NONRECURRING COST DETAIL SUMMARY

Study Name: MINNESOTA COST DOCKET 2006 NONRECURRING COST STUDY 9540
Study Year: 2006
Analyst: Deffley

NRC Version: 3.57
Date: 12/15/06

State: Minnesota

Work Item	Time Minutes	Prob #1	Prob #2	Prob #3	Prob #4	Applied Time (Minutes)	Labor /Hour	Cost
A	B	C	D	E	F	G B * (C Thru F)	H	I H * (G/60)
LOOP COORD INSTALL WITHOUT TESTING FIRST - INSTALL								
ADD								
-INTERCONNECT SERVICE CENTER (ISC) - QWEST								
.05, .5, .6, .08 probabilities is percent of time this activity will occur.								
Prob (.15) is percent orders that will fall out of IMA for manual handling.								
Prob (.5) is percent orders processed by QWEST								
Review LSR for completeness and accuracy, contractual entries	3	1.000	0.150	0.500		0.23	$41.98	$0.16
Verify Connecting Facility Assignment (CFA) for facility/circuit availabilit	1	0.050	0.150	0.500		0.00	$41.98	$0.00
Exchange info, obtain CO, name, address, office type. Access Telephone Address Guide to ob	4	1.000	0.150	0.500		0.30	$41.98	$0.21
CPPD look-up billing USOC's for co-provider	2	1.000	0.150	0.500		0.15	$41.98	$0.10
Summary Bill List-Look up Billing Telephone Number, tax code, and bill dat	2	1.000	0.150	0.500		0.15	$41.98	$0.10
Analyze request to determine co-provider, type of order, and installation optio	2.5	1.000	0.150	0.500		0.19	$41.98	$0.13
Determine critical dates	1	1.000	0.150	0.500		0.08	$41.98	$0.05
If directory advertising or retail contract or both, issue order to remove information from accoun	1.5	0.500	0.150	0.500		0.06	$41.98	$0.04
Populate required fields	3	1.000	0.150	0.500		0.23	$41.98	$0.16
Type, review and submit to customer the Firm Order Confirmation (FOC	3	1.000	0.150	0.500		0.23	$41.98	$0.16
Input order into service order processor. Type and format order for billing and provisionin	9.5	1.000	0.150	0.500		0.71	$41.98	$0.50
Ensure order is successfully distributed to the systems and is ready for provisionin	3	1.000	0.150	0.500		0.23	$41.98	$0.16
Handle calls from other departments working the orde	5	0.600	0.150	0.500		0.23	$41.98	$0.16
Handle issues including conditioning, facility, cable&pai	5	0.080	0.150	0.500		0.03	$41.98	$0.02
Subtotal - INTERCONNECT SERVICE CENTER (ISC) - QWEST						**2.79**		**$1.95**
-INTERCONNECT SERVICE CENTER (ISC) - OUTSOURCER								
.05, .5, .6, .08 probabilities is percent of time this activity will occur.								
Prob (.15) is percent orders that will fall out of IMA for manual handling.								
Prob (.5) is percent orders processed by OUTSOURCER								
Review LSR for completeness and accuracy, contractual entries	3	1.000	0.150	0.500		0.23	$22.50	$0.08
Verify Connecting Facility Assignment (CFA) for facility/circuit availabilit	1	0.050	0.150	0.500		0.00	$22.50	$0.00
Exchange info, obtain CO, name, address, office type. Access Telephone Address Guide to ob	4	1.000	0.150	0.500		0.30	$22.50	$0.11
CPPD look-up billing USOC's for co-provider	2	1.000	0.150	0.500		0.15	$22.50	$0.06
Summary Bill List-Look up Billing Telephone Number, tax code, and bill dat	2	1.000	0.150	0.500		0.15	$22.50	$0.06
Analyze request to determine co-provider, type of order, and installation optio	2.5	1.000	0.150	0.500		0.19	$22.50	$0.07
Determine critical dates	1	1.000	0.150	0.500		0.08	$22.50	$0.03
If directory advertising or retail contract or both, issue order to remove information from accoun	1.5	0.500	0.150	0.500		0.06	$22.50	$0.02
Populate required fields	3	1.000	0.150	0.500		0.23	$22.50	$0.08
Type, review and submit to customer the Firm Order Confirmation (FOC	3	1.000	0.150	0.500		0.23	$22.50	$0.08
Input order into service order processor. Type and format order for billing and provisionin	9.5	1.000	0.150	0.500		0.71	$22.50	$0.27
Ensure order is successfully distributed to the systems and is ready for provisionin	3	1.000	0.150	0.500		0.23	$22.50	$0.08
Handle calls from other departments working the orde	5	0.600	0.150	0.500		0.23	$22.50	$0.08
Handle issues including conditioning, facility, cable&pai	5	0.080	0.150	0.500		0.03	$22.50	$0.01

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Work Item	Time Minutes	Prob #1	Prob #2	Prob #3	Prob #4	Applied Time (Minutes)	Labor /Hour	Cost
A	B	C	D	E	F	G B * (C Thru F)	H	I H * (G/60)
LOOP COORD INSTALL WITHOUT TESTING FIRST - INSTALL (con't)								
Subtotal - INTERCONNECT SERVICE CENTER (ISC) - OUTSOURCER						**2.79**		**$1.05**
-LOOP PROVISIONING CENTER (LPC)								
.15 weighting is probability a Loop order will fall out for manual assistance.								
Clear RMA (Request for manual assistance)	11.25	0.150				1.69	$40.62	$1.14
Subtotal - LOOP PROVISIONING CENTER (LPC)						**1.69**		**$1.14**
-DESIGN								
Probabilities are % manual work required.								
Order handling/screening	5	0.100				0.50	$44.92	$0.37
GOC (Generic Order Control) order log	6	0.100				0.60	$44.92	$0.45
Enter WA (Work Authorization) mask	5	0.100				0.50	$44.92	$0.37
Prepare loop input/DRI (Design Related Information)	5	0.150				0.75	$44.92	$0.56
Circuit design	12	0.100				1.20	$44.92	$0.90
Distribute WORD (Work Order Record Detail) document	2	0.050				0.10	$44.92	$0.07
Subtotal - DESIGN						**3.65**		**$2.73**
-CENTRAL OFFICE RESOURCE ADMINISTRATION CENTER (CORAC)								
Screen order	1	1.000				1.00	$40.62	$0.68
Load work request to technician	0.2	1.000				0.20	$40.62	$0.14
Subtotal - CENTRAL OFFICE RESOURCE ADMINISTRATION CENTER (CORAC)						**1.20**		**$0.81**
-CENTRAL OFFICE FRAMES								
2 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame.								
0.3 probability represents the forward-looking percentage of new loop orders.								
0.7 probability represents the forward-looking percentage of re-use (existing) loop orders.								
Analyze order	5	1.000				5.00	$48.80	$4.07
Complete cross-connect	4	2.000				8.00	$48.80	$6.51
Pre-service Connecting Facility Arrangement (CFA) Dial tone check	4	1.000				4.00	$48.80	$3.25
Complete loop qualification	2	1.000	0.300			0.60	$48.80	$0.49
Record Designed, Verified, Assigned (DVA) test results	2	1.000	0.300			0.60	$48.80	$0.49
Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module)	2	1.000				2.00	$48.80	$1.63
Analyze Due Date, WFA-DI work request	2	1.000	0.700			1.40	$48.80	$1.14
Due Date pre-service CFA dial tone check	4	1.000	0.700			2.80	$48.80	$2.28
Complete Due Date lift and lay process	3	1.000	0.700			2.10	$48.80	$1.71
Set up of due date test with I&M tech	2	1.000	0.300			0.60	$48.80	$0.49
Post Due Date work complete in WFA-DI	2	1.000	0.700			1.40	$48.80	$1.14
Subtotal - CENTRAL OFFICE FRAMES						**28.50**		**$23.18**

