Qwest®
Spirit of Service

Qwest® Online Request Application
QORA™ User's Guide

Table Of Contents

Document Information

Version Notice

Document date	Software release	Document version
October 13, 2003	1.0	1.0
October 24, 2003	1.0	1.01
March 20, 2004	2.0	2.0
September 20, 2004	3.0	3.0
March 14, 2005	4.0	4.0
April 11, 2005	4.0	4.01
May 16, 2005	4.1	4.1

Change Log

Revision Date	Document version	Software release	Description
October 24, 2003	1.01	1.0	Changed the internal production URL to http://asrprod.qintra.com/qoraprod.
March 20, 2004	2.0	2.0	Changed the internal production URL to *http://asrprod.qintra.com/qora.* Added note regarding Internet Explorer Added **ASR** *Access Service Request* status of Canceled. Changed **ASR** *Access Service Request* status of Accepted to Acknowledged. Updated Glossary. Reformatted document using current template.
September 20, 2004	3.0	3.0	Changed documentation url to *http://www.qwest.com/wholesale/systems/asr.html.* Added section *Field Level Help*. Updated screen shots for current release version.

March 14, 2005	4.0	4.0	Reformatted from **pdf** *Portable Document Format* to online format. Added *Qwest IT Help* desk phone number (1-877-828-4357). Changed references to "scanning CLLI" codes to "locating facilities between CLLI codes" in *Navigating* QORA™ and *Locate Facility Between CLLI Codes - CLLI Scan*. Changed multiple references to "range of CLLI codes" to "pair of CLLI codes." Added sentence, "You can validate information using QORA's pre-order tools." in *Validating Information* section. Added clarification in *Validating NC, NCI, and SECNCI Codes* section regarding validating NC codes. Additional editing and formatting changes not affecting content. Changed http://www.qwest.com/wholesale/downloads/2003/030801/ASR-FAQ-08010.pdf to *http://www.qwest.com/wholesale/systems/asr.htm* in *QORA™ System Requirements* section. Updated screenshots for current release. Additional edits for clarity.
April 11, 2005	4.1	4.0	Updated Administrative Roles and Tasks section, customers do not have the ability to unlock users.
May 16, 2005	4.1	4.1	Added Street Address Validation Addendum.

Contact Information

You can obtain the latest version of this document at *http://www.qwest.com/wholesale/systems/asr.html*.

Copyright

Trademarks

Qwest and the Qwest logo are registered trademarks of Qwest Communications International Inc. The trademarks contained in this document are the property of their respective holders.

Introduction

Getting Started

This guide provides instructions for both Qwest customers and Qwest employees for using the QORA™ GUI. For product-specific information, go to *http://www.qwest.com/wholesale/pcat*.

This section includes basic information about QORA™ as well as instructions for logging in to and out of QORA™ and changing your password.

Who to Call and When

If you need an account created or changes to your **CCNA** *Customer Carrier Name Abbreviation* permissions or personal information (name, email address, etc.), contact your QORA™ system administrator.

For **ASR** *Access Service Request* Ordering Systems Information, go to *http://www.qwest.com/wholesale/systems/asr.html*.

For all other problems:

- Qwest customers: call the **Wholesale Systems Help Desk** (1-888-796-9102 option 3)

  1-888-796-9102, option 3

  Monday-Friday 6:00 AM-8:00 PM (Mountain Time)

  Saturday 7:00 AM-3:00 PM (Mountain Time)

QORA™ System Requirements

Browser: Any browser that supports the Web standards XHTML 0 Transitional, CSS 1, DOM 1, and ECMAScript. (For example, Microsoft Internet **Explorer 6**, Netscape 7, and Mozilla. See *http:// www.webstandards.org /act/campaign/ buc /*).

There is a bug within the Microsoft Internet Explorer 6 browser. If you re-size your window "just right", it may cause a field or two to not display, as IE6 gets confused on whether to leave the field in its current position, or wrap it to the line below. Therefore, the field may disappear. Re-sizing the screen differently again will cause the invisible field to reappear. Netscape 7 browsers fully comply, and there is therefore not an issue for Netscape users.

Display resolution: At least 800x600, but the QORA™ GUI will flexibly adapt to take advantage of higher resolution displays, such as 1024x768 or 1280x1024 when available.

Display colors: At least 65536 colors (i.e., 16 bit color).

Internet connection: At least 56kbps dial-up.

Processor, RAM, hard disk space: Any environment that will run one of the supported browsers.

Requirement updates and additional questions and answers can be found at the Qwest ASR Ordering Systems web site at *http://www.qwest.com/wholesale/systems/asr.html*.

Browser Guidelines

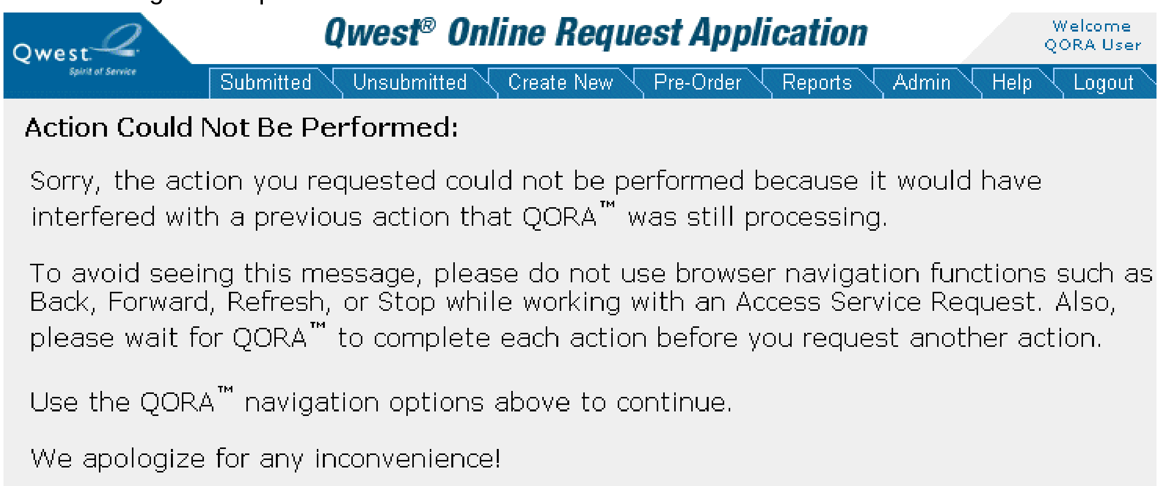
Your browser may ask you whether you want passwords and information you type to be saved for future use. If you see a message asking you to save your password or other information, **do not do so**. Saving your password may create security problems. Saving other information may not work as intended within QORA™.

Navigating QORA™

To navigate through QORA™, use the top row of tabs:

To do this...	Click this tab...
View requests submitted to Qwest for processing	Submitted
View requests not yet submitted to Qwest	Unsubmitted
Create a new request	Create New
Validate an address	Pre-Order
Validate a BAN	Pre-Order
Validate a CFA	Pre-Order
Locate a Facility Between CLLI Codes (CLLI Scan)	Pre-Order
Validate NC, NCI, and SECNCI codes	Pre-Order
Generate a report listing submitted requests	Reports
Change your password (customers only)	Admin
Get help on using QORA™	Help
Log out of QORA™	Logout

Do not use any browser functions like **Back**, **Forward**, **Stop**, or **Refresh**. If you do, your action is not performed and an error appears. This can also happen if you have more than one browser window open while working with requests.



QORA™ Standards

You can type uppercase, lowercase, or mixed case; QORA™ automatically sets all text to uppercase.

You can edit all fields unless they are dimmed, even those that QORA™ fills in for you.

Log In

Before You Begin

Before users can log in to QORA™

- They must have a **digital certificate** issued by Qwest, and

  Users can obtain a digital certificate by going to *http://www.qwest.com/wholesale/systems/generalinfo.html* and submitting a request the Wholesale Services Support Team (WSST). The **WSST** *Wholesale Services Support Team* notifies the customer of the digital certificate and PIN numbers.

- They must have an account in QORA™.

  Note: For more information on creating an account, users in an Administrator role go to Creating a New User Account.

To log in to QORA™, users must first go to *http://www.qwest.com/wholesale/systems/generalinfo.html*, display a list of all Qwest applications to which they have access, and select QORA™.

Users log in by using their email address for the user ID and the 4-digit digital certificate PIN provided by Qwest.

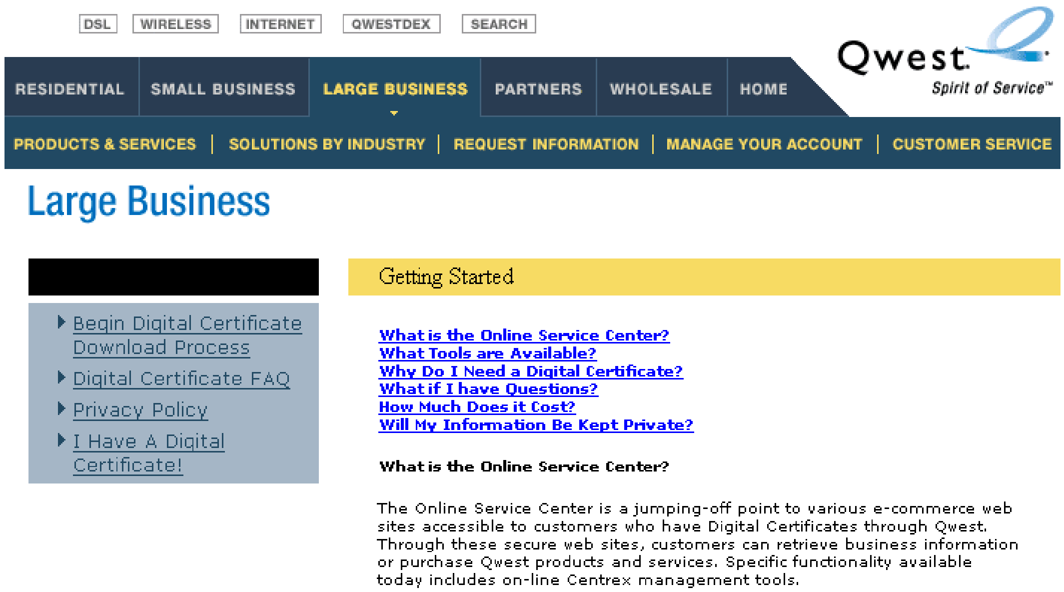
At initial login, QORA™ requires users to change their passwords from the 4-digit PIN to a password of their choice within Qwest's corporate standard guidelines.

Note: For more information on changing your password, go to *Changing Your Password*.

For security reasons, QORA™ locks user accounts after five consecutive unsuccessful login attempts. Under normal circumstances, users should contact the appropriate help desk for assistance to unlock an account.

Log In as a Qwest Customer

1. Open a browser window and go to *http://ecom.qwest.com*.

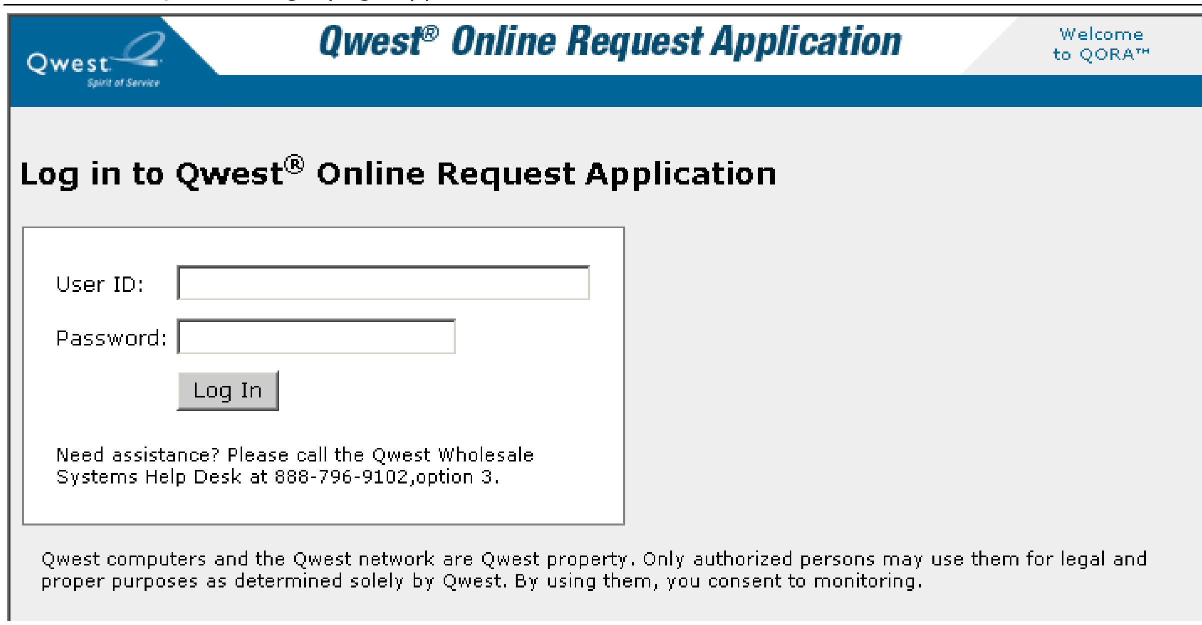


2. Click **I Have a Digital Certificate!**

   Users can obtain a digital certificate by going to *http://www.qwest.com/wholesale/systems/generalinfo.html* and submitting a request the Wholesale Services Support Team (WSST). The WSST notifies the customer of the digital certificate and PIN numbers.

3. Select **QORA**.

Result: The QORA™ login page appears.



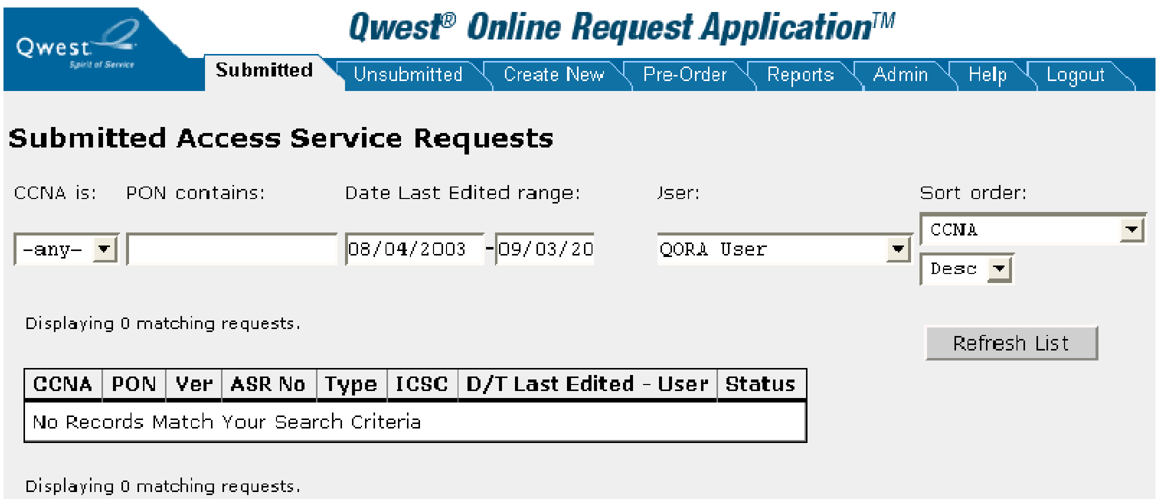
3. Do one of the following:

If you have not logged in before...	**If you have logged in before...**
In the **User ID** field, type your user ID (your email address). In the Password field, type your digital certificate PIN. Type a new password when QORA™ prompts you to do so.	Type your user ID (your email address) and password.

4. Click **Log In**.

Caution: For security reasons, QORA™ locks user accounts after five consecutive unsuccessful login attempts. Under normal circumstances, users should contact the appropriate help desk for assistance to unlock an account.

Result: The main window appears.



QORA Tabs

Overview

QORA™ (Qwest® Online Request Application) enables you to create, submit, and manage access service requests (ASRs) online. This section describes the following tasks:

- *Creating a New Request*
- *Searching For a Request*
- *Editing a Request*
- *Restructuring a Request*
- *Submitting a Request*
- *Checking Request Status*
- *Revising a Rejected Request*
- *Supplementing a Request*
- *Deleting a Request*
- *Copying a Request*
- *Using a Request as a Template*
- *Printing Requests*

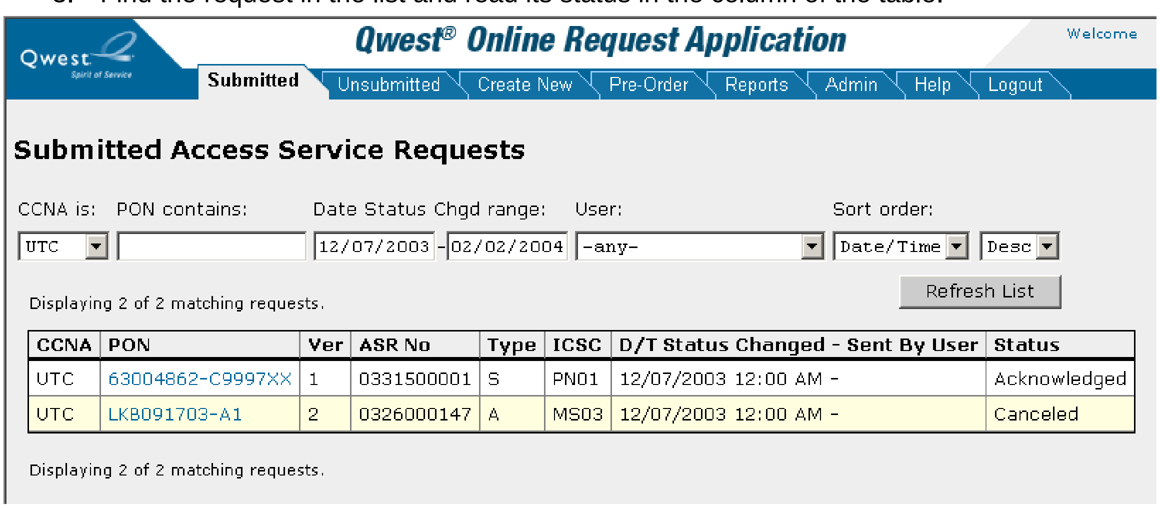
You can also create customized reports to see specific information about requests that you have submitted. (See *Creating Reports*.)

Submitted Tab

Checking Request Status

To check the status of one or more requests:

1. Click the **Submitted** or **Unsubmitted** tab.
2. Sort and filter the listed requests as desired. (See *Searching For a Request*.)
3. Find the request in the list and read its status in the column of the table.



