

TRRO/OFO - Loop MUX Combination (LMC) – ~~V17.0~~V18.0

History Log (Link blue text to: Replace existing download with attached “Loop MUX History

Product Description

This TRRO/OFO Loop MUX Combination (LMC) product is designed for customers who have signed the TRRO compliant agreement/amendment. TRRO/OFO Loop MUX Combination (LMC) is a commingled arrangement that includes an Unbundled Local Loop (referred to in the PCAT as an LMC Loop) connected to a tariffed Private Line (PLT) or Special Access (SA) Digital Signal Level 1 (DS1) or Digital Signal Level 3 (DS3) multiplexed facility. The PLT/SA multiplexed facility is provided as an Interconnection Tie Pair (ITP) or Expanded Interconnection Termination (EICT) from the high side of the multiplexer to the Competitive Local Exchange Carrier’s (CLEC’s) collocation. Both the multiplexer and the collocation are located in the same Qwest Wire Center; and the multiplexed facility has no interoffice transport. An [Enhanced Extended Loop \(EEL\)](#) Loop with transport can be connected to the PLT/SA multiplexed facility. (Link to: <http://www.qwest.com/wholesale/pcat/eel.html>)

Loop MUX Combination (LMC) provides you with the ability to access end-users and aggregate DS1 or Digital Signal Level 0 (DS0) – Analog Voice Grade (VG) loops to a higher bandwidth using a tariffed DS1 or a DS3 multiplexed facility. There is no transport between the multiplexer and your collocation. The PLT/SA multiplexed facility must terminate in your collocation. An LMC Loop must terminate at an end-user’s premises/demarcation point.

Digital Signal Level 0 (DS0) - Analog Voice Grade is a two-point circuit that provides such services as:

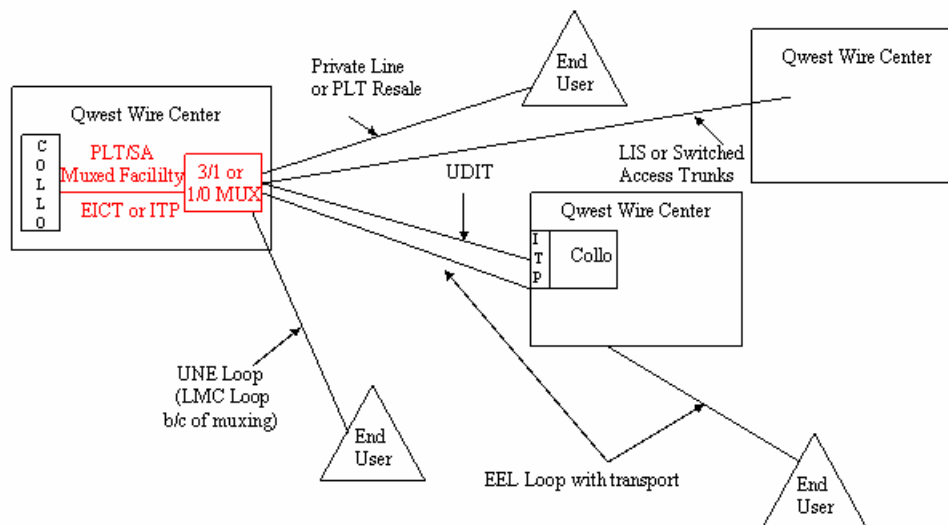
- One Flat Rate Residential (1FR) or One Flat Rate Business (1FB) Plain Old Telephone Service (POTS), off-premises extensions, or off-premises station lines.
- Private Branch Exchange (PBX) trunks or trunk type tie lines
- Voice Grade Private Line

Product Diagram

The tariffed PLT/SA DS3 to DS1 multiplexed facility allows you to terminate 28 DS1 loops on the low side of the multiplexer and to multiplex them up to a single DS3, terminating on the high side of the multiplexer. An ITP or EICT is used to create a DS3 transmission path from the multiplexer to your collocation within the same Qwest Wire Center. The DS1 loop extends from your Connecting Facility Arrangement (CFA), e.g., DS3 multiplexed connection, to the end-user’s premises/demarcation point. An EEL DS1 Loop with transport or other tariffed services can also be connected to this multiplexer.