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State: Minnesota

Work Item	Time Minutes	Prob #1	Prob #2	Prob #3	Prob #4	Applied Time (Minutes)	Labor /Hour	Cost
A	B	C	D	E	F	G B * (C Thru F)	H	I H * (G/60)
LOOP COORD INSTALL WITHOUT TESTING FIRST - INSTALL (con't)								
-LOAD RESOURCE ADMINISTRATION CENTER (LRAC								
0.3 probability represents forward-looking percentage of loop orders requiring a dispatch.								
Screen order	2	1.000	0.300			0.60	$40.62	$0.41
Load/Dispatch work request to technician	5	1.000	0.300			1.50	$40.62	$1.02
Closeout work request with Technician, complete work in WFA-DC	3	1.000	0.300			0.90	$40.62	$0.61
Subtotal - LOAD RESOURCE ADMINISTRATION CENTER (LRAC)						**3.00**		**$2.03**
-INSTALLATION/FIELD TECHNICIAN								
0.35 probability is percent of time access/sai point and service terminal work required.								
.8 probability is percent of orders requiring due date dispatch because CLEC did not accept order completion on pre-survey date								
0.3 probability represents forward-looking percentage of loop orders requiring a dispatch.								
.5 probability is percent not capitalized.								
.5 probability is percent of time customer contact required on pre-survey date.								
Analyze work request - pre survey date	1	1.000			0.300	0.30	$57.18	$0.29
Analyze work request - due date	1	1.000		0.800	0.300	0.24	$57.18	$0.23
Travel time to end user premises - pre survey date	21	1.000			0.300	6.30	$57.18	$6.00
Travel time to end user premises - due date	21	1.000		0.800	0.300	5.04	$57.18	$4.80
Access Point/Serving Area Interface work	13	0.350			0.300	1.37	$57.18	$1.30
Service Terminal	15	0.350	0.500		0.300	0.79	$57.18	$0.75
Customer Contact - pre survey	5	0.500			0.300	0.75	$57.18	$0.71
Customer Contact - due date	5	1.000		0.800	0.300	1.20	$57.18	$1.14
Contact Implementor (QCCC) to advise of arrival to perform work- due date	3	1.000			0.300	0.90	$57.18	$0.86
I & M Technician performs installation work activity - pre survey date	15	1.000			0.300	4.50	$57.18	$4.29
I & M Technician performs installation work activity - due date	10	1.000		0.800	0.300	2.40	$57.18	$2.29
Contact Implementor - pre survey date	3	1.000			0.300	0.90	$57.18	$0.86
Contact Implementor - due date	3	1.000		0.800	0.300	0.72	$57.18	$0.69
Clsoe work with Dispatch	3	1.000			0.300	0.90	$57.18	$0.86
Subtotal - INSTALLATION/FIELD TECHNICIAN						**26.30**		**$25.07**
-PROJECT COORDINATOR								
.65 probability is percent LX-- loops.								
.35 probability is percent LX-N and above loops.								
.15 probability is percent of LX-- requiring testing								
0.3 probability represents the forward-looking percentage of new loop orders.								
Screen WFA (Work Force Administration) for order accuracy	4	1.000				4.00	$44.92	$2.99
Verify LNO (Local Network Operation) completion	2	1.000				2.00	$44.92	$1.50
Coordinate/assemble parties to work order	5	1.000				5.00	$44.92	$3.74
Complete performance testing LX-- loops	8	0.650	0.150	0.300		0.23	$44.92	$0.18
Complete performance testing LX-N and above loops	20	0.350		0.300		2.10	$44.92	$1.57
Document test results	3	1.000		0.300		0.90	$44.92	$0.67
Notify customer/co-provider of work completion	4	1.000				4.00	$44.92	$2.99

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A	B	C	D	E	F	G B * (C Thru F)	H	I H * (G/60)
LOOP COORD INSTALL WITHOUT TESTING FIRST - INSTALL (con't)								
Post order complete in WFA/C (Work Force Administration - Control Module)	3	1.000				3.00	$44.92	$2.25
Subtotal - PROJECT COORDINATOR						**21.23**		**$15.90**
Total For Service:						**91.15**		**$73.86**

NONRECURRING COST DETAIL SUMMARY

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Analyst: Deffley

State: Minnesota

	Work Item	Time Minutes	Prob #1	Prob #2	Prob #3	Prob #4	Applied Time (Minutes)	Labor /Hour	Cost
	A	B	C	D	E	F	G B * (C Thru F)	H	I H * (G/60)

LOOP COORD INSTALL WITHOUT TESTING FIRST - INSTALL (con't)

5042	**Direct Cost**				$73.86
5043					
5044			Cost Calculation	Cost Factor	Cost
5045					
5046			B	C D	E
5047					
5048	***Marketing***				
5049	Product Management, Sales & Product Advertising Expenses		**D5049*E5042**	0.052722	$3.89
5050					
5051					
5052					
5053	***Subtotal***		**E5049**		$77.75
5054					
5055	**Support Assets Expense**		**D5055*SUM(E5049,E5042)**	0.141966	$11.04
5056					
5057	**Uncollectible**		**D5057*SUM(E5049,E5042,E5055,E5061)**	0.009277	$0.91
5058					
5059	***TELRIC***		**SUM(E5049,E5055,E5057,E5042)**		$89.70
5060					
5061	Common		**D5061*SUM(E5049,E5042,E5055)**	0.104000	$9.23
5062					
5063	***TELRIC + Common***		**SUM(E5049,E5042,E5055,E5057,E5061)**		$98.94

MINNESOTA

DECEMBER 2006

DOCUMENTATION

BOOK

UNBUNDLED
LOOP
DS0

INTERCONNECT SERVICE CENTER

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

UNBUNDLED LOOP
PROCESS, TIME ESTIMATES, PROBABILITIES

Date: November 21, 2006
From: Mary Madill
Title: Manager-Service Delivery
Interconnect Service Center

NOTE:
50% of orders are processed by Qwest. 50% of orders are processed by Outsourcer - Arizona
Outsourcer labor rate - $22.50

INSTALL

Work activity begins:	May include these tasks:	First (minutes)	Ea. Addl (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order and installation option)	3		100
	Verifies CFA or facility/circuit availability	1		5
	Exchange Info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address	4		100
	CPPD-lookup billing USOC's for co-provider	2		100
	Summary Bill List-Look up BTN#, tax code, and Bill date	2		100
	Analyzes request to determine the co-provider, type of order and installation option.	2.5		100
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	N/A		
	Determine if the end user has Qwest directory advertising	N/A		
	Determine if the end user has Qwest retail contract	N/A		
	Determine critical dates	1		100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	1.5		50
Customer Request Management (CRM)	Populate required fields	3	3	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3		100
Issue service order	Input unbundled loop order into service order processor (manually typing and formatting of all order for billing and provisioning of the loop)	9.5	4.5	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	3	100
Call Handling	Includes handling calls from other departments working the order.	5	1	60
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	5	1	8

