

COST ELEMENT		
IMPLEMENTOR	DARK FIBER	
	F	EA
per order		
WORK ACTIVITY		
<b><u>INSTALL</u></b>		
SCREEN WFA FOR CIRCUIT	10	10
VERIFY LNO COMPLETION	10	10
NOTIFY CUSTOMER	5	5
COMPLETE CIRCUIT IN WFA/C	10	10
<b><u>DISCONNECT</u></b>		
SCREEN WFA FOR CIRCUIT	5	5
CONTACT CUSTOMER	5	5
COMPLETE CIRCUIT IN WFA/C	5	5
<b>NOTE:</b>		
The times documented above are average estimates.		
They do not reflect times spent for supplement to the order.		
They do not reflect problems with the order or redesign issues.		
They do not reflect problems or trouble at test, with systems or with the customer.		
All times are based on a perfect service order and no problems encountered at test & turnup.		
Each loop is ordered individually and tested individually.		
Attached are the functions associated with the steps performed by the Implementor.		
Time estimate review made with Product Team during cost study development period.		
<b>SOURCE:</b>		
Linda Hendricks - Staff Manager		
Jun-00		

PRIVATE LINE SERVICES

Dec-98i					
PRE DELIVERY IMPLEMENTOR					
Activity Descriptions					
ALL					
reen Work Force Administration (WFA) for circuit					
ing OSSLST					
information on Work Order Record Detail (WORD) Doc					
Work Order Record and Details (WORD) Doc back to Designer if not accurate					
ing for co-provider work locations involved on ticket :					
note if co-provider involved on OSSCN					
: for remote test capability and hand-off to Designer or LNO if appropriate					
: to see if item loaded in WFA DI/DO :					
critical dates					
name and number on DOISWR					
ify LNO (CO) Completion for circuit					
ing LRAC for assistance					
ing jeopardy through escalation completion					
ing hand-off provisioning assist ticket if item not already in WFA DI/DO					
ing Co-provider					
-up for Design Verified and Assigned (DVA) completion by LNO (CO)					
tes in necessary OSSLOG					
at Circuit					
ing OSSLST for cal events					
ing status of Operations Processing System/Intelligent Network Element (OPS/INE) to determine if cross connect transmittal has been sent					
INE and status code is correct					
ing OPS/INE database					
ing to Designer for Communications Processor (CP) analysis					
emote testing					
ig-off to LNO to resolve problems					
ize and escalate					
ing LRAC					
ing Work Force Administration - C (Time Reporting System) (WFA/C) OSSRMK					
ating with co-provider					
ing Frame Continuity Date (FCD) on OSSOI screen					
ing Plant Test Date (PTD)					
activate loopback for testing					
tes in necessary OSSLOG					
tes in necessary OSSCN					
ntact Customer					
ustomer work is complete					
tes in necessary OSSCN					
ustomer is not available enter following information on the OSSO12 screen:					
ustomer Contact					
hone Number Called					
omplete Circuit in WFA/C					
ing WFA/C OSSLST for critical events					
DISP or PRE status					
izing and escalating to accommodate customer needs					
ditional billing charges					
te circuit in WFA/C					
required tests					
Designer if required :					

PRIVATE LINE SERVICES

CONNECT					
Open WFA for circuit					
ing OSSLST					
Information on WORD Doc					
WORD Doc back to Designer if not accurate					
ing for co-provider work locations involved on ticket					
note if co-provider involved on OSSCN					
Check for remote test capability and hand-off to Designer or LNO if appropriate					
Check to see if item loaded in WFA DI/DO					
Check critical dates					
Name and number on DOISWR					
Contact Customer					
Customer work is complete					
Notes in necessary OSSCN					
Customer is not available enter following information on the OSSO12 screen:					
Customer Contact					
Phone Number Called :					
Complete Circuit in WFA/C					
ing WFA/C OSSLST for critical events					
DISP or PRE status					
izing and escalating to accommodate customer needs					
Additional billing charges					
lete circuit in WFA/C					
m required tests					
ct Designer if required					

**TAB 50**

**Subject: Time for CMC and Const.UDF**

**Date: Fri, 28 Apr 2000 12:15:10 -0600**

**From: William Savage III <wsavage@uswest.com>**

**Organization: U S WEST Communications, Inc**

**To: ddeffle@uswest.com**

Dan,

Here are the Tme increments for the CMC and the Splicers to Field Verify at a Splice Point.

