR:

When comparing the ASR information to the CSR, Qwest will proceed with processing the ASR when the following criteria are met:

- CCNA or ACNA is an exact match
- The ECCKT ID is an exact match
- The SANO matches (i.e., CSR says 1329 N Main, 1329 must be an exact match to the ASR)

The purpose of using the above criteria is to validate that we are making the changes requested on the ASR for the correct end-user and circuit. If (after the validation process) we determine that we are provisioning the request for the circuit at the correct address, the ASR will continue to be processed using the information on the CSR. If we cannot validate that we are processing the request for the correct circuit, Qwest will notify you via the C/NR Form and request a supplement.

CSR Matches by TN and SANO

Functionality in IMA requires the telephone number (with Customer (CUS) Code) in the AN field, AN and CUS for Unbundled Loop, or the telephone number (without CUS Code) and the service address number in the SANO field for a CSR match for the products and ACT types listed below:

Product	ACT Types	Effective with IMA Release
Resale POTS	W, V, Z, C, T, L, D, B, Y	14.0
UNE-P POTS	W, V, Z C, T, L, D, B, Y	12.0 14.0
UNE-P BRI ISDN	W, V, Z C, T, D	12.0 14.0
UNE-P Centrex 21	W, V, Z C, T, D, B, Y	12.0 14.0
UNE-P PRI ISDN	W, V, Z C, T, D	12.0 14.0
UNE-P PBX DID In-Only Trunks	W, V, Z C, T, D	12.0 14.0
UNE-P PBX Designed Trunks	W, V, Z C, T, L, D, B	12.0 14.0
UNE-P DSS Trunks	W, V, Z C, T, D	12.0 14.0
Unbundled Loop	C, M	13.0
Unbundled Loop Excluding CLEC to CLEC migration and Private Line to Unbundled Loop pricing conversion*	V	16.0
Unbundled Loop Split	V, Z	16.0
Loop Service Number Portability (LSNP)	V, Z	16.0
LSNP Split	V, Z	16.0
LNP	V, Z	16.0

NOTE: For orders with an ACT Type of T, you must provide new address

information that is an exact match with LFACS AN.

*NOTE: Unbundled Loop CLEC to CLEC migration and Private Line to Unbundled Loop pricing conversions are ineligible for conversion by AN/CUS only. Due to required manual validations, CLEC to CLEC migrations and Private Line to Unbundled Loop pricing conversions must be submitted using all applicable customer name and address fields on the End User Information (EUI) Form and be marked for manual handling.

Any other end-user name or address information provided in the Location and Access Section of the EUI Form is ignored when validating the LSR against the CSR and processing the service request. If the order has been set for manual handling and one of the other conditional or optional fields is populated with information which does not match the information on the CSR, the SDC will only use the AN/CUS or AN and SANO information to validate the account. If no DL form is provided and the End User Name is populated on the LSR, the data provided in this field will be used to derive the Service Name (SN) on the service order. If the End User Name is left blank on the LSR, the SN will be derived from the Listed Name on the CSR. LSRs submitted prior to the IMA effective date above should continue to be submitted using all applicable customer name and address fields on the EUI Form.

Resubmitting a Rejected Service Request

Generally, a rejected service request is resubmitted by the party making the error. If you submitted an invalid CFA for an Unbundled Local Loop, you will need to resubmit the service request. If Qwest rejects a service request in error, we will resume processing as soon as the error is brought to our attention. At your direction, Qwest will place the service request back into normal processing with or without a supplement and issue a subsequent FOC.

Note: Qwest does not charge you for submitting a supplement or resubmitting a service request. Contact your Qwest Service Manager if you have further questions around this issue.

[Back to Top](#)

Supplements and Canceled Service Requests

You may submit a service request that serves as a request to cancel or to add to or change an existing, previously submitted, service request by submitting a supplement and incrementing the version number on the PON. If one or more of the service orders generated from your original service request is completed, canceled, or rejected, a supplement and/or cancel will not be accepted. Once the activity requested on a PON is completed, canceled, or rejected, a new service request with a new PON must be submitted. Supplements also follow the same process as the original LSR, whereby once Qwest receives the request, we will process the supplement and return an FOC acknowledging the request, advising of the newly established due date, if appropriate. In the case of a supplement type 1, a cancellation notice is sent.