DISCONNECT				
Work activity begins:	May include these tasks:	Time used: (minutes)		
Receive LSR	Reviews LSR for completeness and accuracy, validate circuit belongs to the co-provider	3		100
	Verifies existing account (accesses CSR in BOSS/CARS) and obtains closing bill address if applicable	2		100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	2		100
Issue service order	Input disconnect of loop order into the service order processor (manually typing and formatting of all order for billing and provisioning of the loop)	9.5	4.5	100
Customer Request Management (CRM)	Populate required fields	3	3	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	3	100

The times described in this chart are for all unbundled loops. These times are based on the projected savings with the order creation by IMA and increased experience level in the ISC. IMA does not create a complete order for all types of Unbundled Loop; some manual typing is required.

The Job Title and Job Function/Account Code for the individuals performing these tasks is:
SDC (Service Delivery Consultant) Job function code 6623.123
ISC Work Time for Unbundled Loops

Key Assumptions:
The times documented are forward looking.
The times documented here are average times.
They do not reflect problems encountered during the processing of the service order.
They do not include supplements to the initial order.
These estimates do not include any maintenance or repair time.
IMA partial order creation. IMA will create a portion of the service order and may vary by Unbundled Loop product.

Service Performance Indicator Definitions (PID)

14-State 271 PID Version 6.0

December 18, 2003

PO-2
ELECTRONIC FLOW-THROUGH

Purpose: Monitors the extent Qwest's processing of CLEC Local Service Requests (LSRs) is completely electronic, focusing on the degree that electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping.

Description: PO-2A - Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without any human intervention.
• Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below.
PO-2B – Measures the percentage of all flow-through-eligible LSRs NOTE 1 that flow from the specified electronic gateway interface to the SOP without any human intervention.
• Includes all flow-through-eligible LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state). Results for PO-2A and PO-2B will be reported according to the gateway interface* used to submit the LSR: 1 LSRs received via IMA-GUI 2 LSRs received via IMA-EDI *CO also reports an aggregate of IMA-GUI and IMA-EDI results.

Formula: PO-2A = [(Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention) ÷ (Total Number of Electronic LSRs that pass through the Gateway Interface)] x 100

PO-2B = [(Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention) ÷ (Number of flow-through-eligible Electronic LSRs received through the Gateway Interface)] x 100

Exclusions: • Rejected LSRs and LSRs containing CLEC-caused non-fatal errors.
• Non-electronic LSRs (e.g., via fax or courier).
• Records with invalid product codes.
• Records missing data essential to the calculation of the measurement per the PID.
• Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
• Invalid start/stop dates/times.

PO-2
ELECTRONIC FLOW-THROUGH

<table>
<tr><td rowspan="6">Product Reporting: • Resale
• Unbundled Loops (with or without Local Number Portability)
• Local Number Portability
• UNE-P (POTS)
• Line Sharing</td><td colspan="2">Standards: PO-2A: CO: CO PO-2B benchmarks minus 10 percent NOTE 2
All Other States: Diagnostic PO-2B: NOTE 2</td></tr>
<tr><td>Resale:</td><td>95%</td></tr>
<tr><td>Unbundled Loops:</td><td>85%</td></tr>
<tr><td>LNP:</td><td>95%</td></tr>
<tr><td>UNE-P:</td><td>95%</td></tr>
<tr><td>Line Sharing:</td><td>Diagnostic NOTE 3</td></tr>
<tr><td>Availability:
Available (except as follows):

Line Sharing – beginning with Jul 04 data on the Aug 04 report</td><td colspan="2">Notes: 1. The list of LSR types classified as eligible for flow through is contained in the “LSRs Eligible for Flow Through” matrix. This matrix also includes availability for enhancements to flow through. Matrix will be distributed through the CMP process.

2. In Colorado the standard for PO-2 is considered met if the standard for either PO-2A or PO-2B is met. For both PO-2A and PO-2B, the benchmark percentages shown apply to the aggregations of PO-2A-1 and PO-2A-2 (i.e., the combined PO-2A result) and of PO-2B-1 and PO-2B-2 (i.e., the combined PO-2B result).

3. The standard and future disaggregated reporting of the Line Sharing product is TBD, pending resolution of TRO issues.</td></tr>
</table>

LOOP PROVISIONING CENTER (LPC)

Utilizing the Facility Assignment Control System (FACS), ensures customer service order activity is provisioned with outside plant and central office facilities. FACS automatically processes the order with the facilities assignments.

Assignment Consultants are responsible for FACS component exception messages. A Request for Manual Assistance (RMA) is generated when all conditions for a customer service cannot be met. The assignment consultant resolves the RMA and the order is placed back into the system.

NONRECURRING COST STUDY SUPPORT DOCUMENTATION

PRODUCT: Unbundled Loop, Subloop, Enhanced Extended Loop, Loop-Mux
WORK CENTER: LOOP PROVISIONING CENTER
DATE: JULY 21, 2004
SOURCE: GARY STACY
TITLE: LEAD PROCESS ANALYST
PHONE: 303-707-3277

ASSUMPTIONS: The average clearing time shown is an objective. Average clearing time per RMA includes all order types: inward, outwa and changes as well as single and multi-line requests. Specific objectives have not been established for inward/change or outward activity.

INSTALL				
WORK ITEM	WORK ACTIVITY DESCRIPTION / DETAIL *(Define Acronyms)*	TIME ESTIMATE (MINUTES)	PROBABILITY OF MANUAL OCCURRENCE POTS(%)	PROBABILITY OF MANUAL OCCURRENCE DESIGNED(%)
1	Clear RMA (Request for Manual Assistance)	11.25	15	40

DISCONNECT				
WORK ITEM	WORK ACTIVITY DESCRIPTION / DETAIL *(Define Acronyms)*	TIME ESTIMATE (MINUTES)	PROBABILITY OF OCCURRENCE POTS(%)	PROBABILITY OF OCCURRENCE DESIGNED(%)
1	Clear RMA (Request for Manual Assistance)	11.25	15	40

PROCESS DETAILS

The LPC is responsible for ensuring customer service order activity is provisioned with outside plant and central office facilities in a timely and accurate manner. The Facility Assignment Control System (FACS) which is comprised of components; Service Order Analysis and Control (SOAC), Position Analysis Workstation (PAWS), Loop Facilities Assignment and Control (LFACS) and SWITCH is the provisioning application supported by the LPC. Assignment Consultants are the employees responsible for FACS component exception messages.

Brief descriptions of the FACS components are:

SOEC - maintains control and status information on all service order requests, as well as the input image and certain data resulting from processing. This system interfaces with the service order processor (SOP) and the other service provisioning systems. SOAC generates assignment requests to LFACS for outside plant and to SWITCH for central office facilities. After assignments are made, SOAC receives responses from LFACS and SWITCH, merges and formats this data into a service order assignment section and automatically returns it to the SOP. SOAC sends the formatted assignments to Work Force Administration/Dispatch Out (WFA/DO). For switched customer service requests SOAC sends the telephone number, office equipment and features to MARCH for translation to the physical switch.