The tariffed PLT/SA DS1 to DS0 multiplexed facility allows you to terminate 24 DS0 loops on the low side of the multiplexer and to multiplex them up to a single DS1, terminating on the high side of the multiplexer. An ITP or ECIT is used to create a DS1 transmission path from the multiplexer to your collocation within the same Qwest Wire Center. The DS0 loop extends from your CFA, e.g., DS1 multiplexed connection, to the end-users premises/demarcation point. An EEL DS0 Loop with transport or other tariffed services can also be connected to this multiplexer.

Loop Mux Combination (LMC) Commingled Arrangement



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Availability

Loop MUX Combination (LMC) Loops are available where facilities exist throughout [Qwest's 14-state local service territory](http://www.qwest.com/wholesale/pcat/territory.html). (Link blue text to: <http://www.qwest.com/wholesale/pcat/territory.html>)

Terms and Conditions

Qwest will provide access to DS1 LMC Loops on an unbundled basis to any building not served by a Wire Center with at least 60,000 Business Lines and at least four fiber-based collocators.

In addition to the TRRO non impaired wire centers for DS1 and DS3 Unbundled Loop and pursuant to the Omaha Forbearance Order (OFO), Qwest is no longer required to, and will not provide DS0 or DS1 LMC Loops in nine Wire Centers located in Omaha, Nebraska. The Omaha Forbearance Wirecenters are described at [Qwest Non-Impaired Wired Center Lists for Loops and Dedicated Transport](http://www.qwest.com/wholesale/clecs/sgatswireline.html#nonimp). (Link blue text to: <http://www.qwest.com/wholesale/clecs/sgatswireline.html#nonimp>)

A maximum of ten (10) unbundled-DS1s Loops or one (1) DS3 Loops is allowed to any single building in which DS1 Loops are available will be offered as on an unbundled basis. ~~loops (LMC, EEL, UBL, etc.).~~

After signing a TRO/TRRO amendment and prior to submitting a DS1 LMC Loop request, you must have a certification form on file. The certification form is required for each state that you do business in. This form certifies that the CLEC:

1. Is ordering a circuit in an impaired Wire Center as filed by Qwest Communications
2. Is ordering a circuit that does not exceed the cap in an impaired Wire Center as filed by Qwest Communications

3. Is not accessing an unbundled network element for the provision of mobile wireless services or inter-exchange services.

The [Certification of Remand Order Criteria High Capacity Unbundled Transport, Unbundled Loop, and Combinations](#) (Link blue text to: [DNLD_Certification of Remand Order Criteria.doc](#)) form is kept on file at Qwest subsequent to submission to the [Account Team / Sales Executives and Service Managers](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>)

Loop MUX Combination (LMC) Loops are available where facilities exist or where you have [CLEC Requested UNE Construction \(CRUNEC\)](#) (Link blue text to: <http://www.qwest.com/wholesale/clecs/crunec.html>) per the terms and conditions of your Interconnection Agreement. Refer to Statement of Generally Available Terms and Conditions (SGAT), [Section 9.19](#), which addresses options available to you when facilities are not available. (Link blue text to: <http://www.qwest.com/about/policy/sgats>)

Border town cities are physically located in one state with service provided from a Qwest Serving Wire Center located in an adjacent state. The Interconnection Agreement for the state in which the Collocation is physically located is the Interconnection Agreement for the state in which the Collocation is physically located in the tariff and/or Interconnection Agreement that applies for the Border Town. LMC Loop requests that involve a border town will be provisioned if facilities are available; and your collocation and end-user customer location are located within the same Qwest Serving Wire Center area.

You may utilize the LMC DS1 Loop product to serve a location where you have multiple end user customers at a single multi-tenant location. LMC Loops are not available for telecommunications services provided directly to you for your own administrative purposes. An unbundled loop is defined as transmission facility between a distribution frame (or its equivalent) in a Qwest central office and the loop demarcation point at an end user customer premises.

Service guarantees associated with circuits converted from Private Line/Special Access Services to LMC do not apply after the circuits have been converted to LMC.

Technical Publications

Technical characteristics, including Network Channel/Network Channel Interface (NC/NCI™) codes, are described in Technical Publication, [TRRO- Enhanced Extended Loop \(EEL\) and TRRO Loop Mux Combinations \(LMC\), 77418](#). (Link blue text to: <http://www.qwest.com/wholesale/pcat/trrotechpub.html>)

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Pricing

Rate Structure

Recurring charges for LMC Loops are comprised of the following rate elements:

- Unbundled Local Loop - DS0 or DS1 loop
- Channel Performance at DS0 Analog Voice Grade level

Recurring charges bill on a month-to-month basis. Term contracts and volume discounts are not available.