Notes:

- Partial cancellations should have a "3" in the SUP field of the LSR form not a "1" for a full cancellation.
- Changes to desired due date in conjunction with other changes to a pending service request should be submitted with a "3" in the SUP field of the LSR form not a "2" for a due date change only.
- If adding remarks in the REMARKS field, the LSR must be marked for manual handling. In addition to the changed fields, the remainder of the service request must be identical to the original service request.

- Supplements received after 12:00 noon Mountain Time the day prior to the scheduled due date may require that the due date of the order be changed based on standard intervals depending on changes made to the LSR. Individual product rules will define what changes can be made prior to the noon cutoff without impacting the due date.
- Supplemental service requests are considered a full replacement for previously submitted service request(s), e.g., version 2 completely replaces version 1 of a service request.

During the processing of a service request, Qwest will maintain a status indicator. These status indicators are applicable to service requests. They are as follows:

Service Request Status Indicators	Description
Submitted	The service request is set to "Submitted" status when it has been submitted to IMA for processing.
In Review	The service request is set to "In Review" status if it is currently being manually processed, if it has been routed to a Service Center for processing, or if flow through is unable to create a service order.
Errored	The service request is set to "Errored" status if an internal error occurred during flow through or manual processing. An external error was identified during manual processing and a Non-Fatal Error Notice was issued.
Partial	The service request is set to "Partial" status if it was submitted for flow through and a full service order could not be created.
Issued	The service request is set to "Issued" status if service order(s) have been issued in the SOP and a FOC has been issued.
Rejected	The service request is set to "Rejected" status if it contained fatal error(s) and a Reject Notice was issued.
Completed	The service request is set to "Completed" status if all service orders associated with the service request are completed in the SOP.
Canceled	The service request is set to "Canceled" status if a supplement to cancel the service request was received and processed.

Jeopardy	The service request is set to "Jeopardy" status if there is a facility or Customer Not Ready (CNR) issue related to one or more service orders associated with the service request or a fatal Reject condition is identified after a FOC has been issued.
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A "SUP" field entry, containing one of three valid entries, is required on the LSR form for all supplemental service requests:

- 1 = Cancel** - Indicates pending service request is to be canceled in its entirety. Once Qwest has accepted your service request and you determine you want to stop processing, a SUP to Cancel is required. If the SUP to cancel is successfully submitted, received by Qwest for processing, and none of the service orders related to the previous version of the service order are complete, canceled, or rejected, Qwest will process the supplemental and cancel the pending service request in its entirety. SUP 1 (Cancel) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date to provide Qwest the time necessary to process your supplement. For supplements received after 12:00 noon Mountain Time the day prior to the scheduled due date, you may want to call Qwest to verify that the cancel supplement was received so that it can be processed in time to meet your needs. Various processing scenarios related to Cancel supplemental service requests are:

Scenario	Processing
A SUP 1 (Cancel) is not successfully submitted and not received by Qwest for processing (Negative 997 or Business Processing Layer (BPL) Reject if XML or BPL Reject if IMA GUI). This includes cases when any of the service orders are complete, canceled, or rejected.	The previous version of the service request is worked to completion unless Qwest receives a supplemental service request.
A SUP 1 (Cancel) is successfully submitted and received by Qwest for processing. None of the service orders related to the previous version of the service request are complete, canceled, or rejected.	<ul style="list-style-type: none"> IMA updates the SUP service request status to Submitted when the SUP service request is received. Qwest stops processing the previous service request and begins processing the SUP service request. A Cancel Notice is issued (manual or auto depending on flow through eligibility) IMA updates the service request status of the SUP service request and the previous service request(s) to Cancel when the Cancel Notice is issued.

- 2 = New Desired Due Date** - Indicates pending service request requires only a change of desired due date. SUP 2 (Desired Due Date

change) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date to provide Qwest the time necessary to process your supplement. Supplements received after 12:00 noon Mountain Time the day prior to the scheduled due date require that the due date of the order be changed based on standard intervals. Note: for SUP 2 LSRs, the only fields that can be modified are VER, DDD, APT CON, DDDO, APPTIME, DFDT, SUP, EXP, and D/TSENT. If you are changing the due date, the REMARKS field should be blank as the SUP 2 indicates a due date change. The LSR will be rejected if the SUP 2 carries a REMARK. Various processing scenarios related to New Desired Due Date supplemental service requests are:

Scenario	Processing
<p>A SUP 2 (Due Date Change) is not successfully submitted and not received by Qwest for processing (Negative 997 or BPL Reject if XML or BPL Reject if IMA GUI)</p>	<p>The previous version of the service request is worked to completion unless Qwest receives a supplemental service request.</p>
<p>A SUP 2 (Due Date Change) is successfully submitted and received by Qwest for processing and any of the service orders on the previous version are complete, canceled, or rejected.</p>	<ul style="list-style-type: none"> o IMA updates the SUP service request status to Submitted when the SUP service request is received. o Qwest starts processing the SUP service request, stops processing the previous version, and the previous version's status remains Issued. o When it is determined that one or more of the service orders related to the previous service request are complete, canceled, or rejected, processing stops for the SUP service request. o A Reject Notice is manually issued on the SUP service request o IMA updates the SUP service request status to Reject when the Reject Notice is issued on the SUP service request. o Qwest continues processing the previous service request when the Reject Notice is issued on the SUP service request. o The previous service request is worked to completion and a LSR Completion Notice is issued.

A SUP 2 (Due Date Change) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the due date requested is not within the Standard Interval.

- o IMA updates the SUP service request status to Submitted when the SUP service request is received.
- o Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Issued, or Jeopardy).
- o If the service order(s) has been issued, the service order(s) due date is changed to the next available due date within the Standard Interval.
- o If the service order(s) has not been issued, the service order (s) is issued to process the SUP service request with the next available due date within the Standard Interval.
- o A FOC is manually issued on the SUP service request indicating the new service order due date. If the new due date is different than what was requested, the CFLAG is marked on the FOC.
- o IMA updates the SUP service request status to Issued when the FOC is issued.
- o The SUP service request is worked to completion and a LSR Completion Notice is issued unless Qwest receives a supplemental

A SUP 2 (Due Date Change) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the due date requested is within the Standard Interval

- o IMA updates the SUP service request status to Submitted when the SUP service request is received.
- o Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Issued, or Jeopardy).
- o If the service order(s) has been issued, the service order(s) due date is changed to the date requested.
- o If the service order(s) has not been issued, the service order (s) is issued to process the SUP service request with the date requested.
- o A FOC is manually issued on the SUP service request indicating the new service order due date.
- o IMA updates the SUP service

request status to Issued when the FOC is issued.

- o The SUP service request is worked to completion and a LSR Completion Notice is issued unless Qwest receives a supplemental

- **3 = Other** - Any other change being requested for a pending service request. If a SUP 3 requesting Other changes is successfully submitted, received by Qwest for processing, and none of the service orders related to the previous version of the service request are complete, canceled, or rejected, the supplemental will be processed. If the supplemental is accepted for processing, the requested changes may affect the previously agreed upon due date. If the changes requested in the SUP 3 fall within the guidelines of the SIG Feature Exception List - 1 day, the due date should remain the same. SUP 3 (Other changes) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date to provide Qwest the time necessary to process your supplement. Supplements received after 12:00 noon Mountain Time the day prior to the scheduled due date may require that the due date of the order be changed based on standard intervals depending on changes made to the LSR. The due date is not required on the supplement if previous arrangements have been made (i.e., verbal correction followed by SUP). Various processing scenarios related to Other supplemental service requests are:

Scenario	Processing
A SUP 3 (Other Changes) is not successfully submitted and not received by Qwest for processing. (Negative 997 or BPL Reject if XML or BPL Reject if IMA GUI)	The previous version is worked to completion and a LSR Completion Notice is issued unless Qwest receives a supplemental
A SUP 3 (Other Changes) is successfully submitted and received by Qwest for processing and any of the service orders on the previous version are complete, canceled, or rejected.	<ul style="list-style-type: none"> o IMA updates the SUP service request status to Submitted when the SUP service request is received o Qwest starts processing the SUP service request, stops processing the previous version, and the previous version status remains Issued. o A Reject Notice is manually issued on the SUP service request when it is determined that one or more of the service orders associated with the previous version are complete, canceled, or rejected. o IMA updates the SUP service request status to Reject when the Reject Notice is issued on the SUP service request o Qwest stops processing the SUP service request and continues processing the previous service request. o The previous service request is