CCNA	PON	Ver	ASR No	Type	ICSC	D/T Status Changed - Sent By User	Status
UTC	63004862-C9997XX	1	0331500001	S	PN01	12/07/2003 12:00 AM -	Acknowledged
UTC	LKB091703-A1	2	0326000147	A	MS03	12/07/2003 12:00 AM -	Canceled

Request Status Definitions

You can check the status of requests. Status types include:

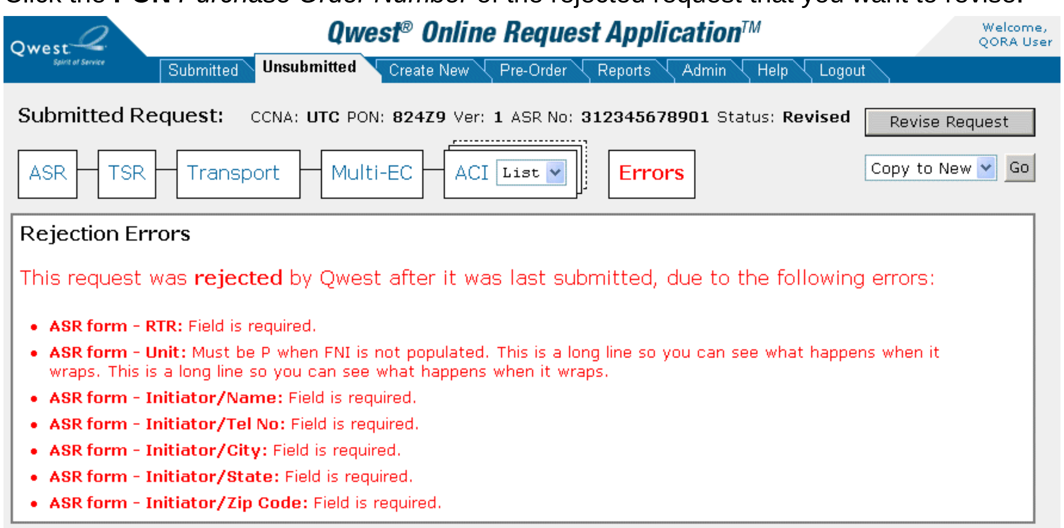
Status	Definition
New	version 1 of a request; not yet submitted
New - Revised	the request was submitted, rejected, and is now being revised
Supplement	version 2 (or more) of a request that has not been rejected
Supplement - Revised	the request was supplemented and submitted, rejected, and is now being revised
Submitted	the request was submitted, but Qwest has not yet sent you an acknowledgement or confirmation
Rejected	Qwest has rejected the request because of errors
Acknowledged	Qwest has accepted the request and assigned an **ASR** *Access Service Request* number
Confirmed	the request was submitted, and Qwest has provided confirmation through a Confirmation Notice (CN) form
Cancelled	Qwest has accepted the user's request to cancel an **ASR** *Access Service Request*

Note: You can print any request, including confirmation notices for requests with a Confirmed status. (See *Printing Requests*.)

Revising a Rejected Request

You can revise requests that have been rejected because of errors.

1. Click the **Submitted** tab.
2. Sort and filter the listed requests as desired (see *Searching For a Request*).
3. Click the **PON** *Purchase Order Number* of the rejected request that you want to revise.



4. Click **Revise Request**. The request opens in editing mode and QORA™ moves it from the Submitted area to the Unsubmitted area with the appropriate status. You can either leave the

request in unsubmitted status and edit it later (see *Editing a Request*) or correct any errors and resubmit it (see *Submitting a Request*).

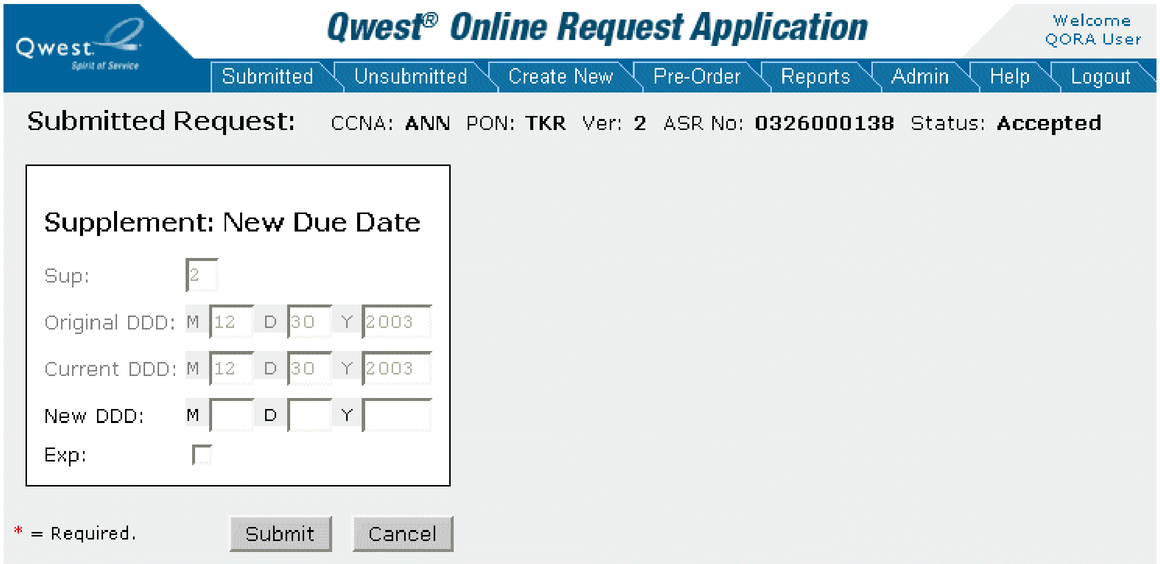
Supplementing a Request

You can supplement a request that you have submitted and that has been confirmed or accepted. That is, you can cancel it, change its desired due date, or otherwise revise it.

Note: You cannot supplement a request that has already been canceled. If you want to revise a canceled request, you must create an entirely new request containing your revisions.

1. Click the **Submitted** tab.
2. Sort and filter the listed requests as desired (see *Searching For a Request*).
3. Click the **PON** *Purchase Order Number* of the request that you want to supplement.
4. Select one of the following options from the list at the right side of the form flow diagram.

- To cancel the request, select **Sup 1: Cancel** and then click **Go**. In the confirmation message that appears, click **Yes**. If the cancellation succeeds, a **Request Submitted** page appears. If the request could not be canceled, an error page appears with the reason.
- To change the request's due date, select **Sup 2: Due Date** and then click **Go**.



5. Enter the new due date in the **New DDD** *Desired Due Date* field.
6. Click **Submit**.

In the confirmation message that appears, click **OK**. If the request could not be submitted, an error message appears with the reason.

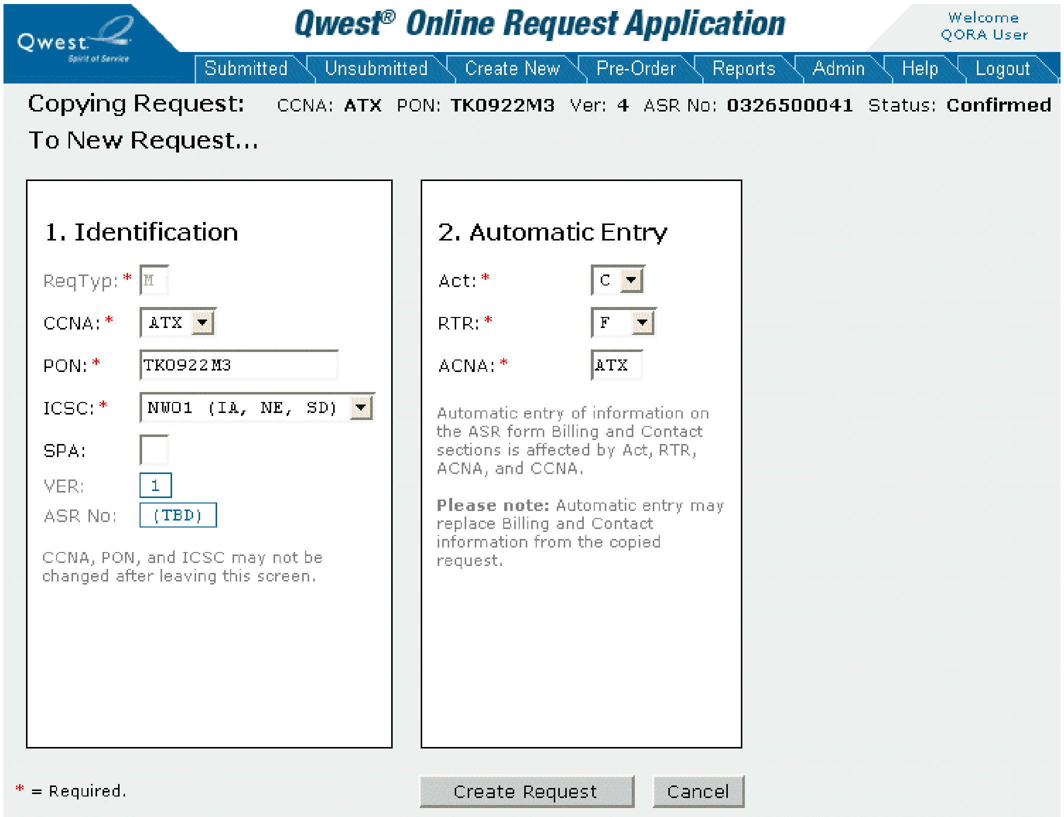
- To otherwise modify the request, select **Sup 3: Other** (for confirmed requests) or **Sup 4: Correction** (for accepted requests) and then click **Go**. In the confirmation message that appears, click **OK**. QORA™ enters editing mode so that you can edit the supplemental request and submit it. The request moves to the **Unsubmitted** tab until it has been successfully resubmitted. If the request cannot be edited, an error page appears with the reason.

Copying a Request

You can copy any request—unsubmitted or submitted—to create a new request.

1. Click either the **Submitted** or the **Unsubmitted** tab.
2. Sort and filter the listed requests as desired (see *Searching For a Request*).

3. Click the **PON** *Purchase Order Number* for the request you want to copy.
4. Select **Copy to New** from the list to the right of the form flow diagram and click **Go**.



5. Change information in the **Identification** section to uniquely identify the new request. You must change at least one key field — **CCNA** *Customer Carrier Name Abbreviation* **PON** *Purchase Order Number* , or **ICSC** *Interexchange Customer Service Center. The provider service center.* .

Note: If you fail to change one of the key fields, QORA™ displays a "Duplicate ASR" error message, and the request will not be created until you correct your error.

6. Change information in the **Automatic Entry** section if needed.

Note: Automatic entry of information in the **ASR** *Access Service Request* form overrides any information you have entered.

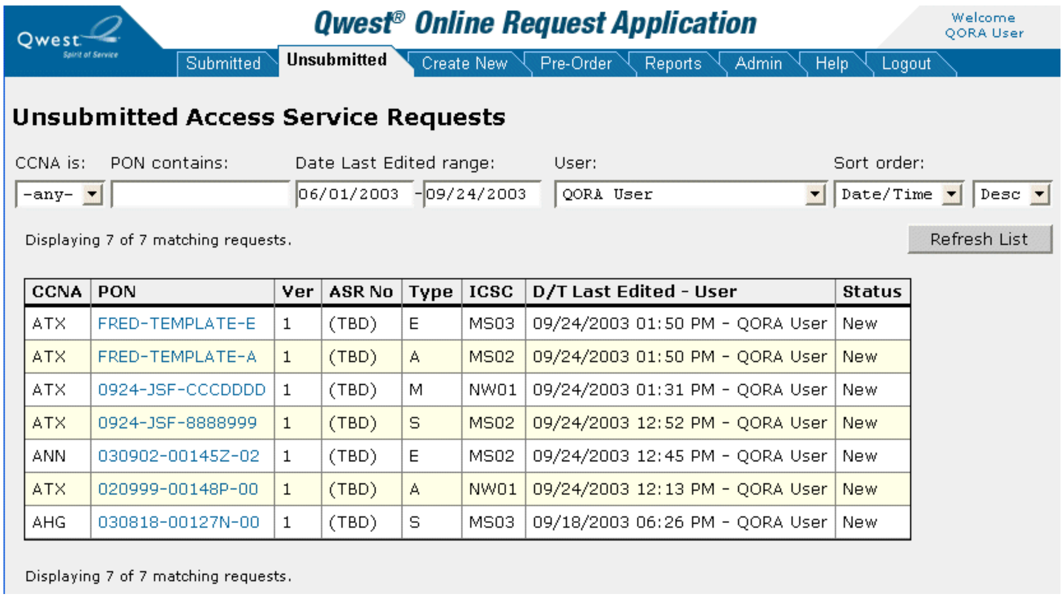
7. Click **Create Request**. If there are no errors, QORA™ creates the new request and opens it in editing mode. If you want to edit the request later, you can open it from the **Unsubmitted** tab, edit, and submit it. (See or *Submitting a Request*.)

   Note: When you do a **Copy To New**, the new **ASR** *Access Service Request* will reflect a copy of only those items still "visible" in the **ASR** *Access Service Request* you are copying from. Previously canceled or deleted forms that no longer appear will not be copied. Since your copied **ASR** *Access Service Request* is considered "new", **REFNUMs** *Reference Number* (or **VCNUMs** *Virtual Connection Number)* in your new **ASR** *Access Service Request* will be resequenced per the **ASOG** *Access Service Ordering Guidelines.* You will need to double-check the **MSL** *Multipoint Service Legs* , **ACI** *Additional Circuit Info* , **ARI** *Additional Ring Info* or **VC** *Virtual Connection* forms that have been copied, to clear any "cancel" indicators (**LEGACT** *Multipoint Leg Activity* , **CKTACT** *Circuit Activity* , etc) that might be inappropriately set for a new **ASR** *Access Service Request* .

Using a Request as a Template

You can create a new request or copy an existing unsubmitted or submitted request and use it as a template to create new requests.

1. Do one of the following
   - create a new request (see *Creating a New Request*)
   - copy an existing request (see *Copying a Request*)
2. In either of the above cases, enter a **PON** *Purchase Order Number* for the request (or edit the **PON** *Purchase Order Number)* that uniquely identifies it as a template. For example, if your first name is Fred, you could enter something like FRED-TEMPLATE-A. Be consistent so that you can easily find your templates later.
3. Once you have created or copied the request, click the **Unsubmitted** tab to view your unsubmitted requests.



CCNA	PON	Ver	ASR No	Type	ICSC	D/T Last Edited - User	Status
ATX	FRED-TEMPLATE-E	1	(TBD)	E	MS03	09/24/2003 01:50 PM - QORA User	New
ATX	FRED-TEMPLATE-A	1	(TBD)	A	MS02	09/24/2003 01:50 PM - QORA User	New
ATX	0924-JSF-CCCDDDD	1	(TBD)	M	NW01	09/24/2003 01:31 PM - QORA User	New
ATX	0924-JSF-8888999	1	(TBD)	S	MS02	09/24/2003 12:52 PM - QORA User	New
ANN	030902-00145Z-02	1	(TBD)	E	MS02	09/24/2003 12:45 PM - QORA User	New
ATX	020999-00148P-00	1	(TBD)	A	NW01	09/24/2003 12:13 PM - QORA User	New
AHG	030818-00127N-00	1	(TBD)	S	MS03	09/18/2003 06:26 PM - QORA User	New

4. To use one of the request templates you created, click the **PON** *Purchase Order Number* for the request.
5. Copy the request (see *Copying a Request*) and edit it as desired. (See *Editing a Request*)

Note: You can continue to use request templates over and over.

Printing Requests

You can print unsubmitted and submitted requests.

1. Click the **Unsubmitted** or **Submitted** tab.
2. Sort and filter the listed requests as desired. (See *Searching For a Request*).
3. Click the **PON** *Purchase Order Number* for the request you want to print.
4. From the list next to the form flow diagram, select **Create XLS** and then click **Go**. A message appears.
5. You can either save the file to disk or open it and print it as you normally would within the application you are using.

   Note: If you save the file to disk, this does not save the information in QORA™ - it saves the file in the application you choose

Deleting a Request

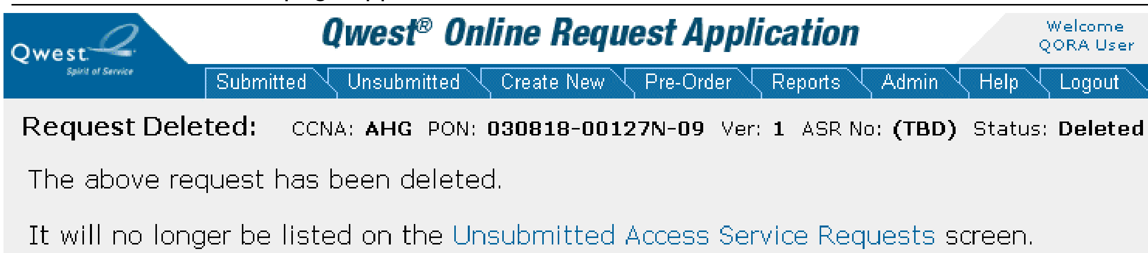
You can delete unsubmitted requests from QORA™. You can also delete submitted requests that have a status of rejected.

Caution: If you delete a request, all data for the request is permanently deleted, and any record of the request is erased from the system.

1. Click either **Submitted** the or the **Unsubmitted** tab.
2. Sort and filter the listed requests as desired (see *Searching For a Request*).
3. Click the **PON** *Purchase Order Number* for the request you want to delete.
4. From either the editing or viewing mode, select **Delete** from the list next to the form flow diagram and click **Go**.

5. Click **OK** in the warning message.

Result: A confirmation page appears.