There are three different LMC Loop nonrecurring charges. The one that is applied to your service request is dependent upon the work Qwest must perform to fulfill your request. The following provides a brief description of each LMC nonrecurring charge.

- Full installation nonrecurring charges are assessed when provisioning new LMC Loops.
- A conversion nonrecurring charge is assessed when converting an existing Private Line/Special Access circuit to LMC Loop. This is a billing change only and referred to as a Conversion As Is. No physical work or redesign of the circuit is involved.
- A rearrangement nonrecurring charge may apply for some Conversion as Specified requests when rearranging service within the same wire center:
 - Roll an existing Private Line circuit from an existing PLT/SA multiplexed facility to an existing PLT/SA multiplexed facility and convert the Private Line circuit to LMC Loop.
 - Redesign an existing Point-to-Point Private Line circuit to ride an existing PLT/SA multiplexed facility and; convert the Private Line to an LMC Loop.
 - Redesign an unbundled local loop to LMC Loop to ride a PLT/SA multiplexed facility.

Full LMC Installation Nonrecurring charges apply to the following Conversion As Specified requests:

- The conversion of an existing POTS service to LMC Loop

A rearrangement nonrecurring charge may be assessed on some requests for work to be performed by Qwest in the same wire center on an existing LMC Loop:

- Move an LMC Loop from one slot to another on the same multiplexed facility.

For coordinated project installations scheduled to commence out of hours, or rescheduled by a CLEC to commence out of hours, additional nonrecurring charges will be applied to each LMC circuit for the work performed by Qwest outside of normal business hours. If this offering is not included in your current ICA, an amendment will be required. Out of Hours Project Coordinated Installations are offered only in those states that contain the appropriate rates found under Miscellaneous Charges in Section 9.20 of Exhibit A for the specific state.

Additional rate information can be located in Exhibit A or the specific rate sheet in your Interconnection Agreement. The nonrecurring charges, either full installation or rearrangement, applied to Conversion As Specified requests are dependent upon the physical work Qwest must perform. Full LMC installation nonrecurring charges will apply on all Conversion as Specified requests unless your current Interconnection Agreement includes the LMC rearrangement nonrecurring charge. If you wish to amend your current Interconnection Agreement to include LMC contact your [Qwest Service Manager](http://www.qwest.com/wholesale/clecs/accountmanagers.html). (Link blue text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>)

For Private Line/Special Access Services that are converted to LMC Loop, minimum service period, termination liability and shortfall charges for the product from which the circuit is being converted will apply and will be assessed as described in the individual state [Tariffs/Catalogs/Price Lists](http://tariffs.qwest.com:8000/). (Link blue text to: <http://tariffs.qwest.com:8000/>). If you wish to convert services to LMC Loop, the conversion of these services will not be delayed due to the applicability of minimum service period, shortfall or termination liability charges.

Information regarding Geographic Deaveraging is available in [Geographic Deaveraging – General Information](http://www.qwest.com/wholesale/clecs/geodeavg.html). (Link blue text to: <http://www.qwest.com/wholesale/clecs/geodeavg.html>)

Rates

Rates are available in Exhibit A or the specific rate sheet in your Interconnection Agreement.

Tariffs, Regulations and Policies

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](http://tariffs.qwest.com:8000/) (Link blue text to: <http://tariffs.qwest.com:8000/>).

Loop MUX Combinations (LMC) Loops are provisioned where existing facilities are available and/or where you have [CLEC Requested UNE Construction \(CRUNEC\)](http://www.qwest.com/wholesale/clecs/crunec.html) (Link blue text to: <http://www.qwest.com/wholesale/clecs/crunec.html>) per the terms and conditions of your Interconnection Agreement.

When you submit your service request and facilities are not available, your request may be held for 90 business days. For exceptions and detailed information, refer to the [Provisioning and Installation Overview](http://www.qwest.com/wholesale/clecs/provisioning.html). (Link blue text to: <http://www.qwest.com/wholesale/clecs/provisioning.html>)

Eligible circuits that are converted from Private Line/Special Access Service to LMC Loop will retain all optional features and functions that were associated with the existing service as requested from the tariffs(s). After a circuit has been converted to LMC Loop and you wish to make design changes to that service, the change requested must be in compliance with the design requirements identified in [Technical Publication, TRRO- Enhanced Extended Loop \(EEL\) and TRRO Loop Mux Combinations \(LMC\), 77418](http://www.qwest.com/wholesale/pcat/trrotechpub.html). (Link blue text to: <http://www.qwest.com/wholesale/pcat/trrotechpub.html>)

If the change is outside of the scope of Technical Publication, TRRO - Enhanced Extended Loop (EEL) and TRRO - Loop Mux Combination (LMC), 77418 the [Special Request Process](http://qwest.com/wholesale/preorder/bfrsrprocess.html) must be followed. (Link blue text to: <http://qwest.com/wholesale/preorder/bfrsrprocess.html>)

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Optional Features

There are no optional features available with LMC Loop.