	<p>worked to completion and a LSR Completion Notice is issued</p> <ul style="list-style-type: none"> o Design affecting supplements may result in a minimum Standard Interval from the receipt of the supplement.
<p>A SUP 3 (Other Changes) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the SUP service request contains a Non-Fatal Error condition.</p>	<ul style="list-style-type: none"> o IMA updates the SUP service request status to Submitted when the SUP service request is received o Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superseded (Submitted, In Review, Error, Reject, Issued, or Jeopardy). o A Non-Fatal Error Notice is manually issued requesting a new SUP to correct the error condition o IMA updates the SUP service request status to Error when the Non-Fatal Error Notice is issued. o If the new SUP to correct the error condition is not received within 4 hours, the SUP service request is Rejected: <ul style="list-style-type: none"> ■ A Reject Notice is manually issued explaining why the SUP service request is being rejected ■ IMA updates the SUP service request status to Reject when the Reject Notice is issued ■ Service orders associated with the previous service request are canceled ■ A new SUP to correct the error condition is required to continue processing the PON o If the new SUP to correct the error condition is received within 4 hours, the new SUP service request is processed o Design affecting supplements may result in a minimum Standard Interval from the receipt of the supplement.
<p>A SUP 3 (Other Changes) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the SUP service request contains</p>	<ul style="list-style-type: none"> o IMA updates the SUP service request status to Submitted when the SUP service request is received o Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superseded (Submitted, In Review, Error, Reject, Issued, or Jeopardy). o A Reject Notice is manually issued explaining why the SUP service request is being rejected. o IMA updates the SUP service request status to Reject when the

a Reject condition.	<p>Reject Notice is issued.</p> <ul style="list-style-type: none"> o Service orders associated with the previous service request are canceled. o A new SUP service request to correct the Reject condition is required to continue processing the PON. o Design affecting supplements may result in a minimum Standard Interval from the receipt of the supplement.
A SUP 3 (Other Changes) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the SUP service request contains no errors.	<ul style="list-style-type: none"> o IMA updates the SUP service request status to Submitted when the SUP service request is received o Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superseded (Submitted, In Review, Error, Reject, Issued, or Jeopardy). o If the service order(s) has been issued, the existing service order (s) is updated, or canceled and a new service order(s) is issued as necessary to process the requested change. o If the service order(s) has not been issued, the service order(s) is issued as necessary to process the SUP service request o A FOC is manually issued on the SUP service request indicating the new and/or changed order information o IMA updates the SUP service request status to Issued when the FOC is issued o The SUP service request is worked to completion and a LSR Completion Notice is issued unless Qwest receives a supplemental o Design affecting supplements may result in a minimum Standard Interval from the receipt of the supplement.

Verbal Supplements on LSRs

Changes to an existing service request must be made via a supplement as described above. Qwest will only accept a verbal supplement change request for one of the following reasons:

- CFA or slot change on the due date
- Due date change on the due date (except for LNP)
- System outages for you or Qwest where the supplement could not be electronically submitted
- When any of the orders related to a LSR are completed
- Cancel on a due date
- Cancellations pertaining to the work back process
- LSR completed in error by Qwest and subsequent changes are required

Note: For LNP, refer to the Ordering Section of our [Local Number Portability \(LNP\)](#) Web page for specific conditions under which a verbal supplement is allowed. For Unbundled Loop, verbal CFA or slot changes may be made up to three days prior to the due date.

Supplemental Versioning and Error Corrections

If the original service request version is "1", the starting version of a supplement is "2". For every supplement issued, a confirmation may be returned if the service request processed through our systems before receipt of a subsequent supplement. Qwest advises, but does not require, you wait until the current supplement is confirmed, or an error is received, before you issue another supplement. Error correction handling includes:

- If a system generated FATAL error is returned, correct the supplement and re-issue it with the same version number.
- If a manually generated FATAL error is returned, correct the supplement, increment the version number, and re-issue it.
- If the supplement fails Qwest's system edits, you will receive an Acknowledgment (FATAL) with one or more fatal error codes. Resolve the errors and resubmit the supplement.
- If a supplement fails Qwest's system edits or another error is manually detected, correct the supplement, increment the version number, and reissue the supplemental service request.

When your supplemental service request is accepted, a confirmation indicating Qwest accepted the service request is returned and, after our service order processing systems accepts the service request, a FOC is sent.

Issuing Supplemental Service Requests - Non IMA

If you do not use IMA, fax your supplemental service requests to Qwest (see Contacts section of this document). We will compare the supplement with your previously submitted service request, and verify the original service request is not completed, canceled, or rejected prior to processing your supplemental service request. If your original service request was completed, canceled, or rejected, you will need to submit a new service request with a new PON assigned by you.

A rejected service request is not considered a candidate for a supplement. Make the appropriate changes and re-fax the rejected service request.

[Back to Top](#)

Acknowledging Service Requests

After your service request is submitted via the Order Submit Confirmation screen, IMA confirms the order. A message advises you if your submission was successful and the type of service request submitted.