Sorry I am late,  
Bill

William Savage  
Process Mngr.  
303 707 7465

 <u>Time Increments for the CMC.doc</u>	<b>Name:</b> Time Increments for the CMC.doc <b>Type:</b> Microsoft Word Document (application/msword) <b>Encoding:</b> base64
--	--

 <u>Time Increments for the Splicer.doc</u>	<b>Name:</b> Time Increments for the Splicer.doc <b>Type:</b> Microsoft Word Document (application/msword) <b>Encoding:</b> base64
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## Time Increments for the CMC

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**Definition**

The following action/time table represents the average time increments for the CMC to manage an OSP job that does not require any material ordering...  
Field Verification of Splice Point for Dark Fiber.

---

**Time  
increments**

Average time increments for field verification of a splice point for dark fiber

Activity	Time
Quality check	7 min
Fill out forms	9 min
File job	5 min
Receive forms	8 min
Call from others to change job or ask questions	7 min
Call to field/Engr. to ask questions	6 min
Call to/from CCE	7 min
Co-ordinate with field to meet Due Date	9 min
Change priority, change dates	6 min
Notification from field when RFS, update RTT, update from JPR	13 min
Close Job	10 min
TOTAL	87 min

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 Time Increments for the CMC.doc	<b>Name:</b> Time Increments for the CMC.doc <b>Type:</b> Microsoft Word Document (application/msword) <b>Encoding:</b> base64
---	--

 Time Increments for the Splicer.doc	<b>Name:</b> Time Increments for the Splicer.doc <b>Type:</b> Microsoft Word Document (application/msword) <b>Encoding:</b> base64
---	--

6100	GROUP	IOF TACTICAL PLANNER (Chuck Frauenfeld)						
6100	COMMENT	Assist Outside Plant Engineering as required						
6100	COMMENT	.5 prob is percent of time splice point inquiry made versus structure inquiry.						
1	WORKITEM	Verify TIRKS and planned IOF Job If OSP has difficulty in locating IOF fibers	15	0.5	0	0	0	13
6100	GROUP	CMC (BILL SAVAGE) TEST						
6100	COMMENT	.5 prob is percent of time splice point inquiry made versus structure inquiry.						
1	WORKITEM	Identify issues at the proposed location.	87	0.5	0	0	0	11
6100	GROUP	SPLICER (BILL SAVAGE) TEST TEST TEST						
6100	COMMENT	.5 prob is percent of time splice point inquiry made versus structure inquiry.						
6100	COMMENT	2 probability represents 2 splice technicians involvement and 2 fiber pairs.						
1	WORKITEM	Travel time in metro area	60	0.5	2	0	0	11
1	WORKITEM	Setup for conformance test	150	0.5	2	0	0	11
1	WORKITEM	Conformance test per fiber	11	0.5	2	2	0	11

8. To be answered by all providers offering telecommunications in South Dakota.	How did your company provide telecommunication services during 2004, check all that apply?	Number of Business access lines	Number of Residential access lines	Number of Lifeline access lines	Number of Enhanced Lifeline access lines	Number of UNE - P Lines	Number of Resale Lines	Number of Other access lines, please describe	Number of Total Access Lines
Incumbent local exchange carrier	X	1,173	3,407	220	318				4,580
Resale of incumbent local exchange carrier									
Resale of competitive local exchange carrier									
Purchased unbundled network elements									
Built own local facilities									
		Number of Business Customers	Number of Residential Customers					Number of Other Customers, please describe	Number of Total Customers
Built own long distance facilities									
Resale of long distance									
Prepaid calling cards	X					Available for Sale.			
Cellular fixed									
Cellular mobile									
Personal communications service									
Radio common carrier									
Other, please describe									

