

**QWEST Listing Operations Center  
Facility Based Directory Listing Help Ticket Report**

|   |  |   |                      |
|---|--|---|----------------------|
| <b>1-800-347-8353</b>                                   |  |   |                      |
|   |  |   |                      |
| <b>CLEC COMPANY NAME</b>                                |  |   |                      |
|   |  |   |                      |
| <b>Reporting Period: 11/01/2003 - 11/30/2003</b>        |  |   |                      |
|   |  |   |                      |
| <b>CLEC Company Code:</b>                               |  |   |                      |
| <b>CLEC ACNA: ABC</b>                                   |  |   |                      |
|   |  |   |                      |
| <b>Total Count: 17</b>                                  |  | <b>Total number of Help Tickets opened during reporting period.</b> |                      |
|   |  |   |                      |
| <b>Help Ticket Received Date:</b>                       |  |   |                      |
|   |  |   |                      |
| <b>11/03/2003: 4</b>                                    | <b>11/10/2003: 2</b>   | <b>11/17/2003: 0</b>  | <b>11/24/2003: 0</b> |
| <b>11/04/2003: 0</b>                                    | <b>11/11/2003: 3</b>   | <b>11/18/2003: 1</b>  | <b>11/25/2003: 0</b> |
| <b>11/05/2003: 1</b>                                    | <b>11/12/2003: 0</b>   | <b>11/19/2003: 0</b>  | <b>11/26/2003: 0</b> |
| <b>11/06/2003: 2</b>                                    | <b>11/13/2003: 0</b>   | <b>11/20/2003: 0</b>  | <b>11/27/2003: 0</b> |
| <b>11/07/2003: 0</b>                                    | <b>11/14/2003: 1</b>   | <b>11/21/2003: 2</b>  | <b>11/28/2003: 1</b> |
| <b>11/08/2003: 0</b>                                    | <b>11/15/2003: 0</b>   | <b>11/22/2003: 0</b>  | <b>11/29/2003: 0</b> |
| <b>11/09/2003: 0</b>                                    | <b>11/16/2003: 0</b>   | <b>11/23/2003: 0</b>  | <b>11/30/2003: 0</b> |
|   |  |   |                      |
| <b>Opened Tickets By Reason Code:</b>                   |  |   |                      |
|   |  |   |                      |
| <b>① Account Ownership</b>                              | <b>Account belongs to a different Provider</b>                                 |   |                      |
| <b>② DLIS</b>   | <b>Question about DLIS information (duplicate listing, no list name, etc.)</b> |   |                      |
| <b>③ Ordering</b>                                       | <b>Question about order writing (i.e., IMA, caption, SLU, etc.)</b>            |   |                      |
| <b>④ DSRED</b>  | <b>Question about DSRED data i.e., PON status, etc.)</b>                       |   |                      |
| <b>⑥ Migration</b>                                      | <b>Questions about Migration Orders</b>  |   |                      |
| <b>⑦ Missing Listing</b>                                | <b>Question about why listing is not on databse</b>                            |   |                      |
| <b>⑧ Other</b>  | <b>Miscellaneous questions</b>   |   |                      |
|   |  |   |                      |
| <b>Total Help Tickets Resolved in Reporting Period:</b> |  |   |                      |
|   |  |   |                      |
| <b>Resolved Tickets by Reason Code:</b>                 |  |   |                      |
|   |  |   |                      |
| <b>① System Problems</b>                                |  |   |                      |
| <b>② Migration</b>                                      |  |   |                      |
| <b>③ DSRED</b>  |  |   |                      |
| <b>④ Other</b>  |  |   |                      |