Unsubmitted Tab

Editing a Request

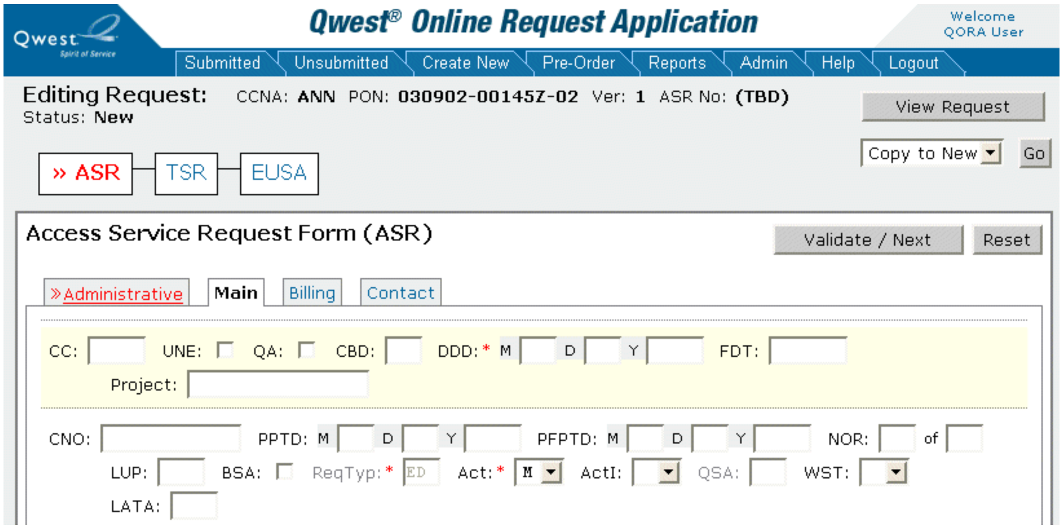
Caution: If you leave your request by going to another page—that is, by clicking on any tab in the top navigation bar except Help—you will lose any unsaved changes to the form you were editing. To save your changes, click View Request or click Validate/Next or click on another form in the form flow diagram before leaving the request.

You can edit any unsubmitted request. You cannot edit submitted requests; however, you can supplement accepted or confirmed requests. (See *Supplementing a Request*.)

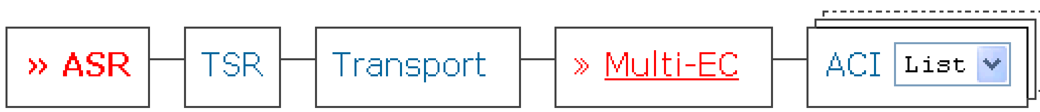
1. Click the **Unsubmitted** tab.
2. Search for the request you want to edit. (See *Searching For a Request*.)
3. Click the request's **PON** *Purchase Order Number.*

   QORA™ displays the **ASR** *Access Service Request* form for the request in view-only mode.

4. Click **Edit Request**.
   QORA™ displays the **ASR** *Access Service Request* form for the request in editing mode.



5. Edit the **ASR** *Access Service Request* form or choose another form by clicking it in the form flow diagram near the top of the page. The following form flow diagram is an example only. Your diagram will look different depending on the information you selected when you created the request.



   Note: As you navigate between forms, your work is saved and validated, and you are notified of errors.

   The form flow diagram shows

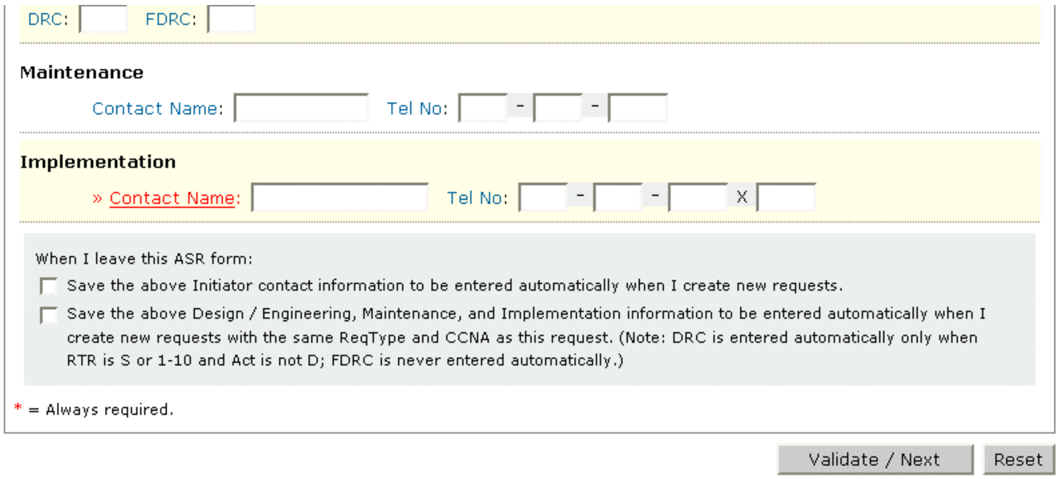
   - the forms that you must fill out for the request—you must fill out all forms shown
   - the recommended order for completing forms—left to right
   - the form you are currently working on—form name is bold
   - any forms with errors—form name is red with small angle marks (»)
   - a confirmation notice (if Qwest has confirmed the request)
   - a drop-down list for any forms containing multiple forms

6. Fill out or edit each of the forms shown in the form flow diagram. Within each form, click each tab to go to each form tab and fill in information. QORA™ fills out some information automatically, such as fields in the **Administrative** tab of the **ASR** *Access Service Request* form.

   Note: You can edit all fields unless they are dimmed, even those that QORA™ fills in for you.

   To undo unsaved changes, click **Reset**. In the message that appears, click **OK**.

7. To save some or all of the contact information for future requests, select the appropriate check boxes at the bottom of the **Contact** and **Billing** tabs on the **ASR** *Access Service Request* form. (You can still edit this auto-filled information.)



8. When you have completed a form and want to save and validate the information you have entered, click **Validate/Next**.

   Note: Whether you navigate between forms by clicking **Validate/Next** or by clicking on a form in the form flow diagram, your information is saved and validated for errors.

   One of two things happens during validation:

   - If there are no errors on the form, QORA™ automatically advances to the next form you need to fill out.
   - If there are errors on the form, QORA™ lists them at the top of the form and marks the fields with small red angle marks (»).

     You can correct the errors immediately and click **Validate/Next** to see if you have corrected them or you can go on to another form and correct the form errors later.

9. Complete each form using the process listed in this section. See *Additional Features* which addresses additional information.

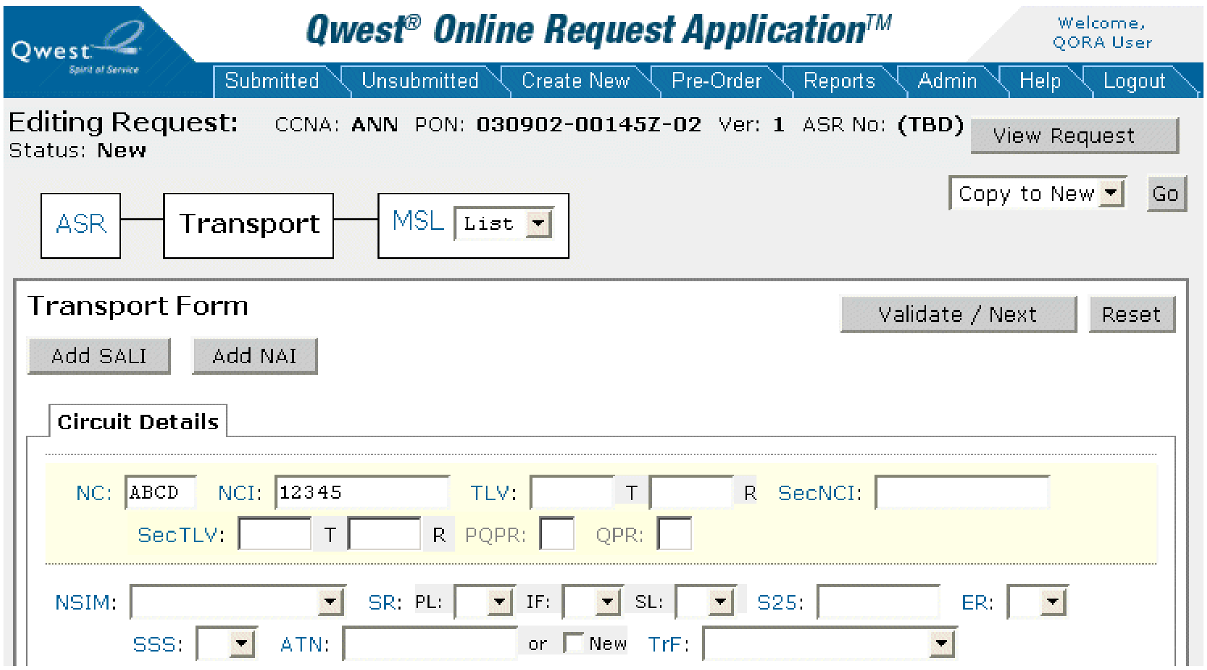
Working with Child Forms

Adding Child Forms

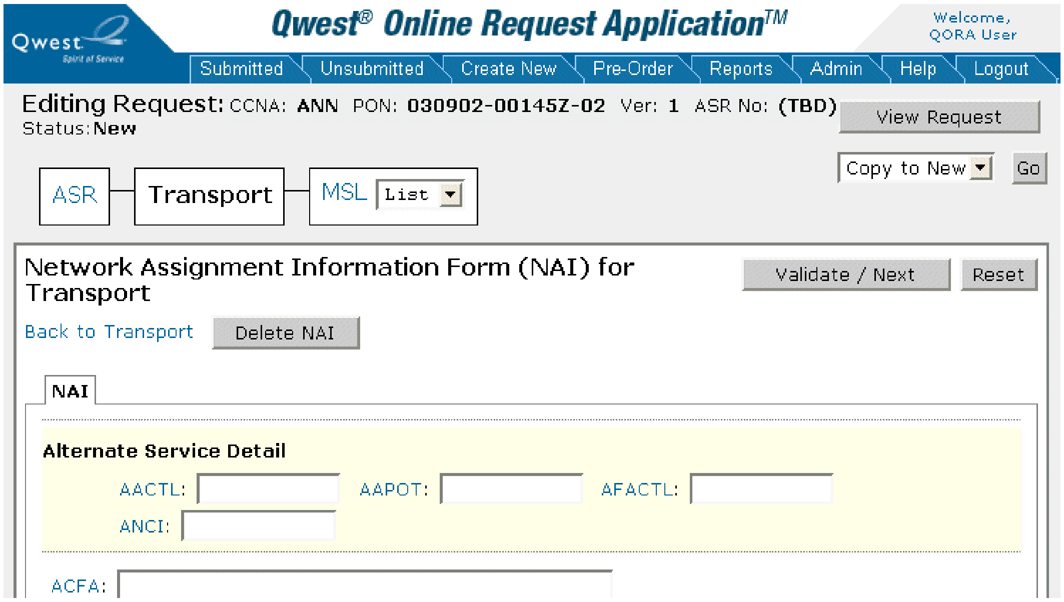
Overview

Child forms are forms that are associated with other forms. For example, the **SALI** *Service Address Location Information* and **NAI** *Network Assignment Info* forms are child forms of a higher level form, such as the Transport form. In this case, the Transport form is considered as the parent form.

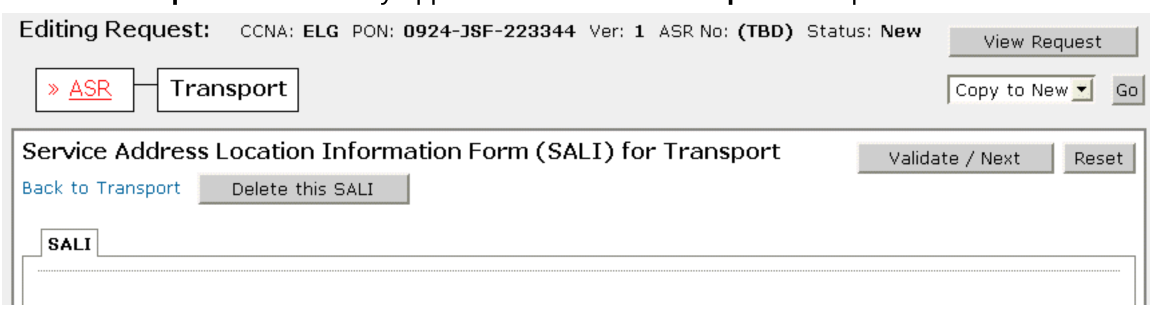
You can add child forms to a parent form. For example, you can add one **SALI** *Service Address Location Information* form
and/or one **NAI** *Network Assignment Info* form to the Transport form, as shown below.



1. Click **Add SALI** to add a **SALI** *Service Address Location Information* form or **Add NAI** to add an **NAI** *Network Assignment Info* form. The page for the appropriate form appears.



2. Fill out the **SALI** *Service Address Location Information* or **NAI** *Network Assignment Info* form and click **Validate/Next**.
3. Correct any errors and click **Validate/Next** again. Repeat this step until no errors are shown.
4. Click the appropriate link to return to the parent form. In the example, this is the **Back to Transport** link. This may appear as **Errors on Transport** if the parent form has errors.



Deleting Child Forms

You can delete child forms from parent forms—for example, you can delete a **SALI** *Service Address Location Information* form from a Transport form.

1. Go to the parent form, such as **Transport**.
2. Click **Go to SALI** or **Go to NAI**. This may appear as **Errors on SALI** or **Errors on NAI** if the child form has errors.
3. Click the appropriate delete button—for example, **Delete this SALI** or **Delete this NAI**.
4. On the message that appears, click **OK**. QORA™ deletes the child form.

Caution: Any information you entered in the child form is permanently deleted.

Working with Multiple Forms

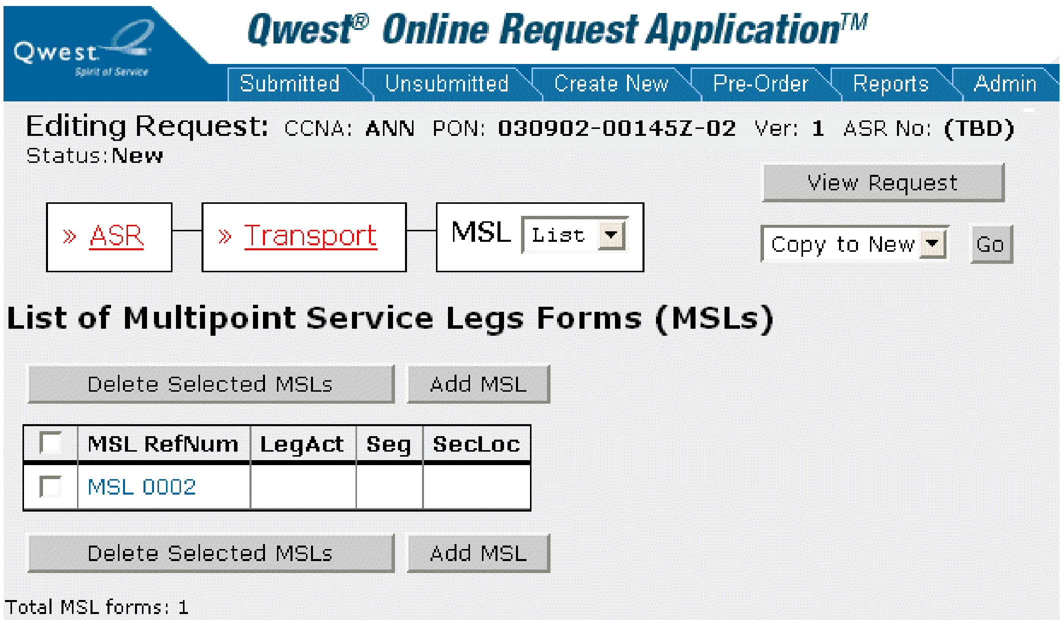
Adding Multiple Forms

Overview

Some forms can contain multiple forms of the same type. An **MSL** *Multipoint Service Legs* form is an example. For forms that have a drop-down list in the form flow diagram, you can add additional forms of the same type, and you can edit or delete forms that you previously added.

1. Click the form in the form flow diagram (the **MSL** *Multipoint Service Legs* form in the example below).

   Result: A list of current forms appears.



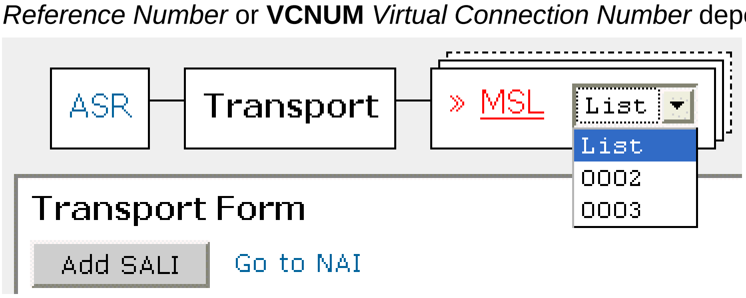
2. Click the appropriate **Add** button to add another form—for example, **Add MSL, ADD ACI**, and so on.

A new row appears in the table for the new form. Add as many forms as you need.

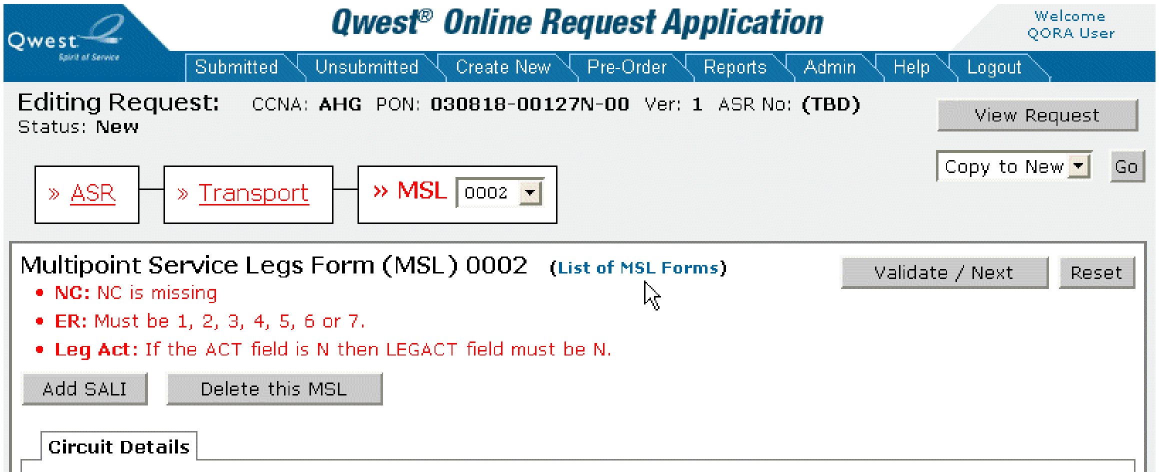
Editing Multiple Forms

In the form flow diagram, locate the form containing the multiple forms you want to edit (the box with multiple boxes behind it).

From the list in that box, click the form number of the form you want to edit, or click the box itself to view all forms and then click the link in the table for the form you want to edit. This link may be a **RefNum** *Reference Number* or **VCNUM** *Virtual Connection Number* depending on the form.