**RETURN BY JUNE 1, 2005**

**TO: HARLAN BEST SDPUC  
500 EAST CAPITOL AVENUE PIERRE, S.D. 57501**

**A SUMMARY OF ANNUAL REPORTS RECEIVED may be viewed at**

**<http://www.state.sd.us/puc/Telecomm.htm>**

UNE RCMAC TRANSLATIONS TIMES FOR CENTREX PLUS OPTIONAL FEATURES	RCMAC	
	5ESS	DMS100
IOXXX DIRECT DIALED BLOCKING	0	0
ACCOUNT CODES, PER SYSTEM	1	1
ATTENDANT ACCESS LINE - PER STATION LINE	1	1
AUDIBLE MESSAGE WAITING	1	1
AUTHORIZATION CODES - PER SYS	1	0
AUTOMATIC LINE	0	1
ARS - COMMON EQUIP PER SYS	0	0
BLOCKING OF PAY PER CALL SERVICE	0	0
BRIDGING	0	0
CALL DROP	0	1
CALL EXCLUSION - AUTO	1	1
CALL EXCLUSION - MANUAL	1	0
CFBL/DA (PROGRAMMABLE) PER LINE	1	1
CFBL/DA (PROGRAMMABLE) SVC ESTABLISHMENT	1	1
CALL WAITING INDICATION - PER TIMING STATE	1	1
CFBL - INCOMING ONLY	0	0
CFDA INCOMING ONLY	0	0
CLASS - CONTINUOUS REDIAL	1	1
CLASS - LAST CALL RETURN	1	1
CLASS - PRIORITY CALLING	1	1
CLASS - SELECTIVE CALL FORWARDING	1	1
CLASS - SELECTIVE CALL REJECTION	1	1
CONFERENCE CALLING - MEET ME	1	1
CONFERENCE CALLING - PRESET	1	1
DIR STA SEL/BUSY LAMP FLD PER ARRANGEMENT	0	1
DIRECTED CALL PICKUP WITH DARGE-IN	1	1
DIRECTED CALL PICKUP WITHOUT DARGE-IN	1	1
DISTINCTIVE RING/DISTINCTIVE CALL WAITING	0	0
EXPENSIVE ROUTE WARNING TONE - PER SYS	0	0

**TAB 66**

# COMPLEX TRANSLATIONS

## NROC (Network Reliability Operations Center)

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage
- Coordinates monitoring machine growth jobs

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

TRANSLATIONS TIME FOR CENTREX + OPTIONAL FEATURES - UNE 2000				
	COMPLEX TRANSLATION			
	SW1		SW2	
	ADMIN	MTCE	ADMIN	MTCE
10XXX DIRECT DIALED BLOCKING	0	0	0	0
ACCOUNT CODES, PER SYSTEM	20	20	60	105
ATTENDANT ACCESS LINE - PER STATION LINE	15	15	15	15
AUDIBLE MESSAGE WAITING	0	0	0	0
AUTHORIZATION CODES - PER SYS	150	140	70	100
AUTOMATIC LINE	0	0	0	0
ARS - COMMON EQUIP PER SYS	1,590	1,575	125	180
BLOCKING OF PAY PER CALL SERVICE	0	0	0	0
BRIDGING	0	0	0	0
CALL DROP	0	0	0	0
CALL EXCLUSION - AUTO	0	0	0	0
CALL EXCLUSION - MANUAL	0	0	0	0
CFBL/DA (PROGRAMMABLE) - SVC ESTABLISHMENT	0	0	20	25
CALL WAITING INDICATION - PER TIMING STATE	0	0	0	0
CFBL - INCOMING ONLY	30	30	0	0
CFDA INCOMING ONLY	30	30	0	0
CLASS - CONTINUOUS REDIAL	20	20	35	40
CLASS - LAST CALL RETURN	20	20	35	45
CLASS - PRIORITY CALLING	20	20	20	20
CLASS - SELECTIVE CALL FORWARDING	20	20	35	40
CLASS - SELECTIVE CALL REJECTION	20	20	20	20
CONFERENCE CALLING - MEET ME	25	20	20	20
CONFERENCE CALLING - PRESET	25	20	20	20
DIR STA SEL/BUSY LAMP FLD PER ARRANGEMENT	0	0	0	0
DIRECTED CALL PICKUP WITH BARGE-IN	10	10	10	10
DIRECTED CALL PICKUP WITHOUT BARGE-IN	10	10	10	10
DISTINCTIVE RING/DISTINCTIVE CALL WAITING	10	10	65	30
EXPENSIVE ROUTE WARNING TONE - PER SYS	40	30	45	40