Reviewing IMA Queue

When service requests are submitted after normal operating hours, IMA places your service request in a queue until normal operating hours for processing. When normal operating hours are in effect, you can review a list of your service requests in the queue by entering any one of the following:

- CCNA - Customer Carrier Name Abbreviation
- CC - Company Code
- User ID - IMA log-on ID (Creator of original service request, blank for all saved service requests)

- PON - Purchase Order Number of service request to be displayed (blank to display all)
- LSRID - LSR number

IMA displays:

- Queue Status of the service request in the queue
- Queue Date service request was placed in the queue
- Purge Date service request will be purged from the list
- Remove From List to remove a non-accepted service request
- Display Errors on service requests that were not accepted
- Open Highlighted Opens the service request for editing

[Back to Top](#)

Monitoring Service Request Status - IMA

Qwest's IMA GUI tool offers a variety of ways to monitor the status of your service request during and after the ordering process is complete. Refer to the [IMA User's Guide](#) for more details on monitoring your service requests in IMA.

Monitoring Service Request Status - Non IMA

If you do not use IMA you may obtain a status of your service request by calling the CSIE with the PON and one or more telephone numbers on the service request. The CSIE will provide the status, or negotiate a commitment as to when they can provide a status.

[Back to Top](#)

Status Response Intervals

A response interval, assigned according to your inquiry or reason for contacting the CSIE, is entered in Qwest's Call Center database once the reason for your call is determined. When a response interval is assigned, you will be advised as to when to expect a call back from a SDC who will provide you a status update every 2 hours until your situation or concern is resolved. While not an all-inclusive list, the following illustrates response intervals based on the reason for your call:

- 2-Hour Response Interval
 - Your end-user is out of service due to recent order activity
 - Request to change a due date on a service request that is due to be completed today
 - Request to cancel a service request that is due today
 - LNP concurrence needed
 - Service request rejected and additional information is needed
 - Non-fatal error notice requires further information
 - Port has gone bad, work back needed (End-user may or may not be out of service)
- 24-Hour Response Interval
 - Service request status
 - Status request for a service request not due today
 - How to complete service request questions that are not IMA Help Desk related
 - Assistance needed with an address validation
 - Resend of a FOC or other notices that can be resent
 - IMA functionality
 - Jeopardy notice received and further explanation is needed

- Additional information needed for a requested service that has become a delayed order
 - DMARC location or information for a completed service request
 - CFA information for a service request that is not yet placed, due today, or in a reject status
 - Assistance with the data contained on a Loss or Completion report
- 48-Hour Response Interval
 - End-user's CSR reflects non published directory listing, however, service request was to publish listing in the telephone directory
 - General directory listing related questions such as how to set up a listing or provide definition of a listing
 - Assistance with an archived service request

Call Center Database Ticket Reports

You may request six different reports from the Qwest Call Center Database. The reports will only be sent to you via e-mail so you will need to provide a valid email address. On an interim basis, you should submit a request for call center reports via the [Call Center Database Ticket Request Form](#). By June 2004, you will need to update your Customer Questionnaire to obtain call center reports.

The reports are as follows:

- 01 Total Tickets Received
- 02 Tickets Received by Date
- 03 Tickets Received by Product
- 04 Total Tickets Resolved Across Tier
- 05 Tickets Resolved by Reason Code - The reason codes are as follows:
 - Pre-Order - This reason code will include all CLEC calls requesting assistance with address validation, CSR retrieval, loop qualification, CFA validation, CLLI information, facility checks, service availability, IMA functionality, and other Pre-Order functions.
 - Ordering - This reason code will include all CLEC calls requesting assistance with FOC resends, Pending Service Order Notice (PSOs) resends, questions or assistance with supplemental LSRs, demarcation, due date changes, expedites, and other Ordering functions.
 - Provisioning - This reason code will include all CLEC calls requesting assistance with out-of-service conditions, delayed orders, Intercept/Transfer of Calls (TC) that was/were incorrect or left off of orders, service orders completed in error, due dates missed, and other Provisioning functions.
 - Account Ownership - This reason code will include all CLEC calls requesting assistance with "Do I own the account", "When did I lose the account", and other Account Ownership issues.
 - Referrals To Other Qwest Departments - This reason code will include all CLEC calls requesting assistance from another department that required a referral be made to that department for repair, referral of end-users to Qwest Retail or the CLEC (misdirected calls), and other referral issues.
 - Listing - This reason code will include all CLEC calls requesting assistance with listings typed incorrectly, how to submit LSRs for listings only, referrals to complex listings, and other listing issues.
 - LSR Reject - This reason code will include all CLECs calls requesting assistance with rejects after FOC, rejects in error, valid rejects, and other reject reasons.
- 06 Tickets Resolved by Product

If you do not receive a requested report, need further assistance with a report, or have other concerns, contact your Service Manager.