Features/Benefits

Features	Benefits
<ul style="list-style-type: none">Ability to aggregate unbundled LMC Loops and EEL Loops at a multiplexer located in the same Qwest Wire Center as your collocation	<ul style="list-style-type: none">Cost effectiveEliminates the need for DS0 or DS1 terminations in your collocation

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Applications

See Features/Benefits.

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Implementation

Product Prerequisites

If you are a new CLEC and are ready to do business with Qwest, view [Getting Started as a Facility-Based CLEC](http://www.qwest.com/wholesale/clecs/clec_index.html). (Link to: http://www.qwest.com/wholesale/clecs/clec_index.html) If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](http://www.qwest.com/wholesale/clecs/negotiations.html) (Link blue text to: <http://www.qwest.com/wholesale/clecs/negotiations.html>)

Before submitting your first request to either convert or provision new LMC Loops, you should review your Interconnection Agreement. If your Interconnection Agreement includes provisions for commingling and all of the appropriate recurring and nonrecurring billing elements comprised in an LMC Loop, an amendment to your Interconnection Agreement is not required. The following LMC billing elements must be included your Interconnection Agreement:

- DS0 and DS1 Unbundled Local Loops to provide the loop segment to your end-user. Recurring and nonrecurring charges apply. Your Interconnection Agreement must include the nonrecurring rate for Basic Installation with Cooperative Testing.
- Channel Performance for the installation of DS0 - Analog VG LMC Loops. Only recurring charges apply.

Without an LMC amendment, full nonrecurring charges for LMC Loop as described in the [SGAT](http://www.qwest.com/about/policy/sgats) (Link blue text to: <http://www.qwest.com/about/policy/sgats>) for the relevant state will apply when converting Private Line/Special Access circuits to LMC Loop.

If you are amending your Interconnection Agreement, a [New Customer Questionnaire](http://www.qwest.com/wholesale/clecs/newcustquestionnaire.html) (Link blue text to: <http://www.qwest.com/wholesale/clecs/newcustquestionnaire.html>) must be updated and provided to your [Qwest Service Manager](http://www.qwest.com/wholesale/clecs/accountmanagers.html). (Link blue text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>)

For large volume (25 or more) conversion requests from PLT/SA to LMC Loop, complete the [Tarriff to UNE Conversions Project Template](#) (Link blue text to [DNLD_Tariff to UNE Conversions_Spreadsheet_Template-082605.xls](#)), which identifies the circuits to be converted, and return it to your Qwest Service Manager. Your Qwest Service Manager will project manage and coordinate your conversion requests with the Service Delivery Center.

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Pre-Ordering

General pre-ordering activities are described in the [Pre-Ordering Overview](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/preordering.html>)

Border Town characteristics, including NPA/NXX matrix are described in the [Pre-Ordering Overview](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/preordering.html>)

Requirements for pre-ordering are described in [Local Service Ordering Guidelines \(LSOG\)](#) Pre-Order. (Link blue text to: <http://qwest.com/wholesale/clecs/lisog.html>)

The [Interconnect Mediated Access \(IMA\) User's Guide](#) specifically details the information available for the pre-ordering functions (Link blue text to: <http://qwest.com/wholesale/ima/gui/imauser.html>)

Pre-ordering activities applicable to LMC Loop include:

- Validate address
- Check facility availability
- Customer Service Record (CSR) retrieval
- Query Raw Loop Data (RLD) Tools
 - RLD via IMA
 - Wire Center RLD

Information is available in the [IMA User's Guide](http://www.qwest.com/wholesale/ima/gui/imauser.html). (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

CSR retrieval is available through IMA for the following Local Service Request (LSR) ACT types:

- C = Change
- D = Disconnect
- V = Conversion as specified

On-line CSR retrieval is not available for 'Conversion as is' requests as the account resides in the Integrated Access Billing System (IABS™). IMA does not have the ability to access records in IABS.