/ by 200 lines

**%**

**BY**

**SWITCH  
TYPE**

2001

Percent of  
lines in  
State by  
Switch  
Type

Mic-Study  
Lines by  
Switch Type By State

SW1 = 5ESS  
SW2 = DMS-100/200

QC	SW1	10599540	55.9%	66%
QC	SW2	5495333 16094973	34.1%	34%

**RECEIVED**

JUN 13 2003

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

**TAB 68**

**CMS AND SMDR  
PROVISIONING TIMES**

Subject: Re: CMS  
Date: Mon, 08 Jan 2001 10:26:51 -0600  
From: Susan Mack <smack@uswest.com>  
Organization: U S WEST Communications, Inc  
To: Denise Eoriat <deoriat@uswest.com>

Denise:

The hours listed on attached spreadsheet are still applicable for the Colorado filing. I will update the labor hours. For JFC 6724--this used to be the old job title Service Desk. I just did a look-up on MNWT on one of our trainers and her new title is listed as IT Sy <sup>nteract</sup>scout. This should be the top occupational wage level. Again, that title is Customer Communi-

Can you help?

TC

Denise

S. I still need to investigate the average number of lines.

Denise Eoriat wrote:

Sue,

Attached is the file that Sammie had on file for CMS99. Please look over and let me know if this is still applicable for the Colorado filing. Thanks for your help. If you have any questions, please call me at 402-422-7073.

As soon as I find the MDR file, I will forward it to you.

Denise

-----  
Name: cms99 time estimates and labor rates.xls  
cms99 time estimates and labor rates.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)  
Encoding: base64

Sue Mack <smack@uswest.com >  
Product Manager-CMS & SMDR  
USWEST-Global Operations

**TIME ESTIMATES FOR CMS  
SYSTEM ESTABLISHMENT - INITIAL INSTALLATION**

**CUSTOMER COMMUNICATIONS TECH**

Sue Mack - PM

240 minutes

Initial Training

120 minutes

Follow up training - Clarify and Cover features

120 minutes

Cover enhancements to software package

480 minutes

Loading CCRS Database

Time estimates and processes updated

By Sue Mack - Product Manager - CMS

1-8-2001

**TIME ESTIMATES FOR CMS  
SYSTEM ESTABLISHMENT – Subsequent Installation**

**CUSTOMER COMMUNICATIONS TECH**  
Sue Mack – PM

480 minutes  
Loading CCRS database

Time estimates and processes updated  
By Sue Mack – Product Manager – CMS  
1-8-2001

**TIME ESTIMATES FOR CMS  
PACKET CONTROL CAPABILITY, PER SYSTEM**

**CUSTOMER COMMUNICATIONS TECH**  
Sue Mack - PM

480 minutes  
To establish system

Time estimates and processes updated  
By Sue Mack - Product Manager - CMS  
1-8-2001

Subject: Re: SMDR datafiles

Date: Mon, 08 Jan 2001 10:08:31 -0600

From: Susan Mack <smack@uswest.com>

Organization: U S WEST Communications, Inc

To: Denise Eoriami <deoriam@uswest.com>

Hi:

The attached SMDR times that were developed by Kenn Stobbe are still applicable for the Colorado filing. We should, however, update the Carrier Service Delivery System to the Equipe Product & Services Group. They are a part of Network Services/Operations & Technologies. The actual job title is Customer Communications Technician.

Does this help:

S Mack

Denise Eoriami wrote:

Hi

I have attached the SMDR datafiles that Kenn Stobbe developed in 1996 for Premise installation and archived data. Please look them over and let me if I can still use these times. If you can just provide me with a mail message that states the times for CMS and SMDR are still applicable for the Colorado filing, I can use that for my documentation. If you have any additional verbiage about the description of the work or the people doing the work, please provide that also. Once again, thanks for all of your help with such a short notice. It has been great working with you.

