

12.8 Process Production Support

Process troubles encountered by CLECs will be reported, if at all, to the Customer Service Inquiry and Education Center (CSIE) (Tier 1). In some cases the Qwest Service Manager (Tier 2) may report the CLEC trouble to the CSIE. Tier 1 will open a call center database ticket for all reported troubles and enlist all appropriate assistance in resolving the ticket including center coaches, team leads and process specialists.

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12.8.1 Reporting Trouble to the ISC

The CSIE (Tier 1) serves as the first point of contact for reporting troubles that appear process related. Qwest has five Tiers in Wholesale Service Delivery (WSD) for process Production Support. References to escalation of process Production Support issues means escalation to one of these five Tiers. Contact information is available through the Service Manager (Tier 2). The Tiers in WSD are as follows:

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Deleted: <#>Tier 2 – CSIE Center Coaches and Team Leaders, Process Specialist¶

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- Tier 1 – Customer Service Inquiry and Education (CSIE)
- Tier 2 – Service Manager
- Tier 3 – Senior Service Manager
- Tier 4 – Service Center Director
- Tier 5 – Service Center Senior Director

A CLEC may, at any point, escalate to any of the five Tiers.

If a CLEC is experiencing troubles with Qwest because of a process issue, the CLEC will report the trouble to Tier 1. Tier 1 will have the responsibility to resolve the trouble including determining whether the trouble is a process or systems issue. To facilitate this determination, upon request, the CLEC will provide, by facsimile or e-mail, documentation regarding details of the trouble, e.g., reject notices, LSRs, TNs or circuit numbers if available. Tier 1 will create a call center database ticket with a two (2) hour response commitment (“out in 2 hour” status), and provide the ticket number to the CLEC. If Tier 1 determines that the trouble is a systems issue, they will follow the process described in Section 12.8.4. Tier 1 will be responsible to work with all appropriate Qwest personnel to resolve the ticket to closure. The reporting CLEC(s) and Qwest will attempt to reach agreement on resolution of the trouble. This resolution includes identification of processes to handle affected orders reported by the CLEC and orders affected but not reported. If Qwest and the CLEC determine that the trouble can be resolved in a timely manner, Qwest will status the CLEC every 2 hours by telephone, unless otherwise agreed, until the trouble is resolved to the CLEC’s satisfaction. If, at any point, the parties conclude that they are unable to resolve the trouble in a timely manner, the CLEC and Qwest will proceed to develop a work around, as described below. At any point, the reporting CLEC may elect to escalate the issue to a higher Tier.

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If Tier 1 does not determine that the trouble is a systems issue or is not able to resolve the trouble, Tier 1 will offer the CLEC the option of either a warm transfer to Tier 2 (with the CLEC on the line), or have Qwest place the call center database ticket into the work queue. Tier 2 will then analyze the ticket and attempt to resolve the trouble or determine if the trouble is a systems or a process issue. If the trouble is a process issue, Tier 2 will notify the Tier 2 process specialist. The Tier 2 process specialist will notify all call handling centers (Tier 1 and Tier 2 at each center) of the reported trouble and current status. If Tier 2 determines that the trouble is a systems issue, they will follow the process described in Section 12.8.4. ¶

Except in a work around situation, see Section 12.8.3, once the trouble is resolved and all affected orders have been identified and processed, Qwest will seek CLEC agreement to close the ticket(s). If agreement is not reached, CLEC may escalate through the remaining Tiers.

After ticket closure, if the CLEC indicates that the issue is not resolved, the CLEC contacts Tier 2 and refers to the applicable ticket number. Tier 2 reviews the closed ticket and will work with Tier 1 to open a new ticket, and cross-references the closed ticket.

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Qwest will use its best efforts to retain the CLEC’s requested due dates.

12.8.2 Multiple Tickets

If one or more CLECs call in multiple tickets, but neither the CLECs nor Qwest recognize that the tickets stem from the same trouble, one or more tickets may be created.

Qwest will attempt to determine if multiple tickets are the result of the same process trouble. Also, after reporting a trouble to Tier 1, a CLEC may determine that the same problem exists for multiple orders and report the association to Tier 1. In either case, when the association is identified, Tier 1 will designate one ticket per CLEC as a primary ticket, cross-reference that CLEC's other tickets to its primary ticket and provide the primary ticket number to that CLEC. Tier 1 will advise other appropriate Tier 1 and applicable Service Managers (Tier 2) of the issue.

Once a primary ticket is designated for a CLEC, the CLEC need not open additional trouble tickets for the same type of trouble. Any additional trouble of the same type encountered by the CLEC may be reported directly to Tier 2 with reference to the primary ticket number.

Qwest will also analyze the issue to determine if other CLECs are impacted by the trouble. If other CLECs are impacted by the trouble, within 3 business hours after this determination, Tier 1 will advise Service Managers (Tier 2) of the issue and the ticket number for the initial trouble ticket (Reference Ticket). At the same time, Qwest will also communicate information about the trouble, including the Reference Ticket number, to the impacted CLECs through the Event Notification process, as described in Section 12.6. If other CLECs experience a trouble that appears related to the Reference Ticket, the CLECs will open a trouble ticket with Tier 1 and provide the Reference Ticket number to assist in resolving the trouble.

12.8.3 Work Arounds

The reporting CLEC(s) and Qwest will attempt to reach agreement on whether a workaround is required and, if so, the nature of the work around. For example, a work around will provide a means to process affected orders reported by the CLEC, orders affected but not reported, and any new orders that will be impacted by the trouble. If no agreement is reached, the CLEC may escalate through the remaining Tiers.

If a work around is developed, Tier 1 will advise the CLEC(s) and the Service Manager (Tier 2) of the work around and the Reference Ticket number. Tier 1 will communicate with the CLEC(s) during this affected order processing period in the manner and according to the notification timelines established in Section 12.8.1. After the work around has been implemented, Tier 1 will contact the CLECs who have open tickets to notify them that the work around has been implemented and seek concurrence with the CLECs that the call center database tickets can be closed. The closed Reference Ticket will describe the work around process. The work around will remain in place until the trouble is resolved and all affected orders have been identified and processed.

Once the work around has been implemented, the associated tickets are closed. After ticket closure, CLEC may continue to use the work around. If issues arise, CLEC should contact Tier 1, identifying the Reference Ticket number. If a different CLEC experiences a trouble that appears to require the same work around, that CLEC will open a call center database ticket with Tier 1 and provide the Reference Ticket number for the work around.

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12.8.4 Transfer Issue from WSD to ITWSHD

CLECs may report issues to the CSIE (Tier 1) that are later determined to be systems issues. Once Tier 1 determines that the issue is the result of a system error, Tier 1 will contact the CLEC and ask if the CLEC would like Tier 1 to contact the ITWSHD to report the system trouble. If the CLEC so requests, Tier 1 will contact the ITWSHD, report the trouble and communicate the call center database ticket to the ITWSHD with the CLEC on the line. The ITWSHD will provide the CLEC and the WSD with the IT Trouble Ticket number. The IT Trouble Ticket will be processed in accordance with the Systems Production Support provisions of Section 12.0.

12.9 Communications

When IT Trouble Tickets are open regarding the same trouble, the IT and WSD organizations will communicate as follows. The WSD Tier 1 will be informed of the status of IT Trouble Tickets through ITWSHD system Event Notifications. Additionally, WSD Tier 1 has direct contact with the ITWSHD as a participant on the Resolution Team, as necessary. 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/>.

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