If you are unable to locate the CSR, contact the Qwest [Customer Service Inquiry and Education \(CSIE\)](http://www.qwest.com/wholesale/clecs/escalations.html) and select the Centrex and Complex Resale Option to reach the appropriate workgroup. (Link blue text to: <http://www.qwest.com/wholesale/clecs/escalations.html>)

When contacting the Qwest CSIE, be prepared to provide:

- End-user name
- Account Number
- Common Language® Circuit ID (CLS) or Common Language Facility ID (CLF) information
- [Proof of Agency authorization](http://www.qwest.com/wholesale/preorder/index.html) (Link blue text to: <http://www.qwest.com/wholesale/preorder/index.html>)

Depending on your needs, the Qwest CSIE can:

- Provide you with the account number of the facility so you can find the CSR in IMA
- Fax, mail or e-mail the CSR to you
- Review the CSR with you on the telephone

The RLD Tools provide the physical characteristics of the facility at either the wire center level or at the individual loop level. Data may include, but is not limited to, the physical characteristics by segment:

- Common Language Location Identifier (CLLI™) Code
- Load Coils
- Bridged Taps
- Wire Gauge
- Cable and Pair make-up
- Spare Facility

The Wire Center RLD Tool provides the physical characteristics of the facilities for an entire wire center.

The IMA RLD Tool provides loop specific information. This tool also enables you to obtain the physical characteristics of the facilities.

Information regarding the IMA RLD Tool is described in the [IMA User's Guide](http://www.qwest.com/wholesale/ima/gui/imauser.html). (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/imauser.html>) The [IMA Loop Qualification and Raw Loop Data-CLEC Job Aid](http://www.qwest.com/wholesale/training/desc_loopqualjobaid.html) (Link blue text to: http://www.qwest.com/wholesale/training/desc_loopqualjobaid.html) provides loop makeup information and instructions on how to use the IMA based loop qualification tools and the Wire Center RLD Tool. The Wire center RLD Tool requires a [digital certificate](http://www.qwest.com/wholesale/clecs/electronicaccess.html). (Link blue text to: <http://www.qwest.com/wholesale/clecs/electronicaccess.html>)

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Ordering

General ordering activities are described in the [Ordering Overview](#). (Link blue text to: <http://qwest.com/wholesale/clecs/ordering.html>)

Loop MUX Combination (LMC) Loop service requests are submitted using the following LSOG forms:

- LSR
- Resale Private Line (RPL)

Field entry requirements are described in the [LSOG](#). (Link blue text to: <http://qwest.com/wholesale/clecs/lvog.html>)

Service requests should be placed using [IMA Extensible Markup Language \(XML\)](#), (Link blue text to: <http://www.qwest.com/wholesale/ima/edi/index.html>) [IMA Graphical User Interface \(GUI\)](#) (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/index.html>), or faxed to (888) 796-9089.

A separate service request is required for each LMC Loop connected to a multiplexed facility.

A Design Layout Record (DLR) request is described in the [IMA XML Network Disclosure Document](#) (Link blue text to: <http://www.qwest.com/disclosures/netdisclosure409.html>) or the [IMA User's Guide](#). (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

Valid LSR ACT types are:

- C = Change
- D = Disconnect
- M = Inside Move
- N = New Installation
- T = Outside Move
- V = Conversion as specified
- W = Conversion as is

Valid TOS Types include:

1 = Business

3 = Government

NOTE: LMCs used for residential service require a TOS of 1.

Valid REQ TYP is MB.

The Remarks field on the LSR form must indicate your request is for "LMC". If this is missing or incorrect, your request will be rejected.

Service interval guidelines are located in the [Service Interval Guide \(SIG\)](#). (Link blue text to: <http://www.qwest.com/wholesale/guides/sig/index.html>)

When submitting LMC DS1 Loop requests where the end user location is a multi-tenant environment, you must place your company name followed by the acronym "MTE" in the "Name" field in the Secondary Location on the Resale Private Line (RPL) form.

Loop MUX Combination (LMC) Conversion Requests

Loop MUX Combination (LMC) 'Conversion As Is' is a conversion of an existing Private Line/Special Access circuit to LMC Loop. The conversion does not require redesign of the circuit and will not disrupt service. There is a change in billing and the circuit ID. Coordinate requests for conversion of more than 25 circuits with your Qwest Service Manager.