Hi

-----  
Name: SMDR 96 DATAFILES.xls  
SMDR 96 DATAFILES.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)  
Encoding: base64

Susan Mack <smack@uswest.com >  
Product Manager-CMS & SMDR  
West-Global Operations

**TIME ESTIMATES FOR SMDR - P  
SERVICE INSTALLATION, PER SYSTEM**

**COMPLEX TRANSLATIONS TIME - NROC**

Gary Szakacs & Sue Mack

**IN**

Time required to process SMDR - P is 60 minutes.

45 minutes for maintenance

15 minutes for administrative

**BGS CENTER**

Sue Mack - PM

**IN**

65 minutes

Interface with customer, gather required information, negotiate due dates

Validate numbers and build SMDR tables and set up billing

**OUT**

5 minutes

**SOEC**

Sue Mack - PM

**IN**

5 minutes

Additional typing time required to process the service order.

**OUT**

5 minutes

**UNIQUE PRODUCT AND SERVICE GROUP**

**CUSTOMER COMM TECH**

Sue Mack - PM

240 minutes

Validates numbers and build SMDR tables for SMDR-P architecture.

The tables are built by an occupational employee titled Local System Administrator (LAN). Labor Rate code 07

**TIME ESTIMATES FOR SMDR – P  
ARCHIVED DATA**

**CCT – CUSTOMER COMMUNICATION TECH**

Sue Mack – PM

45 minutes

Rep processes service order

**MANAGER – GRADE LEVEL 4**

Sue Mack – PM

60 minutes

Manager coordinates work flow and delivery of product

**COMPUTER SYSTEM ADMINISTRATOR**

Sue Mack – PM

60 minutes

Transfers tapes

All times and processes updated 1-8-2001

Sue Mack – Product Manager - SMDR

**TAB 69**

## **INTERCONNECT SERVICE CENTER**

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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**INTERCONNECT SERVICE CENTER  
LOOP SERVICE REQUEST (LSR) PROCESS AND TIME ESTIMATES  
REVIEW  
MAY – JUNE 2001**

**SUBJECT MATTER EXPERTS PROVIDING INPUT TO REVIEW**

JOANNE GARRAMONE	STAFF MANAGER
LINDA MILES	STAFF MANAGER
SAMI HOOPER	STAFF MANAGER
MARLENE DIMANNA	STAFF MANAGER
MARK EARLY	STAFF MANAGER
CHERYLL GILLIAN	STAFF CONSULTANT – PROCESS
MARK ANDREWS	SERVICE DELIVERY COORDINATOR
MARY ANDERSON	SERVICE DELIVERY COORDINATOR
CRYSTAL SODERLUND	SERVICE DELIVERY COORDINATOR
DANIEL DEFFLEY	COST ANALYST

During May and June 2001 a number of conference calls were held to conduct a review of the Interconnect Service Center LSR (Loop Service Request) process and time to issue service orders. The purpose was to assure consistency with assumptions made when estimating times for processes that pertain to unbundled element products.

Key assumptions considered include:

- Forward looking process, 12-18 months if possible
- Time estimate based on average that does not include internal order flow problem solving, system down
- High skilled experience level of subject matter experts making time estimates
- Time estimates should not include supplements to initial order.

IMA flow through was addressed and flow through percentage weightings has been applied to the product that will have flow through.

DVD

June 2001

**TAB 70**

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**INTERCONNECT SERVICE CENTER  
LOOP SERVICE REQUEST (LSR) PROCESS AND TIME ESTIMATES  
REVIEW  
MAY – JUNE 2001**

**SUBJECT MATTER EXPERTS PROVIDING INPUT TO REVIEW**

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LINDA MILES	STAFF MANAGER
SAMI HOOPER	STAFF MANAGER
MARLENE DIMANNA	STAFF MANAGER
MARK EARLY	STAFF MANAGER
CHERYLL GILLIAN	STAFF CONSULTANT – PROCESS
MARK ANDREWS	SERVICE DELIVERY COORDINATOR
MARY ANDERSON	SERVICE DELIVERY COORDINATOR
CRYSTAL SODERLUND	SERVICE DELIVERY COORDINATOR
DANIEL DEFFLEY	COST ANALYST

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IMA flow through was addressed and flow through percentage weightings has been applied to the product that will have flow through.