After editing the form, you can click the appropriate link at the top of the form—for example, **List of MSL Forms**, **List of ACI Forms**, and so on—or select **List** from the form type drop-down list to return to the list of all forms.



Deleting Multiple Forms

In the form flow diagram, click the box for the form containing the multiple forms you want to delete (the box with multiple boxes behind it).

The current forms are listed. Select the check boxes of the forms you want to delete.

1. Click the appropriate Delete Selected button—for example, **Delete Selected MSLs**, **Delete Selected ACIs**, and so on.
2. In the message that appears, click **OK**. QORA™ deletes the form(s).

Caution: Any information you entered in the forms is permanently deleted.

Additional Form Features and Behaviors

Forms are very similar in the way you fill them out; however, some of them have a few different features and behaviors. Following are some of the additional features or behaviors that you may encounter when creating and editing forms that are not covered elsewhere in this guide.

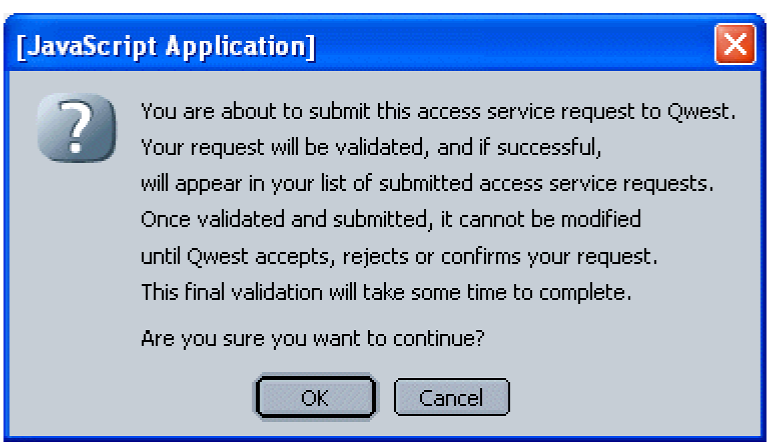
Form or field where the feature or behavior occurs	What you may encounter
ARI *Additional Ring Info* form (from supplementing)	Has a **Cancel this ARI** check box when it cannot be deleted because it was present in the previous version of the request that is now being supplemented. In contrast, a new **ARI** *Additional Ring Info* — that is, newly added in the current version of the request—has a **Delete this ARI** button.
EOD *End Office Detail* form	Has a **More EOs** button to enable you to add more rows for more end offices.
List of ARIs (for supplementing an **ASR** *Access Service Request*)	Has a **Cancel** column that shows Yes when that **Cancel this ARI** check box has been selected.
Multi-EC form	Has a **More OECs** button to enable you to add more rows for more exchange companies.

NAI *Network Assignment Info* for **ACI** *Additional Circuit Info*	The **Alternate Service Detail** section appears on all **NAI** *Network Assignment Info* forms. This section is read-only since it is related to the service-specific form.
Quantity-of-forms fields	With the exception of the **QTY** *Quantity* field, all fields related to the quantity of forms are automatically calculated by QORA™ and updated whenever you add or delete any of the associated forms.
SALI *Service Address Location Information* form	You can look up and validate an address and automatically add the valid address to your form. Click either **by street address** or **by telephone number** on the **SALI** *Service Address Location Information* form. See *Validating Information* to learn how to fill out information in the lookup forms. From the **Pre-Order Address Validation** screen, when you have found a match, click the **Enter Address on SALI** button, and the appropriate fields are automatically updated in the **SALI** *Service Address Location Information* form.
TQ *Translation Questionnaire* form - Routing & **TQ** *Translation Questionnaire* - Routing Exc	Has many one-character text boxes that accept only valid values of A, B, C, D, X, or blank.
VC *Virtual Connection* form	The **Remarks** field is shared by all **VC** *Virtual Connection* forms. If you edit remarks on one **VC** *Virtual Connection* form, that change is reflected on all other **VC** *Virtual Connection* forms.

Submitting a Request

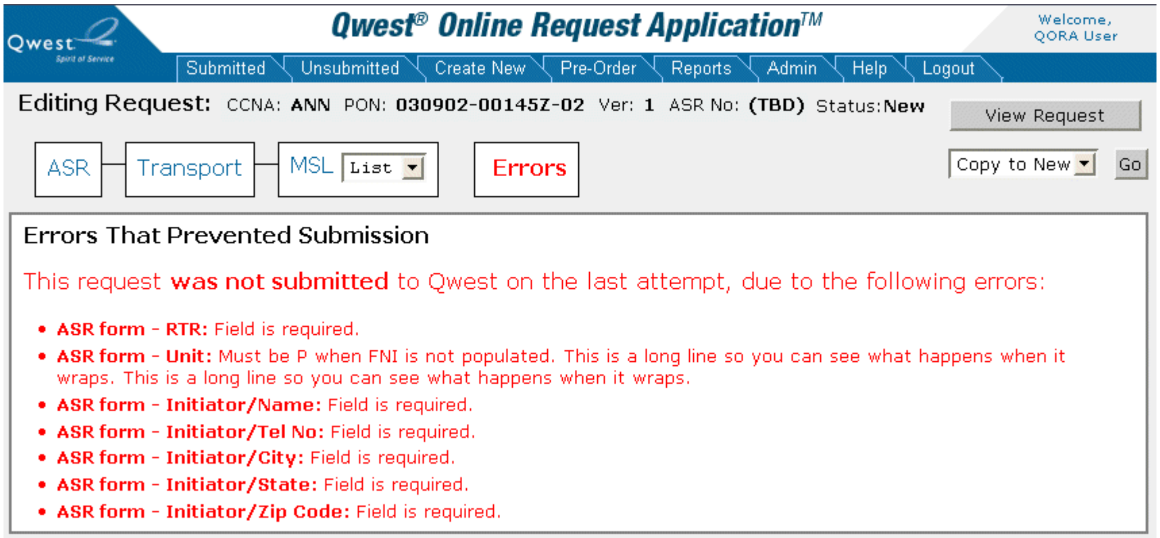
When you have filled out and validated the information in all of the request forms, you can submit the request.

1. Click the **Unsubmitted** tab.
2. Search for the request you want to submit (see *Searching For a Request*), and click its **PON** *Purchase Order Number.*
3. Click **Edit Request**.
4. Select **Submit** from the list on the right side of the form flow diagram.
5. Click **Go**.

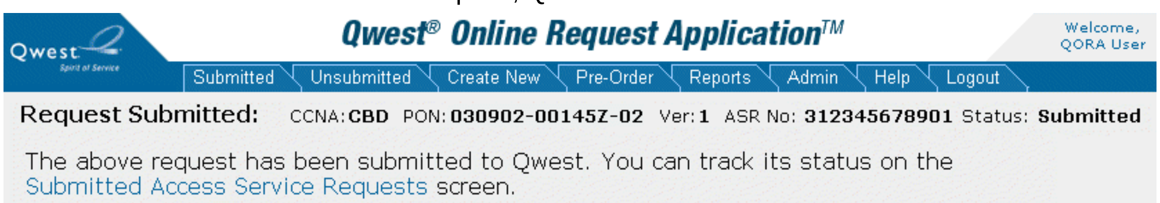


6. In the confirmation message that appears, click **OK**.

- If there are errors in the request, QORA™ lists them. Correct the errors and resubmit the request.



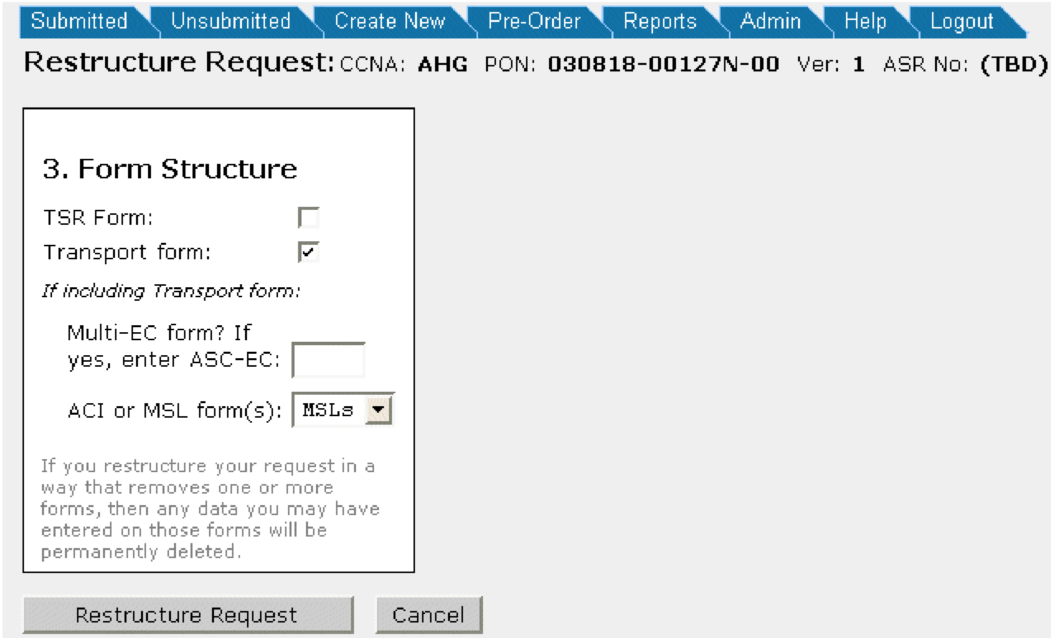
- If there are no errors in the request, QORA™ submits it.



Restructuring a Request

You can change the form flow diagram for a request—that is, restructure a request.

1. Click the **Unsubmitted** tab.
2. Find the request you want to restructure. (See *Searching For a Request*.)
3. Click the **PON** *Purchase Order Number* for the request.
4. On the Viewing Request page that appears, click **Edit Request**.
5. On the Editing Request page that appears, select **Restructure** from the list on the right side of the form flow diagram.
6. Click **Go**. The **Form Structure** section appears. It shows the forms



7. Do any or all of the following:

To add a form to the request...	To remove a form from the request...
Do one or more of the following:	Do one or more of the following:
select the check box for the form	clear the check box for the form.
type the information requested for the form in a text box	clear information from a text box for a form
select a form from a list	select the blank value in a list

Note: You cannot remove forms that are required for the **REQTYP** *The type of service being requested.* .

8. Click **Restructure Request**.
9. On the confirmation message that appears, click **Yes**.

Caution: When you remove forms from the current structure, any information that you entered in the forms and any of their child forms are permanently deleted.

10. If there are any errors related to the restructuring, they appear in red. Correct the errors, and click **Restructure Request** again.

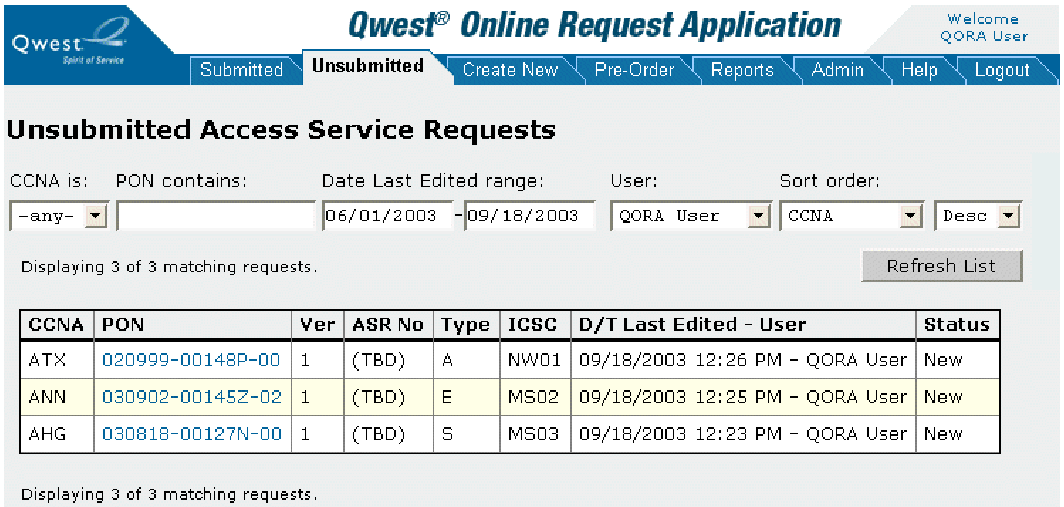
Searching For a Request

You can search for requests to continue processing them.

1. Click the **Submitted** or **Unsubmitted** tab, depending on which type of request you want to search for.
2. Specify how you want to view the requests. You must specify either a **CCNA** *Customer Carrier Name Abbreviation* or a user, or you may specify both.
   - To view requests for a specific **CCNA** *Customer Carrier Name Abbreviation,* select the **CCNA** *Customer Carrier Name Abbreviation.*

- To view requests for specific **PON** *Purchase Order Number* text, enter part or all of the **PON** *Purchase Order Number.* For example, to display all requests with PONs containing the letter **E**, enter **E** in the **PON** *Purchase Order Number* field.
- To view requests for a specific time frame, enter start and end dates in the fields.
- To view requests created by a specific user, select the user.

3. By default, QORA™ lists the requests in descending order by date. To change the sort order, select the sort order you want from the list, and select either (descending) or (ascending).
4. Click **Refresh List**. QORA™ lists the requests that match your search criteria.



5. To open a particular request, click its **PON** *Purchase Order Number.*

You can now...	**Unsubmitted**	**Submitted**	**See...**
Edit the request	X		*Editing a Request*
Restructure the request	X		*Additional Form Features and Behaviors*
Submit the request	X		*Submitting a Request*
Check the status of requests		X	*Checking Request Status*
Supplement a request		X (confirmed or accepted only)	*Supplementing a Request*
Delete the request	X	X (rejected only)	*Deleting a Request*
Copy the request	X	X	*Copying a Request*
Print the request	X	X	*Printing Requests*

Create New Tab

Creating a New Request

Note: Before you create a request or while you are creating it, you can validate information for your fields through the **Pre-Order** tab. You can copy valid values from **Pre-Order** and paste them in the appropriate fields of your request. Validating your information beforehand helps ensure that your request will not be rejected because of invalid data in these fields. See *Validating Information* for more information about using the **Pre-Order** tab.

You can create a new request in several ways:

- you can create a new request from scratch (follow the guidelines below)
- you can copy an existing request for use as a new one (see *Copying a Request*)
- you can use a request as a template to create a new request (see *Using a Request as a Template*)

1. Click the **Create New** tab.
2. Fill out the **Identification** section.

Note: In text fields, you can enter uppercase, lowercase, or mixed case characters; QORA™ automatically converts the characters to uppercase.

3. Select the **REQTYP** *The type of service being requested.* from the list. QORA™ automatically updates the section of the tab with the information required for that **REQTYP** *The type of service being requested.* .

Note: If you change the **REQTYPE** *The type of service being requested.* while on this page, a warning message notifies you that the change will reset your answers in section 3 (Form Structure) and ask if you are sure you want to continue. Click **OK.**

4. Select the **CCNA** *Customer Carrier Name Abbreviation.* Select the appropriate **ICSC** *Interexchange Customer Service Center. The provider service center.* . (Optional) Enter a **SPA** *Special Action Indicator*

Note: The **VER** *Version Identification* and **ASR No** *A number assigned by Qwest to an ASR when it is accepted.* fields are automatically filled in by QORA™.

5. Fill out the **Automatic Entry** section.
    - Select the Act form.
    - Select the **RTR** *Response Type Requested* field.
    - Enter the **ACNA** *Access Customer Name Abbreviation* field.
6. If you want to include additional forms in the request, select the forms or fill in information in the **Form Structure** section—for example, enter an **ASC-EC** *Access Service Coordination-Exchange Company* for a **Multi-EC** *Multiple Exchange Company (MEC)* form or select an **ACI** *Additional Circuit Info* or **MSL** *Multipoint Service Legs* form from the list.
7. When you have completed all three sections, click **Create Request**. The Editing Request page appears. You can now edit the request and submit it, or wait to edit and submit it at a later time.

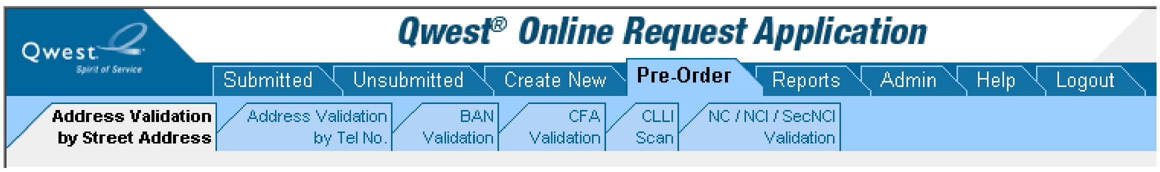
Preorder Tab

Validating Information for the Request Fields

Be sure to validate the information you enter in the **SALI** *Service Address Location Information* address fields and in the **BAN** *Billing Account Number,* **CFA** *Connecting Facility Assignment,* and **NC** *Network Channel,* **NCI** *Network Channel Interface,* and **SECNCI** *Secondary Network Channel Interface* fields on the request. Validating this information ensures that your request will not be rejected because of invalid data in these fields. Moreover, it reduces data-entry errors by enabling you to copy and paste valid data into these fields. For address fields, you can have QORA™ automatically fill in valid data in the appropriate fields. You can validate information using the tools on the *Pre-Order tab*.

You can validate the information for these fields before you start preparing a request or while you are preparing it. If you validate addresses while you're filling out the **SALI** *Service Address Location Information* form (see Adding and Deleting Child Forms), you can have QORA™ automatically fill in address fields. If you validate the **BAN** *Billing Account Number,* **CFA** *Connecting Facility Assignment,* or **NC** *Network Channel* /**NCI** *Network Channel Interface* /**SECNCI** *Secondary Network Channel Interface* while you're preparing the request, you can copy the valid values and paste them directly into the appropriate fields. (To do this, you need to open two browser windows—one displaying the unsubmitted request you're preparing, the other displaying the tab.) Alternatively, you can copy the valid values into a text document so that you can recopy them when you are preparing the forms and paste them directly into the appropriate fields.

Address Validation



You can validate an address by street address or by telephone number. If the address for the request is specified by route, box, or assigned house number (AHN), you must validate by telephone number. (Remember to select the appropriate **AFT** *Address Format Type* on the **SALI** *Service Address Location Information* form.)