PAWS - a software system linked to SOAC to receive messages on service order activity. The primary function of PAWS is to distribute exception messages to Assignment Consultants for resolution.

LFACS - maintains a mechanized inventory of outside plant facilities (i.e., customer addresses, cables, cable pairs, cross box and customer serving terminals, assembled loops and loop makeup) and assigns the outside plant facilities to assignment requests received from SOAC. LFACS also generates work sheets for cable transfers and reconcentrations. These activities are updated mechanically upon notification of completion. In addition, LFACS is used to make repair changes to working customer service.

SWITCH - used to inventory and assign central office switching equipment and related facilities i.e., range extension equipment , tie pairs and bridge lifters. Assignment requests are received from SOAC after successful LFACS assignments are made.

When all conditions for a customer service request cannot be met by the FACS components a Request for Manual Assistance (RMA) is generated. An RMA indicates service order processing has been stopped. The RMA identifies the reason the service order cannot be automatically processed, the FACS component that failed processing and provides an image of the customer service request.

All RMAs are sent from SOAC to PAWS. PAWS places the RMAs into a 'next work package' queue. Assignment Consultants using an intelligent work station (IWS) terminal access PAWS to retrieve RMAs for resolution. Assignment Consultants are trained to resolve all RMA types for all service requests. Meaning, they can resolve exception messages for POTS, non-designed specials, specials and Wholesale product/services(s) service order activity. The objective for RMA resolution per Assignment Consultant is forty (40) per day.

Qwest has developed two (2) applications which utilize artificial intelligence to resolve various RMAs The applications are ARMAR (Automatic RMA Resolution) and APP (Automated Provisioning Platform). ARMAR is used to resolve working left-in RMAs. APP resolves RMAs which are a result of; exact match for address cannot be found, no available/compatible cable facilities, restricted terminals and loop makeup not available . These applications have reduced the number of RMAs sent to Assignment Consultants for resolution. Assignment Consultants will get these RMAs only if the artificial intelligence applications cannot resolve.

FACS flow through objectives have been established for; total customer service requests, special service orders and artificial intelligence (mechanical) applications. The **overall flow through objective** is based on total service order volume that includes; POTS, non-designed specials, coin, specials, Wholesale product/service(s) and artificial intelligence applications. **Individual flow through objectives** have been established for Special Services (orders provisioned in TIRKS) and artificial intelligence RMA resolution. **No individual flow through objectives** have been established for POTS, non-designed specials, coin or Wholesale product/service(s). The flow through and RMA objectives consider all order activity types: inward, outward and change as well as, single and multi-line requests. There is a single objective for Assignment Consultant RMA resolution, this objective does not differentiate between type of customer service requests (inward, outward, change) or number of lines per requests.

DESIGN

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

ANALOG LOOP PROCESS - DESIGN

SOURCE : Don Bergman, Lead Process Analyst
DATE: JULY 27, 2004

INSTALL	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE		BASIC WITH COOPEERATIVE		COORDINATED WITH COOPERATIVE		PERCENT MANUAL PROBABILITY
	F	EA	F	EA	F	EA	F	EA	F	EA	
	PER ORDER		PER ORDER		PER ORDER		PER ORDER		PER ORDER		
	MINUTES		MINUTES		MINUTES		MINUTES		MINUTES		
1. Order handling and Screening:	5	5	5	5	5	5	5	5	5	5	10
Check the order for accuracy											
Check Service Order Analysis and Control (SOAC) for Request for Manual Assistance											
Verify A and Z Location in RDLOC Screen (TIRKS)											
Access Trunks Integrated Record Keeping System (TIRKS)											
Check order to see if it's coordinated or basic											
Call Originator if order needs any changes											
2. Generic Order Control (GOC) Order Logging:	6	6	6	6	6	6	6	6	6	6	10
Access TIRKS (Work Authorization WA, PCFLOW, and GCNOTE) to find any errors in TIRKS											
Verify Order in Service Processor											
Screen and Log GOC											
Put remarks in GCNOTE Order Manually Logged											
3. Enter WA Mask	5	5	5	5	5	5	5	5	5	5	10
Check Availability of Facilities in TIRKS (Verify if customer owned facility is available for use)											
Add required Data to WA screen											
Verify that WA Screen Matches Service Order											
Manually input WA Screen											
4. Prepare Loop/Design Related Information (DRI) Screen	5	5	5	5	5	5	5	5	5	5	15
Verify that Loop Facilities Assignment and Control System (LFACS) Assignment & TIRKS Agree											
Check information on LPADM, DRI, Loop2 and CD Screen											
Resolve Design Related Information (DRI) Errors											
Resolve Local Loop Errors											
Manually load LPADM, DRI, LOOP2, and CD Screen											

	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE		BASIC WITH COOPEERATIVE		COORDINATED WITH COOPERATIVE		PERCENT MANUAL PROBABILITY	
	F	EA	F	EA	F	EA	F	EA	F	EA		
	PER ORDER		PER ORDER		PER ORDER		PER ORDER		PER ORDER			
	MINUTES		MINUTES		MINUTES		MINUTES		MINUTES			
5. Circuit Design	12	12	12	12	12	12	12	12	12	12	10	
Check GCNOTE or PCFLOW for error												
Resolve Facility, Assignment or Equipment Issues with Communication Processor (CP)												
Resolve Circuit Detail Errors												
Build Circuit Detail Document												
Jeopardize and Escalate Order												
6. Distribute Word Document	2	2	2	2	2	2	2	2	2	2	5	
Distribute Design Document												
Resolve any Distribution Errors												
Issue Design Layout Record (DLR)												
Issue Word Document												

	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE		BASIC WITH COOPEERATIVE		COORDINATED WITH COOPERATIVE		PERCENT MANUAL PROBABILITY
	F	EA	F	EA	F	EA	F	EA	F	EA	
	PER ORDER		PER ORDER		PER ORDER		PER ORDER		PER ORDER		
	MINUTES		MINUTES		MINUTES		MINUTES		MINUTES		
DISCONNECT											
1. Order Handling and Screening:	5	5	5	5	5	5	5	5	5	5	10
Check for Order Accuracy											
Check SOAC for RMA's											
Verify A & Z Location in RDLOC											
Access TIRKS for Circuit information											
2. GOC Order Logging:	6	6	6	6	6	6	6	6	6	6	10
Access TIRKS (WA, PCFLOW, and GCNOTE) for any errors											
Verify Order in Service Processor											
Screen and Log GOC											
Put remarks in GCNOTE that order was manually logged.											
3. Enter WA Mask	5	5	5	5	5	5	5	5	5	5	10
Verify Facilities in TIRKS											
Add required data to WA Screen Matches Service Order											
Verify that WA Screen matches Service Order											
Manually input WA Screen											
4. Disconnect Circuit:	5	5	5	5	5	5	5	5	5	5	10
Check GCNOTE or PCFLOW for any errors											
Resolve Facility, Assignment or Equipment issues with CP											
Resolve Circuit Detail Document											
Jeopardize and Escalate Order											
5. Distribute Word Document:	2	2	2	2	2	2	2	2	2	2	5
Resolve any Distribution Errors											
Issue DLR											
Issue Word Document											

CENTRAL OFFICE RESOURCE ADMINISTRATION CENTER (CORAC)

Utilizes Work Force Administration/Dispatch In (WFA/DI) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DI.