The Call Centers use product and sub product reason codes when closing call center tickets. Upon request you will be provided the closing codes. Should you disagree with the codes used to close the ticket you should follow the escalation process. For a brief description of these codes and when they are used download the [Product Reason and Sub Product Reason Codes](#) document.

[Back to Top](#)

Delayed Service Request Handling

A request for service is considered delayed when a service order cannot be provisioned due to lack of facilities or lack of qualified facilities in the Central Office, in the local loop from the Central Office to the end-user, or between Central Offices.

When Qwest receives a request for service at a location where no facilities are available, a SDC in our Wholesale Delayed Order Monitoring Group will contact you to advise you of the delayed order status and reason. You will be referred to Qwest's Held Escalated Expedite Tool (HEET) for ongoing status if your service was requested on an ASR.

Once facilities are available for your service request, a SDC from our Wholesale Delayed Order Monitoring Group will contact you to advise you of our earliest possible due date. Qwest's Wholesale policy is to serve as your advocate by tracking all delayed service requests and communicating with you while working closely with our internal Network organizations to facilitate closure of a delayed order.

Service Requests for UNEs (Including Special Access in Lieu of UNE)

If you submit a service request for UNEs and Qwest does not have the facilities available to meet that request based upon your requirements, you have a number of options:

- Resubmit your request when facilities become available
- Request service via Qwest's CLEC Requested UNE Construction Process (CRUNEC). Refer to [CLEC Requested UNE Construction](#) for additional information regarding CRUNEC.
- Request service via Qwest's Private Line (Special Access) Services. Special Access Services are ordered on [ASR](#) forms.
 - In Colorado, Utah, and Washington; Qwest will produce reports regarding Private Line (Special Access) Services ordered in lieu of UNEs in these states. These reports will be based upon self reporting by CLECs. If you choose to identify ASRs used to order Special Access Services in lieu of UNEs, the ASR form must be completed as follows:
 - The first 3 positions of the Project field must contain "LU#".
 - If the ASR is associated with a Project, type your project number after the "LU#" entry.
 - For information regarding how to complete the other fields, refer to [ASR Forms](#)

[Back to Top](#)

Escalations

You may initiate an escalation of your service request at any time during the

ordering process by calling the appropriate center. Refer to the Contact Section at the end of this document for a list of Qwest's service centers. Escalations begin with the Service Center's Supervisor then progress to the Manager, Director, and Vice President levels within Qwest.

[Back to Top](#)

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.](#)

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 yourself with the IMA GUI system. [Click here for Course detail and registration information.](#)

View additional Qwest courses by clicking on [Course Catalog](#)

[Back to Top](#)

Contacts

Qwest contact information is located in Qwest [Wholesale Customer Contacts](#)

[Back to Top](#)

Frequently Asked Questions (FAQs)

1. How are IMA status updates retrieved?

IMA retrieves status updates by the User ID of the person who submitted the service request. By default, this field contains the User ID of the person logged into IMA. If no User ID is entered, all User IDs for your company are returned. However, only two Statuses can be selected when viewing all User IDs. Status update messages can be displayed for up to 24 hours.

2. How do you issue a supplement to change a reserved appointment?

When your original service request has an appointment scheduled, the appointment must be changed before a supplement to change the Desired Due Date is accepted. Appointments are changed in IMA by using the Schedule Appointment option in Pre-Ordering and selecting a new appointment for the CCNA/PON on your service request.

3. Can a service request be submitted in IMA when the service address does not exist in Qwest's address databases?

When your service request is a New (N) or Outside Move Transfer (T) Activity Type "ACT", and the address does not exist in Qwest's databases, you can

use an override button (NCON = A or B) to enter the address manually on the End-User Information, and Resale Private Line forms.

The override flags the address as Not Validated allowing you to submit the service request while alerting the CSIE to process your service request manually. Your service request may be rejected if the address cannot be validated. The override flag is only used for New and Outside Move Transfer activity types. For all other activity types, if the address does not exit in Qwest's databases, contact the CSIE for assistance.

[Back to Top](#)

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