If the request is for new construction (NCON) or for California, Illinois, or Nevada, do not try to validate the address—you will not get an exact match. For requests for **NCON** *New Construction* check box on the **SALI** *Service Address Location Information* form. For requests for California, Illinois, or Nevada, you do not need to take any extra steps—QORA™ accepts the address you enter.

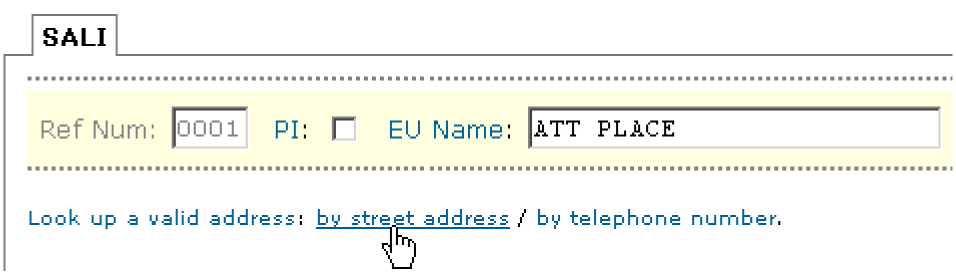
Related Topics:

- *Validating by Street Address*
- *Validating by Telephone Number*

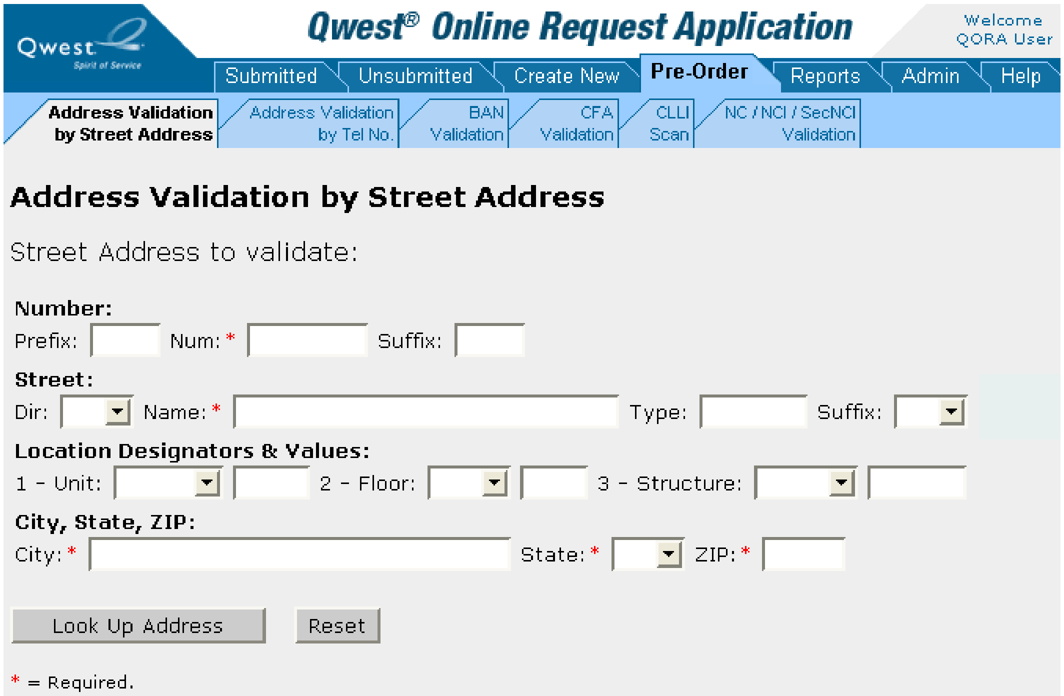
By Street Address

Validating by Street Address

1. Do one of the following:
   - If you want to validate the address from the **SALI** *Service Address Location Information* form, click the **By Street Address** link.



- If you want to validate the address from the **Pre-Order** tab, click the **Address Validation by Street Address** tab.



2. Fill in at least the required (*) fields. If your browser prompts you to save the values you typed, do not do so.
3. Click **Lookup Address**.

If QORA™ finds…	Do the following…
An exact match	Copy the valid address or click **Enter Address on SALI** to enter the address and return to the **SALI** *Service Address Location Information* form.
One or more near matches	• If QORA™ displays a range of numbers, type the specific number in that range in the **NUM** field. Then click the black triangle in the leftmost column to select that address for validation. • When QORA™ displays an exact match, copy the valid address or click to enter the address and return to the **SALI** *Service Address Location Information* form.
One or more supplemental matches	• Click one of the black triangles in the leftmost column to select one address for validation. • When QORA™ displays an exact match, copy the valid address or click **Enter** to enter the address and return to the **SALI** *Service Address Location Information* form.
No matching address	Do one or more of the following: • Try validating by telephone number. • Try filling in only the five required fields and then progressively filling in further fields until QORA™ finds a match. • Try variations in the type field—e.g., comma (,) and period (.).

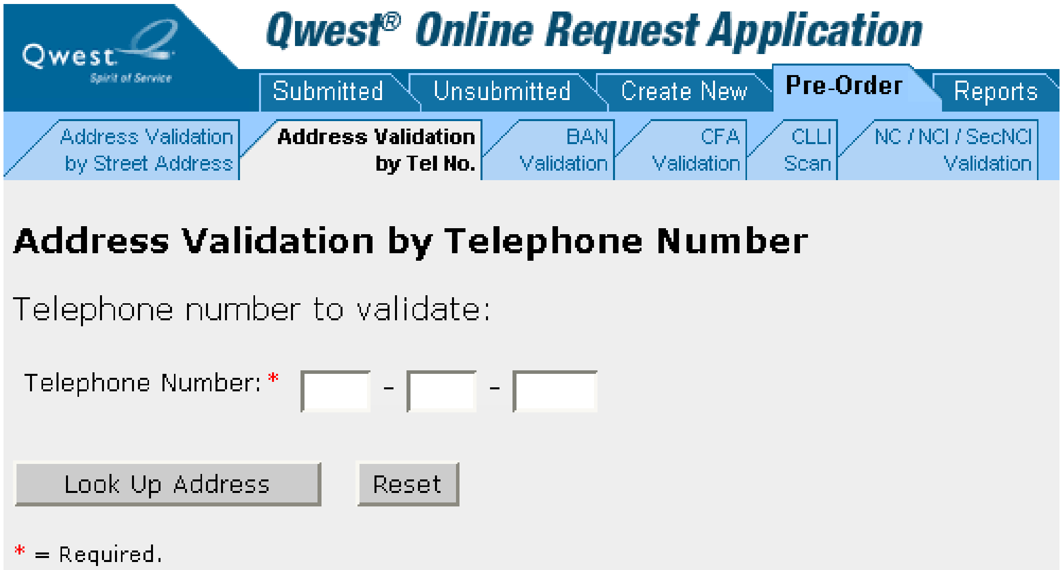
By Telephone Number

Validating by Telephone Number

If the address for your request is specified in terms of route, box, or AHN, you must validate it by telephone number.

1. Do one of the following:
   - If you want to validate the address from the **SALI** *Service Address Location Information* form, click the **By Telephone Number** link. (Remember to select the appropriate **AFT** *Address Format Type* when you return to the form.)

   - If you want to validate the address from the **Pre-Order** tab, click the **Address Validation by Tel No** tab.



2. Fill in the telephone number corresponding to the address you want to validate. If your browser prompts you to save the values you typed, do not do so.
3. Click **Look Up Address**.

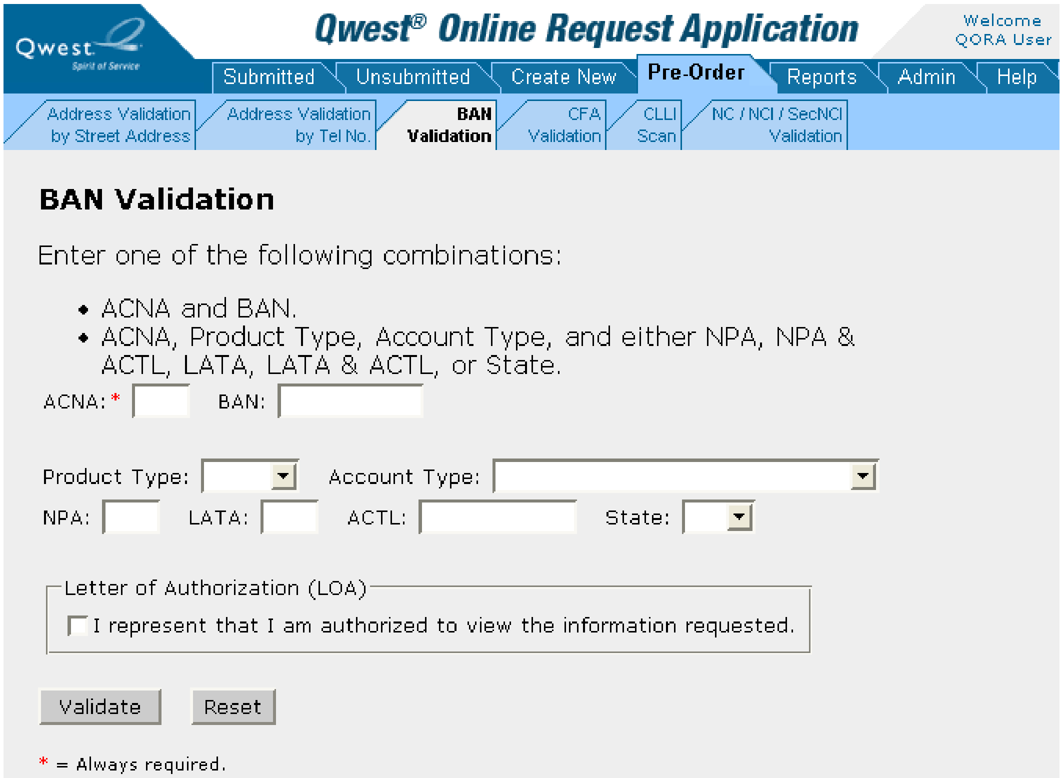
If QORA™ finds...	Do the following...
An exact match	Copy the valid address or click **Enter Address on SALI** to enter the address and return to the **SALI** *Service Address Location Information* form. (Remember to select the appropriate **AFT** *Address Format Type.)*
Two or more matches	Click one of the black triangles in the leftmost column to select that address for validation by street address. When QORA™ displays an exact match, copy the valid address or click **Enter Address on SALI** to enter the address and return to the **SALI** *Service Address Location Information* form. (Remember to select the appropriate **AFT** *Address Format Type.)*
No matching address	If you have not already done so, try validating by street address.

BAN Validation

Validating BANs

If you are the owning CCNA, you can find the **BAN** *Billing Account Number* by entering related information and selecting from a list of valid BANs. If you are not the owning CCNA, you can validate the **BAN** *Billing Account Number* by entering it directly. You can then copy the valid **BAN** *Billing Account Number* so that you can paste it into the appropriate fields when you prepare the request.

1. Click the **Pre-Order** tab.
2. Click the **BAN Validation** tab.



3. Do one of the following:
   - If you are not the owning CCNA, enter the ACNA and the **BAN** *Billing Account Number.*
   - If you are the owning CCNA, enter either the ACNA and the **BAN** *Billing Account Number* or the ACNA and the combinations of other variables described in the guidelines on the page.
4. If you are not the owning CCNA, select the **LOA** check box. (You must enter the ACNA and the **BAN** *Billing Account Number* itself in a later step.)
5. Click **Validate**.

If QORA™...	Do the following...
Tells you that your **BAN** *Billing Account Number* is correct (You have entered a valid **BAN** *Billing Account Number*)	Copy the **BAN** *Billing Account Number* so you can paste it into the appropriate fields when you prepare the request.
Shows a list of BANs (You have entered information that specifies two or more valid BANs)	Select the correct **BAN** *Billing Account Number* from the list and copy it so you can paste it into the appropriate fields when you prepare the request.
Doesn't find a valid **BAN** *Billing Account Number* (The information you entered doesn't identify a valid **BAN** *Billing Account Number*)	Please ensure the **BAN** *Billing Account Number* to be validated is correct. If the problem persists, and the **BAN** *Billing Account Number* is not valid, please contact your Service Manager or Qwest SDC.

CFA Validation

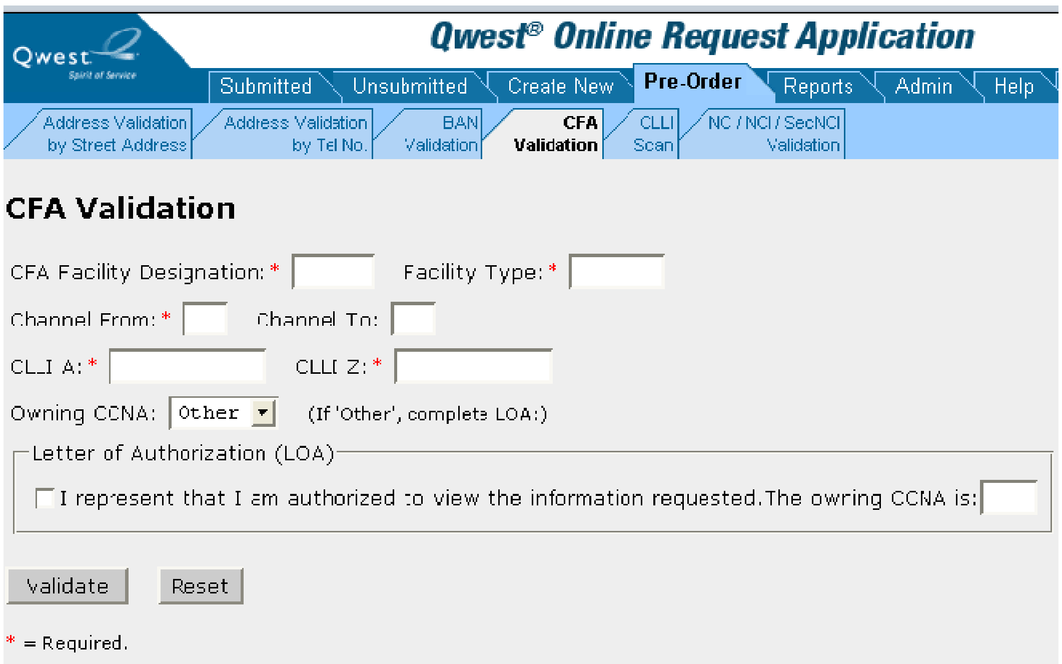
Validating the CFA

Validate the facility you want to assign services on to make sure spare channels exist. You can then copy the valid **CFA** *Connecting Facility Assignment* so that you can paste it into the appropriate fields when you prepare the request.

Note: If you do not know the facility designation or type, do a **CLLI** *Common Language Location Identification* scan first.

- *Scanning CLLI Codes*

1. Click the **Pre-Order** tab.
2. Click the **CFA Validation** tab.



3. Fill in at least the required (*) fields.
4. Select the owning **CCNA** *Customer Carrier Name Abbreviation.* If you select **Other**, fill out the Letter of Authorization (LOA) box by
   - selecting the check box
   - filling in the field for the owning **CCNA** *Customer Carrier Name Abbreviation*
5. Click **Validate**.

Note: if you are not the owning CCNA for the facility you will only be allowed to validate a single channel of the facility at one time.

Result: For each channel you specified, QORA™ lists the status, the pending activity and due date, and the **ECCKT** *Exchange Company Circuit ID.*

6. Select the valid **CFA** *Connecting Facility Assignment* information for your request and copy it so that you can paste it into the appropriate fields when you prepare the request.

CLLI Scan - Locate Facility Between CLLI Codes

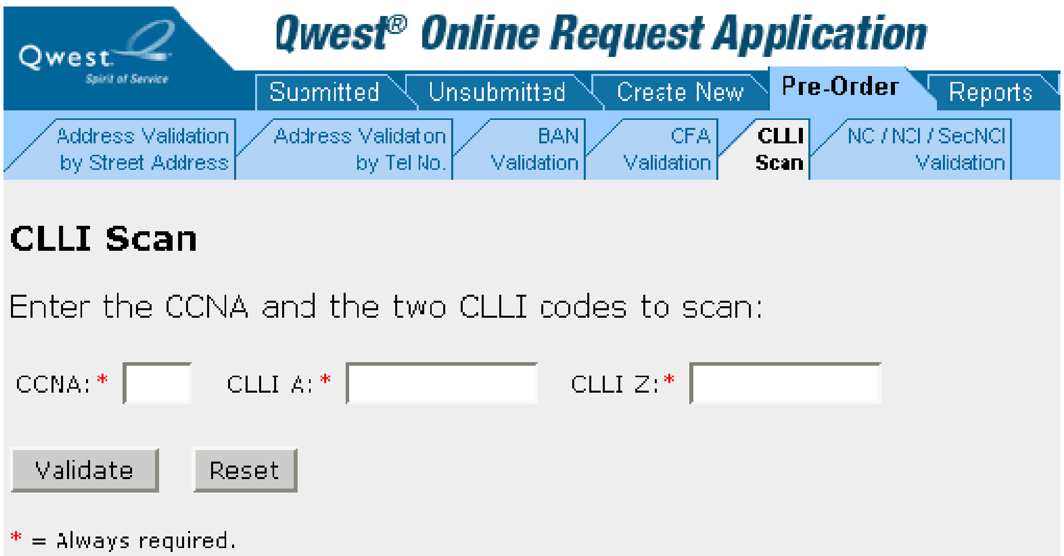
Locate Facility Between CLLI Codes (CLLI Scan)

You can locate a facility between two specific CLLI codes using the **CLLI Scan** tab on the **Pre-Order** tab.

You scan **CLLI** *Common Language Location Identification* codes to find the designation, type, and status of the facilities for the VALID ENTRIES of codes you specify. You need the facility designation and type when you validate the **CFA** *Connecting Facility Assignment.*

- *Validating the CFA*

1. Click the **Pre-Order** tab.
2. Click the **CLLI Scan** tab.



3. Fill in the three fields, then click **Validate**.

QORA™ lists the designation, type, and status of the facilities for the VALID ENTRIES of **CLLI** *Common Language Location Identification* codes that you specified. If the status of a facility is IE, you can click the **Validate CFA** link to validate the **CFA** *Connecting Facility Assignment* .

If QORA™ indicates that...	Do the following...
Submitted data does not match syntax or format rules	Check the syntax and format of the data you entered and correct them if necessary.
No data to display	Please ensure **CLLI** *Common Language Location Identification* to be validated is correct. If problem persists, and the **CLLI** *Common Language Location Identification* is not valid, please contact your Qwest Service Manager or Qwest SDC.