Re-loads and re-schedules service orders that cannot be completed.

DATE: JULY 30, 2004 SOURCE: JIM BARGANSKI TITLE: MANAGER PROCESS MANAGEMENT										
CORAC	Basic Installation	Each Additional	Basic Installation with Performance Testing	Each Additional	Basic Installation with Cooperative Testing	Each Additional	Coordinated Installation with Cooperative Testing	Each Additional	Coordinated Installation with No Testing	Each Additional
2 WIRE OR 4 WIRE ANALOG LOOP										
1. Screen Handoff	NA	NA	NA	NA	1 min	1 min	1 min	1 min	1 min	1 min
2. Load work request to Technician	NA	NA	NA	NA	.2 min	.2 min	.2 min	.2 min	.2 min	.2 min

1. Screen work request.

The Load Specialist screens the work request for the installation option. If no coordinated time, the work item is loaded to any qualified technician for the day tour. If the item reuires a specific time, a call must be made to verify the COT is aware and available in the loading phase. No handoffs are allowed to CRON load.

2. Load work request to COT.

The Load Specialist locates a qualified and availabl technician. If all day hand off, load to technician. If specific appointment, call and load technician.

CENTRAL OFFICE

Responsible for service connection in the central office and associated testing and administrative functions. Places cross-connects (jumpers), performs cross-office testing, and provides support to field installation and control center for circuit testing as required.

DATE: JULY 27, 2004	8/2/2004													
SOURCE: JERRY JENSON	Product Management - Cindy Buckmaster estimates that forward-looking the percentage of													
TITLE: LEAD PROCESS ANALYST	new loops versus reuse will be 30% new, 70% reuse.													
PRODUCT: UNBUNDLED LOOP														
Central Office Technician	Basic (Reuse) Installation	Each Additional	Basic (New) Installation	Each Additional	Basic (New) Installation with Performance Testing	Each Additional	Basic (New) Installation with Cooperative Testing	Each Additional	Coordinated (New) Installation with Cooperative Testing	Each Additional	Coordinated (Reuse) Installation without Cooperative Testing	Each Additional	Coordinated (New) Installation without Cooperative Testing	Each Additional
2 WIRE OR 4 WIRE ANALOG LOOP														
NONLOADED, BRI ISDN CAPABLE														
1. Analyze Order	5 min	5 min	5 min	5 min	5 min	5 min	5 min	5 min	5 min	5 min	5 min	5 min	5 min	5 min
2. Complete Cross-connect	4 min	4 min	4 min	4 min	4 min	4 min	4 min	4 min	4 min	4 min	4 min	4 min	4 min	4 min
2A. Pre Service CFA Dial Tone Check	4 min	3 min	4 min	3 min	4 min	3 min	4 min	3 min	4 min	3 min	4 min	3 min	4 min	3 min
3. Complete DVA Loop Qualification Test	NA	NA	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min	NA	NA	2 min	2 min
4. Record DVA Test Results (From Step 3)	NA	NA	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min	NA	NA	2 min	2 min
5. Post DVA work complete in WFA-DI	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min	2 min
6. Analyze DD WFADI work Request	2 min	2 min	NA	NA	NA	NA	NA	NA	NA	NA	2 min	2 min	NA	NA
7. Due Date Preservice CFA Dial Tone Check	4 min	3 min	NA	NA	NA	NA	NA	NA	NA	NA	4 min	3 min	NA	NA
8. Complete Due Date Lift and Lay process	3 min	2 min	NA	NA	NA	NA	NA	NA	NA	NA	3 min	2 min	NA	NA
9. Set up of DD test with I&M tech	NA	NA	2 min	1 min	2 min	1 min	2 min	1 min	2 min	1 min	NA	NA	2 min	1 min
10. Complete DD work status with CCTI	NA	NA	NA	NA	3 min	1 min	3 min	1 min	3 min	1 min	NA	NA	NA	NA
11. Post Due Date work complete in WFA-DI	2 min	2 min	NA	NA	NA	NA	NA	NA	NA	NA	2 min	2 min	NA	NA

Central Office Technician	Disconnect Order	Each Additional
ALL LOOP TYPES		
1. Analyze Order	5 min	5 min
2. Remove Cross-connect	2.3 min	2.3 min
3. Complete work request in WFA-DI	2 min	2 min

DISPATCH

Local Resource Administration Center (LRAC)

Using Work Force Administrator/Dispatch Out (WFA/DO)

- Builds Installation Technician daily service order/trouble ticket log
- Monitors service order/trouble ticket progress (start and stop)
- Logs service order/trouble ticket completion in WFA/DO
- Re-loads/re-schedules service orders/trouble tickets that could not be completed for various reasons i.e., no access to customer premise, plant facility problems, etc.

FOR ALL UNBUNDLED ELEMENT ORDERS THAT REQUIRE DISPATCH to Field		
	FIRST	EA ADDL
1. Screen Order	2 min	2 min
2. Load/Dispatch work request to Technician	5 min	1 min
3. Closeout work request with Technician, complete work in WFA-DO	3 min	3 min

SOURCE:
Susan Fabschutz - Process
Jul-04

LRAC work activity descriptions
1. Screen Order
Continuously monitoring DOLST (WFADO Work List)
Validate load to identify PLD status in WFADO for loadable/dispatchable work items.
Match and Merge work items.
Resolve any exceptions in WFADO
Balance workload.
Move resources as necessary to meet critical dates.

2. Load Work Request to Technician
Manually build technician's load
Prioritize technician's load
Load item to technician
Dispatch technician on work item.
Note OSSLOG with status.

3. Close out Work Request
Create handoff ticket to other department when applicable, i.e. Constructions, Cable maintenance
Note OSSLOG with status
Add additional USOCs as needed
Escalate or put order in jeopardy as necessary
Complete order in WFADO
Access WFADO DOCOMP screen
Complete order with accurate information

8/2/2004
Product Management - Cindy Buckmaster, Bob Mohr estimate that forward-looking the percentage of new loops versus reuse will be 30% new, 70% reuse.