A separate service request is required for each 'Conversion As Is request'. The ACT field of the LSR must show a 'W' for 'conversion as is'. In the REMARKS section of each LSR, you must specify "LMC".

Loop MUX Combination (LMC) Conversion as Specified requires Qwest to redesign and perform physical work on a circuit at the time of conversion from Private Line/Special Access to LMC Loop. The end user address must remain the same for all Conversion as Specified requests. All work must be performed in the same Qwest Wire Center.

The following options are available with Conversion As Specified:

- Roll an existing Private Line circuit from an existing PLT/SA multiplexed facility to a different PLT/SA multiplexed facility in the same Qwest Wire Center; and convert the Private Line circuit to LMC Loop.
- Redesign an existing Point-to-Point Private Line circuit to ride an existing PLT/SA multiplexed facility and; convert the Private Line to an LMC Loop. All work must be performed in the same Qwest Wire Center where the multiplexer is located.
- The conversion of an existing POTS service to LMC Loop is offered at the DS0 Analog Voice grade level. A request to convert an existing or request a new PLT/SA DS1 multiplexed facility must be submitted prior to the request to convert POTS service (e.g., 1FR or 1FB) to an LMC DS0 Analog Voice Grade loop. The end user address of the POTS service must remain the same.
- Redesign an existing DS1 Private Line Transport circuit, eliminating the DS1 transport, and re-terminate the DS1 Loop to ride an existing DS3 PLT/SA multiplexed facility. The DS1 Private Line Transport circuit will be converted to a DS1 LMC Loop. The DS3 multiplexer must be located in the same Qwest wire center that serves the end user address.
- Convert an existing Unbundled Loop to LMC Loop; and re-terminate from the collocation to an existing PLT/SA multiplexed facility within the same wire center.

Conversions as Specified with circuits converting from POTS service or Unbundled Loop to LMC require an LSR. The Remarks section of the LSR must state "LMC":

Conversions as Specified with circuits converting from Private Line to LMC require an Access Service Request (ASR) and an LSR. An ASR is required to disconnect the existing Private Line circuit. The activity field must be populated with a "D". The RPON field must be populated to relate the ASR to the LSR and the REMARKS section of the ASR must state:

"Conversion from Private Line to LMC. Reuse facilities on related LSR PON# _____.
Physical work required.

A service request is required to establish the circuits as LMC Loop. The activity field on the LSR must be populated with "V". Your LSR must include the new information associated with the Conversion as Specified request to establish the circuit as an LMC. REMARKS section of the LSR must state:

- "LMC"

- Reuse facilities from related ASR PON#_____
- Physical work required.

Loop MUX Combination (LMC) New Requests

A separate service request is required for each new LMC Loop requested. The ACT field of the LSR must show an 'N' for 'new service'. In the REMARKS section of the LSR, you must specify "LMC".

Loop MUX Combination (LMC) Rearrangement Requests

The CLEC and the end-user address must remain the same on all rearrangement requests. All work performed must be in the same Qwest Wire Center.

Rearrangements to an existing LMC Loop may include the following:

- Move an LMC Loop from one slot to another on the same PLT/SA multiplexed facility in the same Qwest Wire Center.

A separate service request is required for each LMC Loop rearrangement request. The ACT field on the LSR must show a "C" for "rearrangement".

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Provisioning and Installation

General provisioning and installation activities are described in the [Provisioning and Installation Overview](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/provisioning.html>)

If no facilities are available to meet the parameters required for your requested service, Qwest will look for a pending engineering order that could fill your service request in the future. If an engineering job order is identified, Qwest will provide the Ready For Service (RFS) date. You will have the opportunity to wait for the service to be delivered or cancel your service request.

If facilities are not available and there is no pending engineering job your service request will be held for 90 business days. Availability of facilities is on a first come first serve basis. If spare facilities become available, a Firm Order Confirmation (FOC) is generated and sent to you in response to your original service request. If at the conclusion of the 90-business day hold your request cannot be fulfilled without installing or constructing new facilities, the Service Order will be canceled and your service request will be rejected. For exceptions and detailed information refer to the [Provisioning and Installation Overview](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/provisioning.html>)

If no facilities are available, the service request will be rejected for a No Facilities reason. Information describing reject codes is located in the [Provisioning and Installation Overview](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/provisioning.html>)

Provisioning information and design requirements are available in [Technical Publication, TRRO-Enhanced Extended Loop \(EEL\) and TRRO Loop Mix Combinations \(LMC\), 77418](#). (Link blue text to: <http://www.qwest.com/wholesale/pcat/trrotechpub.html>)