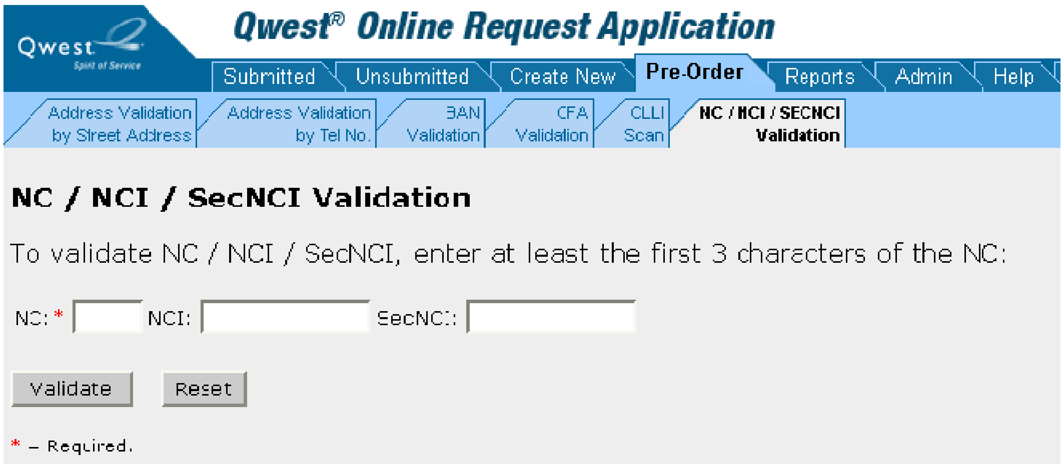
NC/NCI/SecNCI Validation

Validating NC, NCI, and SECNCI Codes

You validate these codes to check that the **NC** *Network Channel* code is paired with a valid **NCI** *Network Channel Interface* and/or **SECNCI** *Secondary Network Channel Interface* code. When you find the valid codes, you can copy them so that you can paste them into the appropriate fields when you prepare the request.

Note: You can validate the combination of codes, but not the specific **NC** *Network Channel* code for your **ReqTyp** *The type of service being requested.* .

1. Click the **Pre-Order** tab.
2. Click the **NC/NCI/SECNCI Validation** tab.



3. To validate an **NC** *Network Channel* code, fill in at least the first three characters of the code and click **Validate**.

If QORA™ finds...	Do the following...
An exact match for the **NC** *Network Channel* code	Copy the code so you can paste it into the appropriate fields when you prepare the request.
A partial match for the **NC** *Network Channel* code	• Select the appropriate **NC** *Network Channel* code from the list and click **Validate**. • When QORA™ finds an exact match, copy the code so you can paste it into the appropriate fields when you prepare the request.
No match for the **NC** *Network Channel* code	Check the code you entered, and correct it if necessary.

Validating SECNCI for NC and NCI

To validate a **SECNCI** *Secondary Network Channel Interface* code for the **NC** *Network Channel* and **NCI** *Network Channel Interface* codes you validated, fill in all three codes and click **Validate**.

If QORA™ finds...	Do the following...
An exact match for all three codes	Copy the codes so you can paste them into the appropriate fields when you prepare the request.
No matching **SECNCI** *Secondary Network Channel Interface* code	• Select the appropriate **SECNCI** *Secondary Network Channel Interface* code from the list and click **Validate**. • When QORA™ finds an exact match, copy the codes so you can paste them into the appropriate fields when you prepare the request.

Validating NCI for NC Codes

To validate an **NCI** *Network Channel Interface* code for the **NC** *Network Channel* code you validated, fill in both the **NC** *Network Channel* code and the **NCI** *Network Channel Interface* code and click **Validate**.

If QORA™ finds...	Do the following...
An exact match for both codes	Copy the codes so you can paste them into the appropriate fields when you prepare the request.
No matching **NCI** *Network Channel Interface* code	• Select the appropriate **NCI** *Network Channel Interface* code from the list and click **Validate**. • When QORA™ finds an exact match, copy both codes so you can paste them into the appropriate fields when you prepare the request.

Validating SECNCI for NC Codes

To validate a **SECNCI** *Secondary Network Channel Interface* code for the **NC** *Network Channel* code you validated, fill in both the **NC** *Network Channel* code and the **SECNCI** *Secondary Network Channel Interface* code and click **Validate**. (This happens only when the **REQTYP** *The type of service being requested.* is W.)

If QORA™ finds...	Do the following...
An exact match for both codes	Copy the codes so you can paste them into the appropriate fields when you prepare the request.
No matching **SECNCI** *Secondary Network Channel Interface* code	• Select the appropriate **SECNCI** *Secondary Network Channel Interface* code from the list and click **Validate**. • When QORA™ finds an exact match, copy both codes so you can paste them into the appropriate fields when you prepare the request.

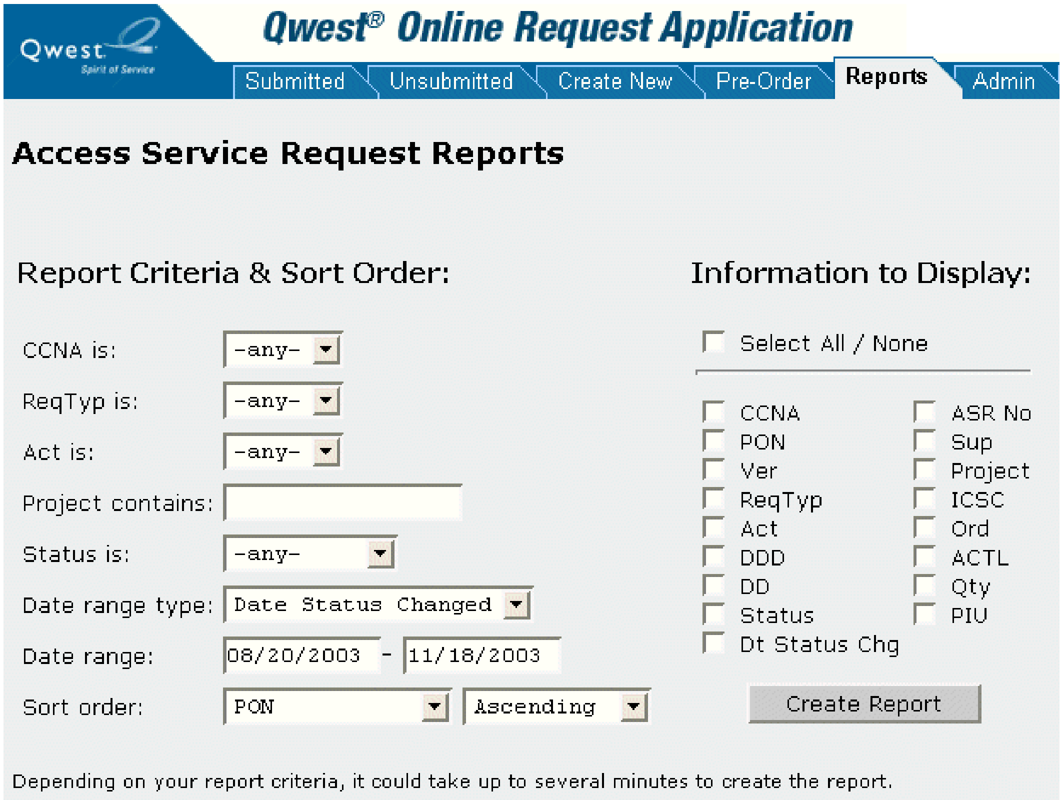
Reports Tab

Overview

You can create customized reports listing requests that you have submitted. For example, you can list the status of all requests that have a **DDD** *Desired Due Date* during a specified time period. You can specify what information you want the reports to include and the sequence in which you want the information to be displayed.

Creating Reports

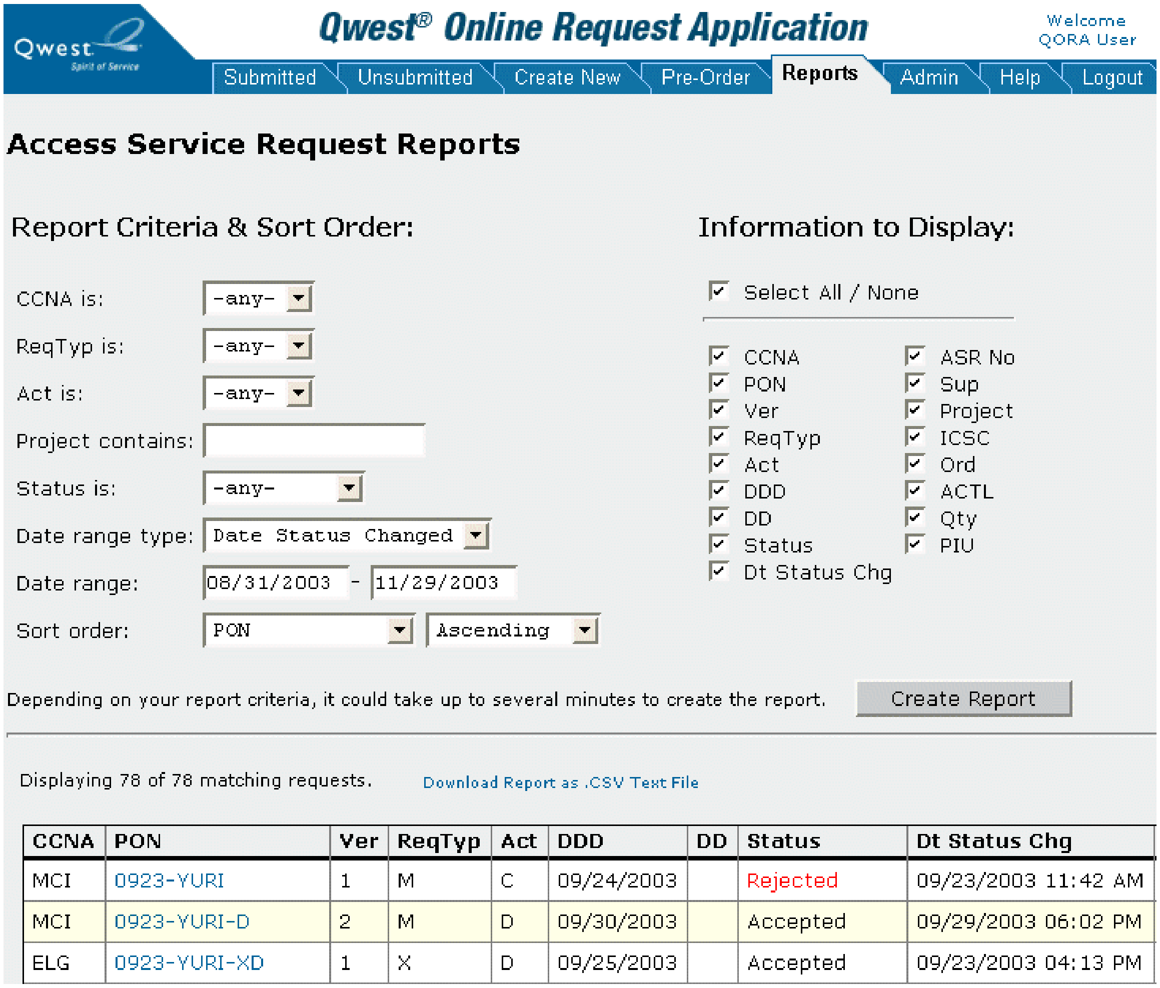
1. Click the **Reports** tab.



2. In the **Report Criteria & Sort Order** column, specify criteria to limit the information in the report. To list requests only for a specific **CCNA** *Customer Carrier Name Abbreviation* and a specific REQTYP, for example, specify the **CCNA** *Customer Carrier Name Abbreviation* and the REQTYP you want.
3. In the **Information to Display** part of the page, select the information you want to include in your report.
4. Click **Create Report**.

   Note: Generating reports can take an extended amount of time depending on the criteria selected.

Result: QORA™ displays the report you generated. If your report contains over 100 entries, use the **Previous** and **Next** links to view additional results.



CCNA	PON	Ver	ReqTyp	Act	DDD	DD	Status	Dt Status Chg
MCI	0923-YURI	1	M	C	09/24/2003		Rejected	09/23/2003 11:42 AM
MCI	0923-YURI-D	2	M	D	09/30/2003		Accepted	09/29/2003 06:02 PM
ELG	0923-YURI-XD	1	X	D	09/25/2003		Accepted	09/23/2003 04:13 PM

Report Criteria

Act is

List requests for a specific **ACT** *Activity*
Select the **ACT** *Activity*

CCNA is

List requests for a specific **CCNA** *Customer Carrier Name Abbreviation*
Select the **CCNA** *Customer Carrier Name Abbreviation*

Date range

List requests whose status changed during a specific range of dates or whose **DDD** *Desired Due Date* or **DD** *Due Date* fall within that date range
Select from the list

Specify the range of dates

Date range type

List requests whose status changed during a specific range of dates or whose **DDD** *Desired Due Date* or DD fall within that date range
Select from the list

Project contains

List requests that have specific text in the field
Type the specific text

REQTYPE is

List requests for a specific REQTYP
Select the REQTYP

Sort order

Specify the order in which you want to list the requests
Specify the report criterion you want to sort on (e.g., REQTYP) and whether you want to sort in ascending or descending order. If, for example, you specify REQTYP, QORA™ creates a table in which the REQTYPE column is sorted alphabetically.

Status is

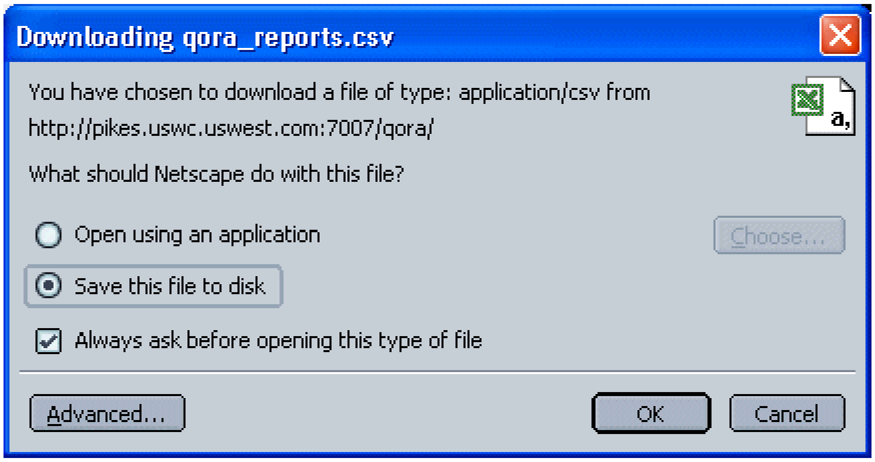
List requests that have a specific status
Select the status

Downloading the Report as a CSV Text File

QORA™ lets you save reports as Comma Separated Values (CSV) text files. This allows you to save reports in applications outside of QORA™ so that you can view and print them. Note that this does not save the report in QORA™—it saves the report in the application you choose.

1. Create a report.
2. Click the Download **Report as .CSV Text File** link found at the top and bottom of each report page.

Result: A message appears.



3. Save the file to disk, or view it and print it as you normally would with the application you are using.

Admin Tab

Administrative Roles and Tasks

QORA™ (Qwest Online Request Application) supports the roles and administrative tasks outlined in the table below. Your role determines the tasks you can complete from the **Admin** tab.

The following table lists user roles and the administrative tasks they can perform:

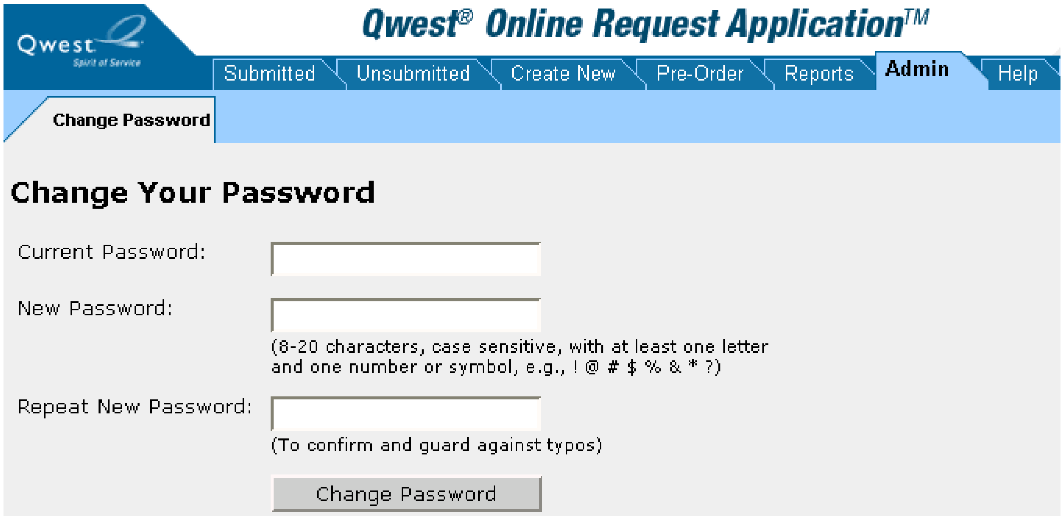
Tasks	Superuser (Qwest)	Qwest Admin	Customer Admin	Qwest Basic	Customer Basic
Create admin user	YES	YES	YES		
Create basic user	YES	YES	YES		
Edit users	YES	YES	YES		
Delete users	YES	YES	YES		
Unlock users	YES	YES		YES	
Change own password			YES		YES
Change login messages	YES				
Add or delete companies	YES				

Add or delete CCNAs	YES					

Changing Your Password (Customers Only)

If you are a Qwest customer using QORA, you can change your own password.

1. Click the **Admin** tab.



2. Type your current password and your new password (twice).
3. Click **Change Password**.

Logout Tab

Logging Out

Caution: After 60 minutes of continuous inactivity, QORA™ logs you out, and you lose any unsaved changes on the current form. (Your changes are saved whenever you click Validate / Next or View Request, or when you move to a different form.)

1. Click the **Logout** tab.
2. In the confirmation message that appears, click **OK**.

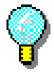
Help Tab

QORA™ Online Help

Online help appears when you click the **Help** tab.

Result: A new browser window opens with help options, including this online help file.

The online version of this training includes a table of contents available on the left hand side of the screen.

- Use the red arrows in the navigation bar to move through the screens in order without missing anything.
- Click the **Contents** button to show or hide the table of contents and select an area that interests you.
- Use the button to jump to related topics.
- Click the light bulb icon  to view helpful hints.
- Click text highlighted in blue to view more information.
- You may also use your browser buttons to navigate through the screens.