INSTALLATION

Performs necessary field work on new orders and changes to existing service including:

- Travel to customer premises
- Cross-connect activity at feeder plant to distribution plant field locations
- Customer premises work activities to connect circuit at the network interface
- Circuit testing as required
- Order completion with LRAC

INSTALLATION	UNBUNDLED LOOP - ANALOG AND HICAP									
DATE; JULY 30, 2004	BASIC #		COORDINATED		BASIC WITH		BASIC WITH		COORDINATED	
SOURCE: Alan Braegger			WITHOUT TESTING #		PERFORMANCE		COOPEERATIVE		WITH	
TITLE: SENIOR PROCESS MANAGER									COOPERATIVE	
INSTALL	F	EA	F	EA	F	EA	F	EA	F	EA
	PER ORDER		PER ORDER		PER ORDER		PER ORDER		PER ORDER	
	MINUTES		MINUTES		MINUTES		MINUTES		MINUTES	
1. Analyze work request - pre-survey date.**			1	0	1	0	1	0	1	0
1. Analyze work request - due date.	1	0	1	0	1	0	1	0	1	0
The I&M Technician accesses the WORD/CDOC document.										
The I&M Technician determines what work requirements are associated										
to the assignment or equipment to the work order.										
The I&M Technician verifies the Circuit Design is accurate.										
2. Travel time to end user premises - pre-survey date.**			21	0	21	0	21	0	21	0
2. Travel time to end user premises - due date.	21	0	21	0	21	0	21	0	21	0
Includes time to drive to Access Point or Serving Area Interface and										
End User premises, including service terminal as required.										
3. Access Point/Serving Area Interface work (as required-24% probability)	13	10	13	10	13	10	13	10	13	10
Travel to AP/SAI Box.										
Test and verify in and out facilities are acceptable for service.										
Place Cross-Connect.										
4. Service Terminal (as required-24% probability, 50% reconnect vs. new)	15	10	15	10	15	10	15	10	15	10
Travel to Service Terminal										
Test and verify the facilities (f2) and Buried Service Wire.										
Place Drop Wire termination.										
5. Customer contact - pre-survey (required 50% of the time.)**			5	0	5	0	5	0	5	0
5. Customer contact - due date.	5	0	5	0	5	0	5	0	5	0
Notify customer at premises of work to be performed.										
6. Contact Implementor (QCCC) - due date.	3	0	3	0	3	0	3	0	3	0
I&M Technician contacts Implementor to update logs to note that Technician arrived on premise to perform work.										
7. I&M Technician performs installation work activity - pre-survey date.**			15	10	15	10	15	10	15	10
7. I&M Technician performs installation work activity - due date..	15	10	10	10	10	10	10	10	10	10
Installs NI (Network Interface) if required.										
Terminates CLEC IW, if can be done in less than 10 minutes, if available.										
Performs all Core Tests.										
Performs any other tests required by Circuit Type.										
8. Contact Implementor - pre-survey date.**			3	0	3	0	3	0	3	0
8. Contact Implementor - due date.	3	0	3	0	3	0	3	0	3	0
I&M Technician contacts Impementor to report all Core Tests results.										
Update all Core Tests in the OSSLOG.										
Report to Implementor where the NI is located and if circuit is tagged										

	UNBUNDLED LOOP - ANALOG AND HICAP									
	BASIC #		COORDINATED WITHOUT TESTING #		BASIC WITH PERFORMANCE		BASIC WITH COOPERATIVE		COORDINATED WITH COOPERATIVE	
INSTALL	F	EA	F	EA	F	EA	F	EA	F	EA
	PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES	
9. Implementor assembles all of the parties needed to perform cooperative test.	0	0	0	0	0	0	10	0	10	0
Time spent to gather all parties to work order										
I&M technician will wait no more than 30 minutes for this coordination to										
take place prior to pulling off to perform other work										
CLEC accepts or rejects order.										
10. Perform Required Testing with CLEC (Cooperative Orders)	0	0	0	0	0	0	15	10	15	10
Perform technical specification/Core Test as required.										
Includes cooperative testing with CLEC as required.										
Does not include additional cooperative testing that may be requested by CLEC.										
I&M Technician handing off the order in WFA C to the Implementor										
11. Close work item with Dispatch.	3	1	3	1	3	1	3	1	3	1
I&M Technician contacts LRAC and closes order in WFA-DO.										

FOOTNOTES

Activities apply if option ordered is for new service.

** It is estimated that 20% of loop orders will be completed on pre-survey date.

It is estimated that customer contact occurs 50% of the time on pre-survey date.

Product Management - Cindy Buckmaster estimates that forward-looking the percentage of new loops versus reuse will be 30% new, 70% reuse.

% DEDICATED INSIDE PLANT (DIP) REPORT

LARG Switch OE Inventory Reports			
Local Network			
Data as of	Sunday, April 2, 2006		
Monthly Totals			
		MONTHLY TOTALS	**MEASUREMENTS**
OE COUNTS	**_OE**	6-Apr	11,425,841
	DIPS	6-Apr	4,757,446
	_OE	6-Mar	11,451,357
	DIPS	6-Mar	4,739,031
	_OE	6-Feb	11,515,085
	DIPS	6-Feb	4,700,667
	_OE	6-Jan	11,570,933
	DIPS	6-Jan	4,667,701
	_OE	5-Dec	11,632,202
	DIPS	5-Dec	4,633,531
	_OE	5-Nov	11,688,787
	DIPS	5-Nov	4,618,280
	_OE	5-Oct	11,735,223
	DIPS	5-Oct	4,589,588
	_OE	5-Sep	11,802,406
	DIPS	5-Sep	4,533,478
	_OE	5-Aug	11,849,091
	DIPS	5-Aug	4,501,389
	_OE	5-Jul	11,897,073
	DIPS	5-Jul	4,469,645
	_OE	5-Jun	12,008,403
	DIPS	5-Jun	4,412,124
	_OE	5-May	12,086,526
	DIPS	5-May	4,367,791
	_OE	5-Apr	12,179,349
	DIPS	5-Apr	4,303,053
		TOTAL OE	152,842,276
		TOTAL DIPS	59,293,724
		% (DIP)	**0.39**
		(DEDICATED INSIDE PLANT)	

MECHANIZED INSTALLATION HISTORY REPORTING (MIHR) REPORT

Field Cross Connect and New-Reuse Percentage

MIHR REPORT IO FOR CODE:3 NAME: COMPANY RES AND BUS
TITLE: BSA PXJ REPORT FOR **RES & BUS**
REPORTING PERIOD: 01/01/05 THROUGH 12/31/05

MARCH 2006
Product Management - Cindy Buckmaster estimates that forward-looking the percentage of new loops versus reuse will be 30% new, 70% reuse.

STATE	STATE	# INWRD LNS	# PXJ	% PXJ
41A	AZ	791843	362465	46%
41B	NM	254218	108792	43%
41C	CO	804556	331798	41%
41D	WY	67492	23296	35%
43A	OR	469910	126166	27%
43B	WA	856478	205533	24%
43C	UT	321011	127192	40%
43D	MT	94959	30727	32%
43E	ID	151503	69856	46%
45A	MN	438728	125914	29%
45B	NE	77602	17140	22%
45C	IA	242377	67222	28%
45D	ND	42474	11535	27%
45E	SD	44729	10774	24%
	QWEST	**4657880**	**1618410**	**35%**

PROJECT COORDINATOR

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.
Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.
Provides test results to customer.
Notify customer of work completed
Complete order in required systems (Work Force Administration)