Firm Order Confirmation (FOC) intervals are found in the [SIG](#). (Link blue text to: <http://www.qwest.com/wholesale/guides/sig/index.html>) Additional FOC information is available in the [Provisioning and Installation Overview](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/provisioning.html>)

A jeopardy occurs on a service request if a condition exists that threatens timely completion. Jeopardy notifications are described in the [Provisioning and Installation Overview](http://www.qwest.com/wholesale/clecs/provisioning.html). (Link blue text to: <http://www.qwest.com/wholesale/clecs/provisioning.html>)

For order status information for LMC above DS0 signal levels, refer to the Customer Electronic Maintenance and Repair (CEMR). This tool requires a [digital certificate](http://www.qwest.com/wholesale/clecs/electronicaccess.html). (Link blue text to: <http://www.qwest.com/wholesale/clecs/electronicaccess.html>) For additional information about CEMR, access the [Customer Electronic Maintenance and Repair \(CEMR\)](http://www.qwest.com/wholesale/systems/cemrandrce.html). (Link blue text to: <http://www.qwest.com/wholesale/systems/cemrandrce.html>)

Qwest offers Out of Hours Project Coordinated Installations. Qwest's standard installation hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Qwest holidays. Installations requested outside of these hours are considered to be Out of Hours Project Coordinated Installations. You must first contact your assigned [Qwest Service Manager](http://www.qwest.com/wholesale/clecs/accountmanagers.html) (Link blue text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>) to ensure you have provisions in your existing ICA that allow for Out of Hour Project Coordinated Installations of LMC circuits. An amendment may be required before submitting your first request.

The date and time of the project coordinated installation requires up-front planning and must be negotiated between Qwest and the CLEC. Contact your [Qwest Service Manager](http://www.qwest.com/wholesale/clecs/accountmanagers.html) (Link blue text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>) to negotiate project dates and times. All requests will be processed on a first come, first served basis and are subject to Qwest's ability to meet a reasonable demand. Considerations such as volumes, system down time, switch upgrades, switch maintenance, and contention with other CLECs requesting the same appointment times in the same switch must be reviewed. To request Out of Hours Project Coordinated Installations, you will submit an LSR designating "Out of Hours Project Coordinated Installation" in the Remarks section of the LSR.

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Maintenance and Repair

General maintenance and repair activities are described in the [Maintenance and Repair Overview](http://www.qwest.com/wholesale/clecs/maintenance.html). (Link blue text to: <http://www.qwest.com/wholesale/clecs/maintenance.html>)

Qwest's Repair Centers will assist you in your LMC repair needs. Qwest repair call-handling centers are described in the [*Wholesale Customer Contacts*](http://www.qwest.com/wholesale/clecs/escalations.html) PCAT. (Link italicized text to: <http://www.qwest.com/wholesale/clecs/escalations.html>)

Trouble isolation and testing is a joint process. You are responsible for testing and providing trouble isolation results prior to submitting a trouble report to Qwest. As part of this trouble isolation, testing from the far end of the loop (Network Interface Device (NID)) is your responsibility (this includes assurance that the end-user Customer Provided Equipment (CPE) and inside wiring is free of trouble). If you elect not to perform trouble isolation testing, Qwest will offer you the option of performing testing on your behalf. If you request the testing, Qwest will perform the optional testing for you and include the test results in the trouble report. The test results will be provided to you either verbally or electronically. You will be billed for the optional testing.

If you do not provide test results when attempting to submit a trouble report and elect not to have Qwest perform the optional testing on your behalf, Qwest will not have enough information to open a valid ticket and therefore will not open a ticket. You will need to obtain testing information prior to Qwest accepting and issuing a valid trouble report.

The following examples of trouble reporting and charge assessment could result:

- You have performed trouble testing and provided the test results to Qwest. Qwest will assess the test results that you provided and dispatch a technician to conduct the repair work. If the trouble is found to be in the Qwest network, Qwest will repair and close the ticket

with you, no charges will apply for the work activity. If trouble was found to be in your network, Qwest will notify you and, if authorized by you, dispatch and repair. A Maintenance of Service charge will be assessed.