You may also view *field level help* from within the application and generate printed *user guides*.

QORA™ Help Resources

To learn more about using the online version of this help, go to *QORA™ Online Help*.

To print a copy of this information, select the guide you want to print.

- *QORA™ User's Guide*
- *QORA™ Administrator's Guide*

Additional Resources

- The Qwest.com *ASR Ordering Systems* page provides **ASR** *Access Service Request* Ordering Systems FAQs, the Qwest Business Rules Differences List, and other resources.
- The Access Service Ordering Guidelines (ASOG) document is available from the *OBF Document Catalog* at *ATIS.org*.

For additional help, please consult your company's QORA™ administrator or call the Qwest Wholesale Systems Help Desk at 888-796-9102 option 3.

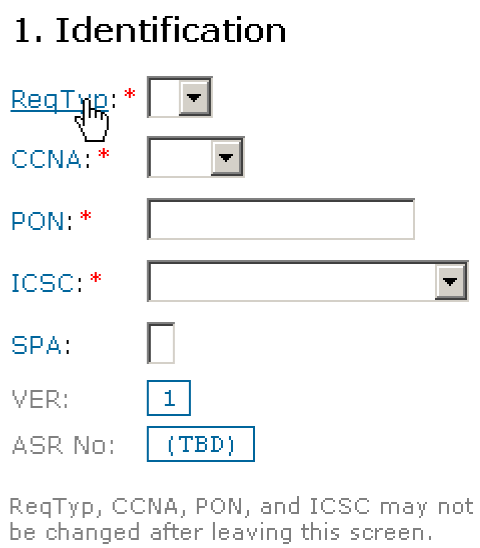
Qwest employees

- Go to *Qwest Internal QORA™ Help Resources*.

Field Level Help

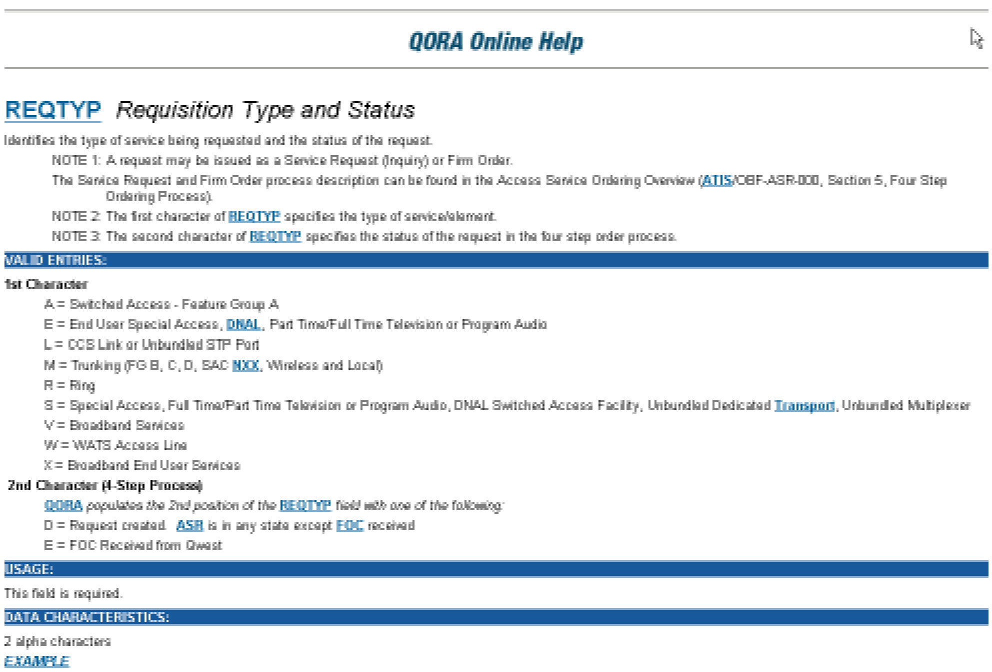
Field level help is only available from within the QORA™ application.

- Click on any field name highlighted in blue to open online field level help.



Result: QORA™ Online Help opens in a new window.

From Field Level Help, click any term highlighted in blue to expand the definition.



QORA Online Help

REQTYP *Requisition Type and Status*

Identifies the type of service being requested and the status of the request.

NOTE 1: A request may be issued as a Service Request (Inquiry) or Firm Order.

The Service Request and Firm Order process description can be found in the Access Service Ordering Overview (ATIS/OBF-ASR-000, Section 5, Four Step Ordering Process).

NOTE 2: The first character of REQTYP specifies the type of service/element.

NOTE 3: The second character of REQTYP specifies the status of the request in the four step order process.

VALID ENTRIES:

1st Character

A = Switched Access - Feature Group A
E = End User Special Access, DNAL, Part Time/Full Time Television or Program Audio
L = CCS Link or Unbundled STP Port
M = Trunking (FG B, C, D, SAC NXX, Wireless and Local)
R = Ring
S = Special Access, Full Time/Part Time Television or Program Audio, DNAL Switched Access Facility, Unbundled Dedicated Transport, Unbundled Multiplexer
V = Broadband Services
W = WATS Access Line
X = Broadband End User Services

2nd Character (4-Step Process)

QORA populates the 2nd position of the REQTYP field with one of the following:

D = Request created. ASR is in any state except FOC received
E = FOC Received from Qwest

USAGE:

This field is required.

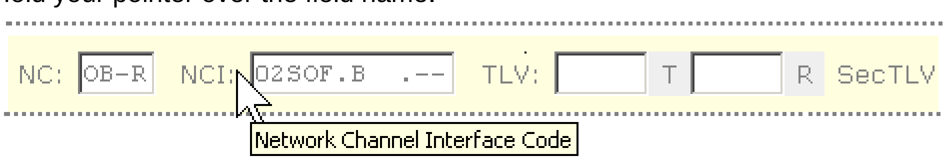
DATA CHARACTERISTICS:

2 alpha characters

EXAMPLE

Full field names

Hold your pointer over the field name.



QORA™ displays the unabbreviated name.

Addendum A: Street Address Validation

If QORA™ finds…	Do the following…
An exact match	Copy the valid address or click **Enter Address on SALI** to enter the address and return to the **SALI** *Service Address Location Information* form.
One or more near matches	• If QORA™ displays a range of numbers, type the specific number in that range in the **NUM** field. Then click the black triangle in the leftmost column to select that address for validation. **If more than one community is on the list of selections, be sure you select the correct range for the community needed.** **If the correct community for your address does not appear on the list of selections, try changing the actual address entry using one of the suggestions below.** • When QORA™ displays an exact match, copy the valid address or click to enter the address and return to the **SALI** *Service Address Location Information* form.
One or more supplemental matches	• Click one of the black triangles in the leftmost column to select one address for validation. **If the supplemental location information you need doesn't appear on the list, submit your ASR with the location information and QORA will accept your request.** • When QORA™ displays an exact match, copy the valid address or click **Enter** to enter the address and return to the **SALI** *Service Address Location Information* form.
No matching address	Do one or more of the following: • Try validating by telephone number. • Try filling in only the five required fields and then progressively filling in further fields until QORA™ finds a match.

Address Validation Tips

The list below is made available to assist users in the process of address validation.

- Use the U.S. Postal Service ZIP code lookup to validate spelling of street name, correct ZIP code, and city name.
- USPS uses AVE while many states use AV
- Use local or online directories to locate addresses and working telephone numbers.
- If numeric in the street name (SASN field) is “3rd” you may need to convert to “3D”, or “3”.
- For numeric street names with “th” or “st”; e.g., 4th or 1st, try removing the “th” or “st” from the street name field (SASN)
- Move street type (SATH) as part of the street name (SASN), for example:

  123 S Main St (St as SASS) would be changed to 123 S Main Street (“Main Street” in SASN) and no directional suffix.
- Move secondary directional into the street name, for example:
  250 E 200 S would be changed to 250 E 200 South (“S” moved from SASS to SASN and changed to “South”)
- Not all states or communities use the same address format.
  An example of this is that in some states if the address has 2 directionals, like 250 E 200 S, the format in QORA could be using both directionals abbreviated. However, in another state or community 200 South is actually the street name.
- Supplemental lists only displays the first 25 locations in a building. If your location is not displayed enter the data in the appropriate LD/LV field and submit your order. Qwest then takes the steps to have the information added to our internal database.
- Double check the street type (SATH), many cities have street names that are used in different combinations. For example Lakewood Road, may be Lakewood Street, Lakewood Avenue or all three could be valid.
- Verify that the address provided is the Service Address, not the listed address.
- Provide a working telephone number located on site, it does not have to be a number for your customer, just a number at the location.

Glossary

#

00Y: 00Y Code Option

1004-I: 1004 Hz test Interval

1004-TAL: 1004 Hz Test Trunk Action Limits

1004-TML: 1004 Hz Test Trunk Maintenance Limits

1004-TTL: 1004 Hz Test Trunk Limits

1004 EML-Z: 1004 Hz Test Expected Measured Loss Office Z

1004EML-A: 1004 Hz Test Expected Measured Loss Office A

2804-TAL: 2804 Hz Test Trunk Limits

2804-TML: 2804 Hz Test Trunk Limits

2804-TTL: 2804 Hz Test Trunk Limits

404-TAL: 404 Hz Test Trunk Action Limits

404-TML: 404 Hz Test Trunk Maintenance Limits

404-TTL: 404 Hz Test Trunk Limits

950-XXXX: 950 Access Number

A

AACTEL: Alternate Access Telephone Number

AACTL: Alternate Access Customer Terminal Location

AAI: Additional Address Information

AAPOT: Alternate Additional Point of Termination

ACC: Access Information

Access Customer Name Abbreviation: The abbreviated name of the customer to be billed for the access service.

Access Service Ordering Guidelines: Explanations of fields on an ASR. Published by the Interconnection Services Ordering and Provisioning (ISOP) Committee of the Alliance for Telecommunications Industry Solutions’ (ATIS) Ordering and Billing Forum (OBF).

ACCESS TANDEM: Access Tandem

ACFA: Alternate Connecting Facility Assignment

ACI: Additional Circuit Info

ACI form: Refer to the ASOG for details about this form and its usage.

ACIC: Additional Carrier Identification Code

Acknowledged ASR status: The status of an ASR that has been accepted by Qwest and assigned an ASR number.

ACNA: Access Customer Name Abbreviation

ACPGN: Access Pager Number

ACPPN: Access Pager PIN Number

ACT: Activity

ACTEL: Access Telephone Number

ACTI: Activity Indicator

ACTL: Access Customer Terminal Location

Administrator: A system administrator for product—either a Qwest administrator or a customer administrator.

ADT: Attenuation Distortion Test

AENG: Additional Engineering

AFACTL: Alternate Facility Access Customer Terminal Location

AFG: Agency of the Federal Government

AFO: Additional Forms

AFT: Address Format Type

AGAUTH: Agency Authorization Status

AHN:

AI: Additional Point of Termination Indicator

ALBR: Additional Labor

ALCON: Alternate Local Contact

ALCON TEL: Alternate Local Contact Telephone Number

ALT REF: Alternate Routing Trunk Group Reference

ALTRO: Alternate Order Number

ANCI: Alternate Network Channel Interface

ANI: Automatic Number Identification

ANNC: Announcement

ANSI: American National Standards Institute

AP DSGCON TEL: Provider Design Contact Telephone Number

AP MCO: Provider Maintenance Control Office

AP OCO: Provider Operations Control Office

AP REP: Provider Contact

AP REP TEL: Provider Contact Telephone Number

APC: Alias Point Code

APF DSGCON TEL: Provider Facility Design Contact Telephone Number

APF MCO: Provider Facility Maintenance Control Office

APF OCO: Provider Facility Operations Control Office

APON: Associated Purchase Order Number

APOT: Additional Point of Termination

APP: Application Date

ARI: Additional Ring Info

ARI form: Refer to the ASOG for details about this form and its usage.

ASC: Access Service Coordination

ASC-EC: Access Service Coordination Exchange Company

ASG: Access Service Group

ASOG: Access Service Ordering Guidelines

ASR: Access Service Request

ASR form: Refer to the ASOG for details about this form and its usage.

ASR No: A number assigned by Qwest to an ASR when it is accepted.

ASU: Answer Supervision

ATN: Associated Telephone Number/TSC

ATP: Access Transport Parameter

B

BAAD: Band Advance

BAL-ERL-A: Balance Trunk Action Limit Echo Return Loss Office A

BAL-ERL-Z: Balance Trunk Action Limit Echo Return Loss Office Z

BAL-I: Balance Test Interval

BAL-SRL- Z: Balance Trunk Action Limits Singing Return Loss Office Z

BAL-SRL-A: Balance Trunk Action Limits Singing Return Loss Office A

BAN: Billing Account Number

BAND: Band Identification

Bc: Committed Burst Size

BCLID: Bulk Calling Line Identification

BCR3: Bearer Capability Routing 3.1 KHZ

BCR5: Bearer Capability Routing 56 KB

BCR6: Bearer Capability Routing 64 KB

Be: Excess Burst Size

BHMC: Busy Hour Minutes of Capacity

BIC: Exchange Company Initiated Change

BIC ID: BIC Identifier

BIC TEL: BIC Telephone Number

BILL: Bill

BILLCON: Billing Contact

Billing Account Number: A number that identifies a customer’s account for billing purposes.

BILLNM: Billing Name

BLOCK: Blocking Options

blue: Click here for more information!

BML-ERL-A: Balance Trunk Maintenance Limit Echo Return Loss Office A

BML-ERL-Z: Balance Trunk Maintenance Limit Echo Return Loss Office Z

BML-SRL-A: Balance Trunk Maintenance Limits Singing Return Loss Office A

BML-SRL-Z: Balance Trunk Maintenance Limits Singing Return Loss Office Z

BRAND: Branding

BSA: Basic Serving Arrangement

BSC: Broadband Service Category

BSE: Basic Service Element

BTL- -ERL- -A: Balance Trunk Test Limit Echo Return Loss Office A

BTL-ERL-Z: Balance Trunk Test Limit Echo Return Loss Office Z

BTL-SRL-A: Balance Trunk Test Limits Singing Return Loss Office A

BTL-SRL-Z: Balance Trunk Test Limits Singing Return Loss Office Z

C

C.NPA/NXX: Local Exchange Customer NPA/NXX

CAD: Call Denial

Canceled ASR status: The status of an ASR that has been canceled by the user and accepted by Qwest.

CBD: Call Before Dispatch

CC: Company Code

CCEA: Cross Connect Equipment Assignment

CCL: Carrier Common Line

CCLASS: Carrier Classification

CCNA: Customer Carrier Name Abbreviation

CCSA: Common Control Switching Arrangement

CCVN: Coordinated Conversion

CCW: Carrier Connect Wink Validation

CD/TSENT: Confirmation Date and Time Sent

CDLRD: Confirming Design Layout Report Date

CDND: Called Directory Number Delivery

CDV: Cell Delay Variation

CDVT: Cell Delay Variation Tolerance

CEMR: Customer Electronic Maintenance & Repair

CFA: Connecting Facility Assignment

CFAU: CFA Use

CFNI: Customer Fiber Network ID

CFW: Call Forwarding

CGAP: Call Gapping Interval

CHANNEL: Channel

Child form: In QORA™, a form, such as a SALI or NAI, that is embedded in a parent form.

CHOK: Choke Network

CIC: Carrier Identification Code

CIP: Carrier Identification Parameter

CIR: Committed Information Rate

CITY: City

CIWBAN: Corrected Inside Wire Billing Account Number

CKLT: Bridging Location

CKR: Customer Circuit Reference

CKR1: Customer Circuit Reference (T1)

CKTACT: Circuit Activity

CLCI: COMMON LANGUAGE® Circuit Identification

CLCI MSG: COMMON LANGUAGE® Message Trunk Circuit

CLCI S/S: COMMON LANGUAGE® Special Service Circuit

CLEC: Competitive Local Exchange Carrier

CLFI: COMMON LANGUAGE® Facility

CLK: Clock Source

CLLI: Common Language Location Identification

CMN: C-Message Noise Test

CMN-I: C-Message Noise Test Interval

CMN-TAL: C-Message Noise Test Trunk Action Limit

CMN-TML: C-Message Noise Test Trunk Maintenance Limit

CMN-TTL: C-Message Noise Test Trunk Limit

CN: Confirmation Notification Form

CN form: Confirmation Notice

CND: Calling Directory Number Delivery

CNO: Case Number

CNT: C-Notched Noise Test

CNT-I: C-Notched Noise Test Interval

CNT-TAL-C: Notched Noise Test Trunk Action Limit

CNT-TML-C: Notched Noise Test Trunk Maintenance Limit

CNT-TTL: Notched Noise Test Trunk Limit

COIN EA: Coin Equal Access

Common Language Location Identification: An 8-character code that identifies a central office or an 11-character code that identifies a switch within that central office.

Confirmation Notice form: A form that is available in QORA™ when an ASR has been confirmed.

Confirmed ASR status: The status of an ASR that has been submitted to Qwest and confirmed.

CPN: Calling Party Number

CPT: Channel Pair/Timeslot

CRIS: Customer Records and Information System

CRO: Complete with Related Order

CSL: Customer Switch Location

CSP: Carrier Selection Parameter

CSPC: Customer Signaling Point Code

CST: Customer Switch Type

csv: Comma Separated Variable

CTO: Cut Through

CTX LSTD NM: CENTREX Listed Name

CTX TEL: CENTREX Telephone Number

CTYP: Connection Type

CUST: Customer Name

Customer Carrier Name Abbreviation: A code for the customer submitting the ASR and receiving the Confirmation Notice (CN) form.

CWG: Call Waiting

D

D-TEL: Desired Telephone Number

D.NPA/NXX: Desired NPA and NXX

D/TREC: Date and Time Received

D/TSENT: Date and Time Sent

DA ACC: Directory Assistance Access

DATED: Date of Agency Authorization

DCC: DC Continuity Test

DD: Due Date

DDD: Desired Due Date

DDLRD: Desired Design Layout Report Date

Desired Due Date: The date the customer offers as the preferred due date.