DATE: AUGUST 4, 2004	8/2/2004											
SOURCE: KATHY OCKEN	Product Management - Cindy Buckmaster, Bob Mohr estimate that forward-looking the percentage											
TITLE: SENIOR PROCESS ANALYST	of new loops versus reuse will be 30% new, 70% reuse.											
PROJECT COORDINATOR	FORWARD LOOKING UNBUNDLED LOOP ANALOG - New Orders											
	BASIC		COORDINATED		BASIC WITH		BASIC WITH		COORDINATED			
			WITHOUT TESTING		PERFORMANCE		COOPERATIVE		WITH			
									COOPERATIVE			
NEW INSTALL	F	EA	F	EA	F	EA	F	EA	F	EA		
	PER ORDER		PER ORDER		PER ORDER		PER ORDER		PER ORDER			
	MINUTES		MINUTES		MINUTES		MINUTES		MINUTES			
1. Screen WFA/C for Order accuracy.	4	4	4	4	4	4	4	4	4	4		
times diff from other products re due to the fact that many tasks are automated in the QCCC												
Access WFA/C OSSLST by region by date												
Access service order directly thru SOPs System												
Check order for the following: Type of Product by circuit detail and USOC, Appointment time for all coordinated orders, If testing is requested, If dispatch is requested, related orders, correct USOC's and remarks in S&E sectiono of order, all "D" orders must have Frame Due Time of 6:00pm for Basic orders and 11:00pm for Coordinated orders, For IPG check all pairs coming off at D												
Load remarks into OSSLST for all orders and complete out the WSD for each order handed off												
Missing orders on LSR - Check Tirks and Event Tracker and RTT to determine problem. Escalate as needed												
Order writing errors-determine source dept and follow thru to correction and check CRM for original request from the CLEC												
Orders requiring dispatch or meet time need to contact SDC to resolve												
Late drops: Screen and label, load into "Scicsors", assign to tester, handoff order, contact LRAC and CORAC for all inside and outside work, notify coach												
Order issued with past due dates: screen and label, contact LRAC request new DD, Input date into "Schedule" date field of OSSOI in the PTD/DD fields and assign to tester												
Load orders into Scicsors												
Assign orders to coordinator												
Input orders into schedule by coordinator position numbei												
handoff all LX-N and above orders to the CCT's to LRAC and CORAC												
Cancel Orders												
Close out Records orders												
Cllean up duplicate Pon numbers												
Clean up Duplicate order numbers												
Correct PON numbers in Scicsors												

PROJECT COORDINATOR	FORWARD LOOKING UNBUNDLED LOOP ANALOG - New Orders									
	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE		BASIC WITH COOPERATIVE		COORDINATED WITH COOPERATIVE	
NEW INSTALL	F	EA	F	EA	F	EA	F	EA	F	EA
	PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES	
2A. Verify LNO completion.	2	2	2	2	2	2	2	2	2	2
The C/I verifies the LNO (Central Office and/or I&M technician has completed the physical work required on the work request for DVA										
and DD in WFA/C. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit										
If Central Office work has not been completed by the DVA date, the C/I notifies the Central Office to complete their work.										
If the physical work cannot be completed, the C/I posts a jeopardy against the DVA date in WFA/C. The current Designed Services										
Jeopardy process is then followed.										
If the work cannot be completed on DD because the CLEC is not ready, the C/I will place a "C" code jeopardy against the order.										
The current Designed Services Jeopardy process is then followed.										
If the work cannot be completed on DD because of a Qwest problem, the C/I will post the appropriate jeopardy code against the DD.										
The current Designed Services Jeopardy process is then followed.										
The C/I makes the appropriate remark entries into the WFA/C OSSLOG (Work Request Log).										
2B. Coordinate/ assemble parties to work order	NA	NA	5	NA	NA	NA	NA	NA	5	NA
If a Coordinated Cut has been requested, the C/I will call the CLEC to receive and "OK" to begin work.										
3A. Complete Performance Testing.										
NOTE:										
65% of DS0 are LX– which have the following test times: 0 min for 85% of LX– orders / 8 min for 15% of LX– (testing required for IPG, etc)	8	8	8	8	8	8	8	8	8	8
35% of DS0 are LX-N and above which have the following test times: 20 min for 100% of LX-N ^ orders	20	20	20	20	20	20	20	20	20	20
In cases where the C/I is able to test, the testing is performed with the DS I&M Technician. The C/I records the test results on the										
WFA/C OSSCN (Circuit Notes) screen. The tests performed are listed in the Basic QCCC and Coordinated QCCC Job Aids										

NEW INSTALL	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE		BASIC WITH COOPERATIVE		COORDINATED WITH COOPERATIVE	
	F	EA	F	EA	F	EA	F	EA	F	EA
	PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES	
3B. Document Performance Testing.	3	3	3	3	3	3	3	3	3	3
The C/I monitors and records the test results on the WFAC OSSCN (Circuit Notes) screen. These test results are obtained by the Central Office technician and the DS I&M technician testing the newly provisioned circuit. The tests performed are listed in theCore Test Requirements Documentation										
4. Cooperative Testing	NA	NA	NA	NA	NA	NA	15	15	15	15
The C/I acts as the central contact between the DS I&M technician and the CLEC.										
The C/I notes the tests performed and enters the result information on the WFA/C OSSCN (Circuit Notes) screen.										
The C/I records any pertinent remarks on the WFA/C OSSLOG (Work Request Log).										
5. Notify CLEC of order completion.	4	NA	4	NA	4	NA	4	NA	4	NA
The C/I notifies the CLEC that the work request is completed.										
The C/I informs the CLEC of any additional charges that will apply.										
The C/I provides required test result information to the CLEC.										
The C/I records the CLEC order completion contact information on the WFA/C OSSLOG (Work Request Log).										
6. Post order complete in WFA/C.	3	3	3	3	3	3	3	3	3	3
times diff from other products re due to the fact that many tasks are automated in the QCCC										
The C/I posts the Due Date complete on the WFA/C OSSOI (Order Installation) screen.										
The C/I completes any additional remarks on the WFA/C OSSLOG (Work Request Log).										
The C/I completes any required electronic billing or rebates in WFA/C.										
The C/I will send the test results to participating CLECs through the PTA system.										

DISCONNECT	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE		BASIC WITH COOPERATIVE		COORDINATED WITH COOPERATIVE	
	F	EA	F	EA	F	EA	F	EA	F	EA
	PER ORDER		PER ORDER		PER ORDER		PER ORDER		PER ORDER	
1. Screen WFA/C for Order accuracy.	2	2	2	2	2	2	2	2	2	2
times diff from other products re due to the fact that many tasks are automated in the QCCC										
Screen OSSLST in WFA/C.										
Verify information on WORD document in WFA/C.										
Refer WORD document back to Designer if not accurate										
Check for CLEC work locations involved on order										
Enter note if CLEC involved on OSSCN in WFA/C.										
Check for remote test capability and hand-off to Designer or LNO if appropriate										
Check to see if item is loaded in WFA-DI/DO										
Assign Critical Dates in WFA/C										
Enter name and number on DOISWR in WFA/DO										
2. Contact CLEC	2	NA	2	NA	2	NA	2	NA	2	NA
Notify CLEC work is complete										
Add pertinent notes to OSSCN screen in WFA/C										
If customer is not available, enter the following information on the OSSOI2 screen in WFA/C										
No customer contact										
Telephone Number called										
3. Complete circuit in WFA/C	3	3	3	3	3	3	3	3	3	3
Check WFA/C OSSLST for critical events										
Check DISP for PRE status in WFA/DO										
Jeopardize and escalate to accommodate customer's need										
Add additional billing charges in WFA/C on the CMNT/RMK line of the OSSOI										
Complete order in WFA/C										
Perform required tests										
Contact Designer if required										