- You have not performed trouble testing on the end-user's circuit. Qwest will offer you the option of having Qwest conduct the testing on your behalf at a charge. If you choose to have Qwest conduct the testing, Qwest will conduct the test and assess the results. Qwest will contact you with results stating that the trouble is in your network or in the Qwest network. If the trouble is found to be in your network and you authorize a dispatch, a charge will apply for both the optional testing and for any Maintenance of Service charges resulting from Qwest trouble resolution activity. However, if the circuit is on Pair Gain or like equipment which you or Qwest cannot test through, and you advise Qwest of this, Qwest will not assess optional testing charges. If the trouble is found to be in the Qwest network, Qwest will dispatch a technician to conduct the repair work and close the ticket with you. No Maintenance of Service charges will apply for repair of the trouble on Qwest's side of the network; however a charge will be assessed for the optional testing.
- You have not performed trouble testing on the end-user's circuit. Qwest will offer to test the circuit for you. If you decline this option, Qwest will not have enough testing information to warrant the issuance of a valid repair ticket. You will need to perform trouble testing on your end-user's circuit and call Qwest with the testing information.

When reporting a trouble report, you will need to provide test results, analysis of the testing and trouble isolation performed. The information must reasonably demonstrate that the trouble is not in your network.

At a minimum the information contained in a trouble report must define:

- Information reflecting the results of testing and isolation
- Test results
- Analysis of your fact-finding (Is the trouble isolated to the Qwest network?)
- If the circuit is on Pair Gain

Examples of acceptable test results:

- You report: "Line is testing hard short tip-ring"
- Circuit is on Pair Gain.
- You report: "End-user has no dial tone, tested at CLEC and Qwest Point of Interface (POI), have 15v of foreign battery on Qwest side"
- You report: "Open out, no voltage, tip to ground = 0"

Examples of unacceptable test results:

- You report: "No dial tone"
- You report: "Not Working"

Charges could also apply if, at your request, Qwest performs the optional additional testing which results in a dispatch of a Qwest technician and isolates the trouble within your network. In this instance the applicable charge will be assessed.

Your representative, who authorized Qwest to perform the optional testing, will be documented and upon billing inquiry, the representative's name and telephone number will be provided to you by Qwest.

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Billing

When the Special Access circuit converts to an LMC Loop the circuit is removed from the IABS Billing Account Number (BAN) (for billing purposes only) effective with the completion date of the LMC Loop conversion order. Charges will be prorated from the service order completion date to the bill date for circuits converted to LMC Loop.

The account will be established in Customer Records and Information System (CRIS) effective with the completion date of the LMC conversion and/or new service request.

The [Universal Service Order Codes \(USOCs\)](http://usocfind.qwest.com) (Link blue text to: <http://usocfind.qwest.com>) will be a combination of retail (i.e. tariffed) and TRRO - [LMC specific USOCs](#) (Link blue text to: [DNLD_TRROLoopMUXCombination_USOC_10-3-05.doc](#)). The recurring multiplexing and loop (channel termination) USOCs are retail USOCs, utilizing the rates from your Interconnection Agreement. All other LMC USOCs are product specific and also utilize the rates from your Interconnection Agreement.

Loop MUX Combinations (LMC) is billed on a CRIS Summary Bill on a month-to-month basis. Term contracts are not available. CRIS billing is described in [Billing Information – Customer Records and Information System \(CRIS\)](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/cris.html>)

Loss and Completion Reports are based on loss and gain account activity. Completion notification, including Loss and Completion is described in [Billing Information – Additional Outputs – SMDR, Completion Report, Loss Report](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/output.html>)

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Training

Local Qwest 101: “Doing Business with Qwest”

- This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes for submitting service requests, reports and web resource access information. [Click here to learn more about this course and to register](#). (Link blue text to: http://www.qwest.com/wholesale/training/wbt_desc_lq101.html)

IMA "Hands On"

This introductory instructor-led training course teaches you how to use Qwest's IMA Graphical User Interface (GUI) to order wholesale products. You will experience interactive software demonstrations and participate in hands-on practice sessions to familiarize yourself with the IMA GUI system. [Click here to learn more about this course and to register](#). (Link blue text to: http://www.qwest.com/wholesale/training/ilt_desc_ima_handson.html)

View additional Qwest courses by clicking on [Course Catalog](#). (Link blue text to: <http://www.qwest.com/wholesale/training/coursecatalog.html>)

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Contacts

Qwest contact information is located in [Wholesale Customer Contacts](#). (Link blue text to: <http://www.qwest.com/wholesale/clecs/escalations.html>)

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Frequently Asked Questions (FAQs)

This section is currently being compiled based on your feedback.

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