

12.9 Communications

When IT Trouble Tickets are open regarding system trouble, the IT and WSD organizations will communicate as follows. The WSD Tier 2 Process Specialists will be informed of the status of IT Trouble Tickets through ITWSHD system Event Notifications. Additionally, WSD Tier 2 has direct contact with the ITWSHD as a participant on the Resolution Team, as necessary. ~~As the circumstances warrant, the WSD Tier 2 process specialist will advise the call handling centers (Tier 0, Tier 1 and Tier 2 at each center) and the Service Manager (Tier 3) of the~~ System trouble and information pertinent to ongoing resolution of the trouble will be made available via the external Event notification website found at URL:

<http://www.qwest.com/wholesale/systems/eventnotifications/>