DATE: AUGUST 4, 2004	8/2/2004					
SOURCE: KATHY OCKEN	Product MGMT - Cindy Buckmaster, Bob Mohr estimate that forward-looking the %.					
TITLE: SENIOR PROCESS ANALYST	of new loops versus reuse will be 30% new, 70% reuse.					
PROJECT COORDINATOR	**FORWARD LOOKING** UNBUNDLED LOOP ANALOG - Reuse (Existing)					
	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE	
REUSE	F	EA	F	EA	F	EA
	PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES	
1. Screen WFA/C for Order accuracy.	4	4	4	4	4	4
times diff from other products re due to the fact that many tasks are automated in the QCCC						
Access WFA/C OSSLST by region by date						
Access service order directly thru SOPs System						
Check order for the following: Type of Product by circuit detail and USOC, Appointment time for all coordinated orders, If testing is requested, If dispatch is requested, related orders, correct USOC's and remarks in S&E sectiono of order, all "D" orders must have Frame Due Time of 6:00pm for reused orders and 11:00pm for coordinated orders, For IPG check all pairs coming off at D						
Load remarks into OSSLST for all orders and complete out the WSD for each order handed off						
Missing orders on LSR - Check Tirks and Event Tracker and RTT to determine problem. Escalate as needed						
Order writing errors-determine source dept and follow thru to correction and check CRM for original request from the CLEC						
Orders requiring dispatch or meet time need to contact SDC to resolve						
Late drops: Screen and label, load into "Scicsors", assign to tester, handoff order, contact LRAC and CORAC for all inside and outside work, notify coach						
Order issued with past due dates: screen and label, contact LRAC request new DD, Input date into "Schedule" date field of OSSOI in the PTD/DD fields and assign to tester						
Load orders into Scicsors						
Assign orders to coordinator						
Input orders into schedule by coordinator position number						
handoff all LX-N and above orders to the CCT's to LRAC and CORAC						
Cancel Orders						
Close out Records orders						
Clean up duplicate Pon numbers						
Clean up Duplicate order numbers						
Correct PON numbers in Scicsors						

PROJECT COORDINATOR	FORWARD LOOKING UNBUNDLED LOOP ANALOG - Reuse (Existing)					
	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE	
REUSE	F	EA	F	EA	F	EA
	PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES	
2A. Verify LNO completion.	2	2	2	2	2	2
The C/I verifies the LNO (Central Office and/or I&M technician has completed the physical work required on the work request for DVA and DD in WFA/C. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit						
If Central Office work has not been completed by the DVA date, the C/I notifies the Central Office to complete their work.						
If the physical work cannot be completed, the C/I posts a jeopardy against the DVA date in WFA/C. The current Designed Services Jeopardy process is then followed.						
If Dial Tone is not detected by the Central Office Technician and the CLEC is participating in the NDT PTA Notification, then the C/I will send the NDT notification through the PTA system.						
If the work cannot be completed on DD because the CLEC is not ready, the C/I will place a "C" code jeopardy against the order. The current Designed Services Jeopardy process is then followed.						
If the work cannot be completed on DD because of a Qwest problem, the C/I will post the appropriate jeopardy code against the DD. The current Designed Services Jeopardy process is then followed.						
The C/I makes the appropriate remark entries into the WFA/C OSSLOG (Work Request Log).						
2B. Coordinate/assemble parties to work order	NA	NA	5	NA	NA	NA
If a Coordinated Cut has been requested, the C/I will call the CLEC to receive and "OK" to begin work.						
3A. Complete Performance Testing.	NA	NA	NA	NA	NA	NA
In cases where the C/I is able to test, the testing is performed with the DS I&M Technician. The C/I records the test results on the WFA/C OSSCN (Circuit Notes) screen. The tests performed are listed in the Basic QCCC and Coordinated QCCC Job Aids						
PROJECT COORDINATOR	FORWARD LOOKING UNBUNDLED LOOP ANALOG - Reuse (Existing)					

REUSE	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE	
	F	EA	F	EA	F	EA
	PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES	
3B. Document Performance Testing.	2	2	2	2	2	2
this takes less time for reuse because most documentation is already existing from the new (just updates are noted)						
The C/I monitors and records the test results on the WFA/C OSSCN (Circuit Notes) screen. These test results are obtained by the Central Office technician. The tests performed are listed in the Core Test Requirements Documentation						
4. Cooperative Testing (coop on reuse	NA	NA	NA	NA	NA	NA
The C/I acts as the central contact between the DS I&M technician and the CLEC.						
The C/I notes the tests performed and enters the result information on the WFA/C OSSCN (Circuit Notes) screen.						
The C/I records any pertinent remarks on the WFA/C OSSLOG (Work Request Log).						
5. Notify CLEC of order completion.	4	NA	4	NA	4	NA
The C/I notifies the CLEC that the work request is completed.						
The C/I informs the CLEC of any additional charges that will apply.						
The C/I provides required test result information to the CLEC.						
The C/I records the CLEC order completion contact information on the WFA/C OSSLOG (Work Request Log).						
6. Post order complete in WFA/C.	3	3	3	3	3	3
times diff from other products re due to the fact that many tasks are automated in the QCCC						
The C/I posts the Due Date complete on the WFA/C OSSOI (Order Installation) screen.						
The C/I completes any additional remarks on the WFA/C OSSLOG (Work Request Log).						
The C/I completes any required electronic billing or rebates in WFA/C.						
The C/I will send the test results to participating CLECs through the PTA system.						

PROJECT COORDINATOR	FORWARD LOOKING UNBUNDLED LOOP ANALOG - Reuse (Existing)						
	BASIC		COORDINATED WITHOUT TESTING		BASIC WITH PERFORMANCE		
DISCONNECT	F	EA	F	EA	F	EA	
	PER ORDER MINUTES		PER ORDER MINUTES		PER ORDER MINUTES		
1. Screen WFA/C for Order accuracy.	2	2	2	2	2	2	
times diff from other products re due to the fact that many tasks are automated in the QCCC							
Screen OSSLST in WFA/C.							
Verify information on WORD document in WFA/C.							
Refer WORD document back to Designer if not accurate							
Check for CLEC work locations involved on order							
Enter note if CLEC involved on OSSCN in WFA/C.							
Check for remote test capability and hand-off to Designer or LNO if appropriate							
Check to see if item is loaded in WFA-DI/DO							
Assign Critical Dates in WFA/C							
Enter name and number on DOISWR in WFA/DO							
2. Contact CLEC	2	NA	2	NA	2	NA	
Notify CLEC work is complete							
Add pertinent notes to OSSCN screen in WFA/C							
If customer is not available, enter the following information on the OSSOI2 screen in WFA/C							
No customer contact							
Telephone Number called							
3. Complete circuit in WFA/C	3	3	3	3	3	3	
Check WFA/C OSSLST for critical events							
Check DISP for PRE status in WFA/DO							
Jeopardize and escalate to accommodate customer's need							
Add additional billing charges in WFA/C on the CMNT/RMK line of the OSSOI							
Complete order in WFA/C							
Perform required tests							
Contact Designer if required							