DFDLRD: Desired Facility Design Layout Report Date

DFOC: Desired Firm Order Confirmation

DID: Direct Inward Dial

DIDQ: DID Trunk Queuing

DIR: Directionality

DIR1: Directionality One (1)

DIR2: Directionality Two (2)

DIR3: Directionality Three (3)

DIR4: Directionality Four (4)

DLCI: Data Link Connection Identifier

DLR: Design Layout Report

DLRD: Design Layout Report Date

DNAL: Dedicated Network Access Link

DOC: Design and Order Confirmation

DPB: Dial Pulse Percent Break Test

DPEAA: Drop Port Equipment Assignment Z Location

DPEAZ: Drop Port Equipment Assignment Z Location

DRC: Design Routing Code

DRL: Directory Listing Requirement

DSG EMAIL: Design Electronic Mail Address

DSG FAX NO: Design Facsimile Number

DSGCON: Design/Engineering Contact

DSOS: Design Service Order Status

DTN: Discrete Telephone Number

DTO: Dial Tone Office

DTSD: Desired Testing Services Date

E

EBD: Effective Bill Date

EBP: Extended Billing Plan

EC: Exchange Company

EC VER: Exchange Carrier Version

ECAN: Echo Canceller

ECCKT: Exchange Company Circuit ID

ECO: Echo Control Test

ECSPC: Exchange Company Signaling Point Code

EDD: Envelope Distortion Test

Edit mode: In QORA™, the display mode that enables users to access and modify information on an ASR. Errors are shown in this mode.

EMAIL: Electronic Mail Address

EML: Expected Measured Loss

END OFFICE: End Office

EO: End Office

EO ACT: End Office Activity

EOD: End Office Detail

EOD form: The End Office Detail form.

EOD USE: End Office Detail Form Use

EP: End Point

EQPDESG: Equipment Designation

ER: Exempt Reason

ESN: Emergency Service Number

ESS: Electronic Switching System

ETET: End to End Test

EUCON: End User Contact

EUNAME: End User Name

EUS: End User

EUSA: End User Special Access

EUSA form: Refer to the ASOG for details about this form and its usage.

EUTEL: End User Telephone Number

EXP: Expedite

F

FACDESG: Facility/Cable Designation

FACT: Feature Activity (950-XXXX)

FACTL: Facility Access Customer Terminal Location

FACTYPE: Facility Type

FBA: Facility Billing Arrangement

FCDLRD: Facility Confirming Design Layout Report Date

FCHAN: Facility Channel

FCKT: Facility Circuit Identification

FDD: Facility Due Date

FDLRD: Facility Design Layout Report Date

FDRC: Facility Design Routing Code

FDT: Frame Due Time

FETL: Far End Test Equipment Telephone Number

FGA: Feature Group A

FGA form: Refer to the ASOG for details about this form and its usage.

FGB: Feature Group C

FGC: Feature Group A

FGD: Feature Group D

FGD-950: 950-FGD With 950 Access

FIMPTEL: Facility Implementation Telephone Number (T1)

FLOOR: Floor

FNI: Fiber Network Identification

FNIA: Fiber Network Identification A

FNIZ: Fiber Network Identification Z

FOC: Firm Order Confirmation

FORD: Facility Order Number

FPI: Freeze PIC Indicator

FPTD: Facility Plant Test Date

FRS: Frequency Shift Test

G

GAS: Gain and Slope Test

GAS-I: Gain Slope Test Interval

GBTN: General Exchange Tariff Options Billing Telephone

GCON: General Exchange Tariff Options Contact Name

GETO: General Exchange Tariff Options Code

GLARE: Glare Master

GTEL: General Exchange Tariff Options Contact Telephone Number

H

HBAN: High Capacity Channel Billing Account Number

HNTYP: Hunting Type Code

HPF: Hunting Preferential List

HVP: High Voltage Protection

HWL: Hot/Warm Line

I

IABS: Integrated Access Billing System. Qwest's system for billing other telecommunications companies for access to the Qwest local network.

IAC: Interexchange Access Customer

IC-MCO: Customer Maintenance Control Office

ICFA: Intermediate Connecting Facility Assignment One

ICFA1: Intermediate Connecting Facility Assignment One (1)

ICFA2: Intermediate Connecting Facility Assignment Two (2)

ICFA3: Intermediate Connecting Facility Assignment Three (3)

ICFA4: Intermediate Connecting Facility Assignment Four (4)

ICFAU1: ICFA1 Use

ICFAU2: ICFA2 Use

ICFAU3: ICFA3 Use

ICFAU4: ICFA4 Use

ICOL: ICO Location

ICSC: Interexchange Customer Service Center. The provider service center.

ICSCO: Interexchange Customer Service Center

IDT: Intermodulation Distortion Test

IE: In Effect

IEX: IntraLATA Extension

ILEC: Independent Local Exchange Carrier

IMN: Impulse Noise Test

IMPCON: Implementation Contact

IMTA: Inter-Major Trading Area

INCH: Internodal Channel

INIT: Initiator

INIT EMAIL: Initiator Electronic Mail Address

INIT FAX NO: Initiator Facsimile Number

Integrated Access Billing System: Qwest's system for billing other telecommunications companies for access to the Qwest local network.

INTER: Intrastate InterLATA Traffic

Interexchange Customer Service Center: The provider service center.

INTRA: Intrastate IntraLATA Traffic

ISDN SEQ: ISDN Sequence

IWBAN: Inside Wire Billing Account Number

J

JK CODE: Jack Code

JK NUM: Jack Number

JK POS: Jack Position

JS: Jack Status

L

LA: Lease Agreement

LADATED: Date of Lease Arrangement

LANM: Lease Authorization Name

LATA: Local Access Transport Area

LCON: Local Contact

LD1: Location Designator #1

LD2: Location Designator #2

LD3: Location Designator #3

LEC: Local Exchange Carrier

LEGACT: Multipoint Leg Activity

LEGNUM: Multipoint Leg Number

Letter of authorization: A document from one entity that allows another entity to speak or act in the issuer's place.

LMP: Link Management Protocol

LOA: Letter of authorization. A document from one entity that allows another entity to speak or act in the issuer's place.

LOCBAN: Local Billing Account Number

LOF: Letter On File

LPIC: IntraLATA Primary Interexchange Carrier

LRN: Location Routing Number

LRN G: Location Routing Number Global

LT: Link Type

LTP: Local Transport

LUP: Intrastate IntraLATA Usage Percentage

LV1: Location Value #1

LV2: Location Value #2

LV3: Location Value #3

M

M64: Multiple 64 Clear Channel Capability

MAN: Miscellaneous Account Number

MBA: Make Busy Arrangement

MBS: Maximum Burst Size

MCR: Minimum Cell Rate

MEC: Multiple Exchange Company (Multi-EC)

MISC: Miscellaneous Information

MLT: Mobile to Land Traffic Percent

MPA: Multiple Provider Arrangement

MSL: Multipoint Service Legs

MSL form: Refer to the ASOG for details about this form and its usage.

MST: Master

MTCE: Maintenance Contact

Multi-EC: Multiple Exchange Company (MEC)

MUXLOC: Multiplexing Location

MWI: Message Waiting Indicator

N

N/U: NNI or UNI

NAI: Network Assignment Info

NAI form: Refer to the ASOG for details about this form and its usage.

NC: Network Channel

NC1: Network Channel Code (T1)

NCI: Network Channel Interface

NCI code: The code that identifies the electrical or optical conditions at the interface—the interface being the ACTL/Primary Location.

NCON: New Construction

NDO: Number of Digits Outpulsed

Network Channel Code: The Network Channel code for the circuit(s) being requested. The NC code describes the channel provided by the provider from the customer's ACTL/Primary Location to the provider central office switch.

Network Channel Code (T1): The network channel code for the T1 transport involved. The network channel code describes the channel provided by the provider from the customer's ACTL to a provider central office.

New - Revised: the request was submitted, rejected, and is now being revised

New ASR status: The status of an ASR that has not yet been submitted to Qwest and is version 1 of the ASR.

NHN: Non-Hunting Number

NHNI: Non-Hunt Number Indicator

NID: Node Identifier

NK: Network Configuration

NMO: Node Management Option

NOR: Number of Requests

NS: No Skip

NSIM: Non-simultaneous Transmission Of Signal And Supervisory Tones Requirement

NSL: Number of Secondary Locations

NVC: Number of Virtual Connections (VC)

NVT: Non-Voice Grade Circuit Test

NXX: NXX Information

O

O-T: Operator Transfer

OBF: Ordering and Billing Forum

OEC: Other Exchange Company

OECACT: Other Exchange Company Activity

OECVTA: Other Exchange Company Variable Term Agreement

OPS: Operator Services

ORD: Order Number

ORD LEV: Ordering Level

ORIG: Traffic Estimate Originating

ORIG TRF: Originating Traffic

OSAC: Other Service Access Code

OTC: Other Exchange Company

OTH: Other

OVLP: Overlap Outpulsing

P

Parent form: In QORA™, a request form that contains child forms. For example, the Transport form is the parent form for the SALI and NAI child forms.

PBT: Pot Bay Type

PC TYP: Point Code Type

PCA: Protective Connecting Arrangement

PCACT: Point Code Activity Type

PCNA: Point Code Name Abbreviation

PCR: Peak Cell Rate

PCU: Point Code Use

pdf: Portable Document Format

PDN: Predetermined Telephone Number

PFPTD: Project Facility Plant Test Date

PG_of_: Page # of #

PHJ: Phase Jitter Test

PI: Primary Location Indicator

PIA: Provider Initiated Activity

PIC: Pre-subscription Indicator

PIU: Percentage of Interstate Usage

PLU: Percentage of Local Usage

PNO: Premises Node Owner

PON: Purchase Order Number

POP: Point of Presence

PORTS: Port Type and Number

PORTS Form: Refer to the ASOG for details about this form and is usage. Qwest will not be supporting this feature at this time.

PPTD: Project Plant Test Date

Pre-Order address validation: The process of validating the address to be shown on the SALI form of an ASR.Name = Product

PRI ADM: Primary Add Drop Multiplexer

PRID: Priority Indicator

PRILOC: Primary Location

PROJECT: Project Identification

PROVINT: Provisioning Interval

PSAP: Public Service Answering Point

PSL: Primary Service Location

PSLI: Primary Service Location Indicator

PSPEED: Port Speed

PTD: Plant Test Date

Purchase Order Number: The customer's unique purchase order number or requisition number that authorizes the issuance of the ASR or supplement

Q

QA: Quote Authorized

QACI: Quantity Additional Circuit Information

QNAI: Quantity Network Assignment Information

QORA: Qwest® Online Request Application

QSA: Quantity Service Address Location Information

QTY: Quantity

QUE: Queuing

Qwest customer: Any person outside of Qwest who has access to QORA™.

Qwest employee: Any Qwest employee who has access to QORA™.

R

RACNA: Related Access Customer Name Abbreviation

RBc: Related Committed Burst Size

RBe: Related Excess Burst Size

RCDV: Related Cell Delay Variation

RCDVT: Related Cell Delay Variation Tolerance

RCF: Remote Call Forwarding

RCIR: Related Committed Information Rate

RDLCI: Related Data Link Connection Identifier

RECCKT: Related Exchange Company Circuit Identification

REF: Reference

Reference Number: A four-character field that uniquely identifies a circuit or circuit segment in the ASR. All forms related to a given circuit/circuit segment are linked by common reference numbers.

REFNUM: Reference Number

Rejected ASR status: The status of an ASR that has been submitted to Qwest and rejected due to errors.

REL TSC: Related Two-Six Code

RELAY RACK: Relay Rack

REMARKS: Remarks

REN: Ringer Equivalence Number

REP: Related End Point

REQTYPE: The type of service being requested.

Restructure request: The process of restructuring the form flow diagram for an ASR.

Ring form: Refer to the ASOG for details about this form and its usage.

RMBS: Related Maximum Burst Size

RMCR: Related Minimum Cell Rate

RMP: Ring Management Performance Monitoring

RNG: Ring Form

ROOM: Room

RORD: Related Order Number

ROTL: Remote Office Test Line

ROTY: Test Type

ROUTING EXCEPTION MATRIX: Routing Exception Matrix

ROUTING MATRIX: Routing Matrix

RPCR: Related Peak Cell Rate

RPON: Related Purchase Order Number

RPSPEED: Related Port Speed

RSCCT: Related Service Category

RSCR: Related Sustained Cell Rate

RT: Response Type

RTE MI: Route Miles

RTI: Route Index

RTR: Response Type Requested

RVCI: Related Virtual Circuit Identifier

RVPI: Related Virtual Path Identifier

S

S25: Surcharge Status

S25C: Surcharge Status Circuit

SAC: Service Access Code

SAC ACT: Service Access Code Activity

SAC NON: SAC Non-Conforming

SAG: Street Address Guide. A list of valid street and address ranges including address codes, geographic location codes, tax areas, exchange codes, zip codes, community names, rate zones, and central office codes.

SALI: Service Address Location Information

SALI form: Refer to the ASOG for details about this form and its usage.

SAN: Subscriber Authorization Number

SANO: Address Number

SAPR: Address Number Prefix

SASD: Street Directional Prefix

SASF: Address Number Suffix

SASN: Street Name

SASS: Street Directional Suffix

SATH: Street Type

SBILLNM: Secondary Billing Name

SC: Special Construction Requirement

SCCEA: Secondary Cross Connect Equipment Assignment

SCCT: Service Category

SCD: Service Code Denial Requirement

SCFA: Secondary Connecting Facility Assignment

SCN: Signal to C-Notched Noise Radio Test

SCR: Sustained Cell Rate

SCRT: Service Class Routing

sdc:

SDIR: Secondary Directionality

SEC ADM: Secondary Add Drop Multiplexer

SECLEC: Secondary Location

SECLOC: Secondary Location

SECNCI: Secondary Network Channel Interface

SECTLV: Secondary Transmission Level

SEG: Segment Number

SEGACT: Segment Activity

SI: Secondary Point of Termination Indicator

SLC: Signaling Link Code

SMDI: Simplified Message Desk Interface

SMJK: Smart Jack

SPA: Special Action Indicator

SPC: Speed Calling

SPEC: Service and Product Enhancement Code

SPOT: Secondary Point of Termination

SR: Special Routing Code

SSN: Sub System Number

SSPC: Service Signaling Point Code

SSPC LOC: Service Signaling Point Code Location

SSPC TYPE: Type of Signaling Point Code

SSS: Secondary Service Support

SSWC: SECLOC Serving Wire Center

STATE: State/Province

STR: Single Tandem Routing

STREET: Street Address

Submitted ASR status: The status of an ASR that has been submitted to Qwest for processing but has not yet been rejected, accepted, or confirmed.

Submitted tab: In QORA™, the tab that lists all ASRs that have been submitted for processing. Status may show as Submitted, Rejected, Accepted, or Confirmed.

SUP: Supplement Type

Supplement - Revised: The status of an ASR that has been supplemented, then rejected because of errors, and is now being revised.

Supplemental ASR: An ASR that can be supplemented—that is, a submitted ASR that has an accepted or confirmed status and whose due desired due date has not passed. Canceled ASRs cannot be supplemented.

SWC: Serving Wire Center

T

TACT: Testing Activity

TAG: Tagging

TBE: Toll Billing Exception

TCIC: Trunk Circuit Identification Code

TCON: Test Contact Telephone Number

TE: Tax Exemption

TECH CON: Customer Technical Contact

TECHAT: Technician At

TEL NO: Telephone Number

TERM: Traffic Estimate Terminating

TERM TRF: Terminating Traffic

TEST ANI: Test Automatic Number Identification Indicator

TEST RESPONSE: Test Response

TEST TN: Test Telephone Number

TESTCON: Test Contact

TG ACT: Trunk Group Activity

TGTYP: Trunk Group Type

The End Office Detail form: Refer to the ASOG for details about this form and its usage.

TK QTY: Trunk Quantity

TK SEQ: Trunk Group Hunt Sequence

TK SIG: Trunk Signaling

TLA: Test Line Access

TLP: Transmission Level Points

TLV: Transmission Level

TNC PER: Transfer of Calls Period

TNC TO: Transfer of Calls To

TNSC: Transit Network Signaling Code

TQ: Translation Questionnaire

TQ form: Refer to the ASOG for details about this form and its usage.

TQC: TQ Form, General and Common Subsections

TQF: TQ Form, FGD Subsection

TQI: TQ Form, ITR Subsection

TQR: TQ Form, Routing Matrix Subsection (currently no help links available)

TQS: TQ Form, SAC/NXX Subsection

TQX: TQ Form, Routing Exception Matrix Subsection (currently no help links available)

TRANS: Transport Form

Transport form: Refer to the ASOG for details about this form and its usage.

TRF: Transfer Feature

TRFTYP: Traffic Type

TRK: Trunking (Feature Group B) Form

TRKQTY: Trunk Quantity

TRN: Trunk Number

Trunking form: Refer to the ASOG for details about this form and its usage.

TSC: Two Six Code

TSC2: Two Six Code 2

TSC3: Two Six Code 3

TSC4: Two Six Code 4

TSP: Telecommunications Service Priority

TSR: Testing Service Request

TSR form: Refer to the ASOG for details about this form and its usage.

TTEST RESP: Translations Test Response

TTEST TN: Translations Test Telephone Number

TTN: Translation Type Number

TTT: Transport Trunk Termination Code

TWC: Three Way Calling

U

UNE: Unbundled Network Elements

UNIT: Unit Identification

UNIT #: Unit Number

UNITS: Units

Unsubmitted tab: In QORA™, the tab that lists all ASRs that have not been submitted for processing. Status may show as New, New - revised, Supplement, or Supplement - revised.

USOC: Uniform Service Order Code

V

VC: Virtual Connection

VCACT: VC Activity Indicator

VCI: Virtual Circuit Identifier

VCID: Virtual Circuit Indicator

VCNUM: Virtual Connection Number

VCVTA: Virtual Connection Variable Term Agreement

VER: Version Identification

View mode: In QORA™, the display mode that enables users to access information on an ASR in read-only format. No errors are shown in this mode.

Virtual Connection Number: A number that uniquely identifies a specific virtual circuit for which an error has been identified.

VPI: Virtual Path Identifier

VPID: Virtual Path Indicator

VST: Virtual Service Translations

VTA: Variable Term Agreement

VTIA: Virtual Termination Identifier A

VTIZ: Virtual Termination Identifier Z

W

WAC: Waive Carrier Common Line Charge

WACD1: Work Authorization Circuit Detail 1

WACD2: Work Authorization Circuit Detail 2

WAL: WATS Access Line

WAL form: Refer to the ASOG for details about this form and its usage.

WAT: WATS Access Line (WAL)

WATS: Wide Area Telecommunications Service

Wholesale Systems Help Desk: The contact for QORA™ customers experiencing login difficulties.

WKTEL: Working Telephone Number

WSST: Wholesale Services Support Team

WST: Wireless Service Type

WSTN: Wireless Screening Telephone Number

Z

ZIP: ZIP/Postal Code

ZIP CODE: Zip Code

ZLG: Zero Logic

Index