DVD  
June 2001

Date: 6-12-01  
 From: Mark Early  
 Title: Staff Manager-Service Delivery  
 Interconnect Service Center

Unbundled Switch - ISC Titles  
 PROCESS, TIME ESTIMATES, PROBABILITIES

INSTALL

Work activity begins:	May include these tasks:	First (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order and installation option)	3	100
	Verifies CFA or facility/circuit availability	2	5
	Exchange Info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address	4	100
	CPPD-lookup billing USOC's for co-provider	2	100
	Summary Bill List-Look up BTN#, tax code, and Bill date	2	100
	Analyzes request to determine the co-provider, type of order and installation option.	n/a	100
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	N/A	
	Determine if the end user has Qwest directory advertising	1	
	Determine if the end user has Qwest retail contract	1	
	Determine critical dates	1	100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	2	50
Customer Request Management (CRM)	Populate required fields	3	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3	100
Issue service order	Input order into service order processor (manually typing and formatting of all orders for billing and provisioning)	10	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	100
Call Handling	Includes handling calls from other departments working the order.	5	60
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	5	5
<b>DISCONNECT</b>			
Work activity begins:	May include these tasks:	Time used (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, validate circuit belongs to the co-provider	3	100
	Verifies existing account (accesses CSR in BOSS/CARS) and obtains closing bill address if applicable	2	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	2	100
Issue service order	Input disconnect of loop order into the service order processor (manually typing and formatting of all order for billing and provisioning of the loop)	10	100

Customer Request Management (CRM)	Populate required fields	3
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3

100
100

**Key Assumptions:**

The times documented are forward looking.

The times documented here are average times.

They do not reflect problems encountered during the processing of the service order.

They do not include supplements to the initial order.

These estimates do not include any maintenance or repair time.

This process is as of today and the current functionality if IMA for ordering formatting.

**TAB 71**

# **LOOP PROVISIONING CENTER (LPC)**

Utilizing the Facility Assignment Control System (FACS), ensures customer service order activity is provisioned with outside plant and central office facilities. FACS automatically processes the order with the facilities assignments.

Assignment Consultants are responsible for FACS component exception messages. A Request for Manual Assistance (RMA) is generated when all conditions for a customer service cannot be met. The assignment consultant resolves the RMA and the order is placed back into the system.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

**Subject: LPC info**

**Date: Wed, 16 May 2001 07:44:25 -0500**

**From: "Jeanette S. Cainjc" <jcain@uswest.com>**

**To: ddeffle@uswest.com**

Dan,

Better late than never. Sorry this took so long - no excuses, just busy. Everything has been concurred in by Diane Diebel's staff (LPC Process) so, feel very comfortable with this letter. No changes to times/dollars, they felt the Specials flow through rate was still a good average even though they have some months that hit the low 70ties.

I've changed some of the text as we've done more automation of RMAs.

Good Luck,

Jeanette

---

 lpc01.doc	<b>Name:</b> lpc01.doc <b>Type:</b> Winword File (application/msword) <b>Encoding:</b> base64
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May 10, 2001

TO: Dan Deffley

FROM: Jeanette S. Cain  
IT Development-FACS  
(402) 422-8319

RE: Loop Provisioning Center (LPC) Service Order Flow Through Rates and Error Resolution Times

The LPC is responsible for ensuring customer service order activity is provisioned with outside plant and central office facilities in a timely and accurate manner. The Facility Assignment Control System (FACS) which is comprised of components; Service Order Analysis and Control (SOAC), Position Analysis Workstation (PAWS), Loop Facilities Assignment and Control (LFACS) and SWITCH is the provisioning application supported by the LPC. Assignment Consultants are the employees responsible for FACS component exception messages.

Brief descriptions of the FACS components are;

**SOAC** - maintains control and status information on all service order requests, as well as the input image and certain data resulting from processing. This system interfaces with the service order processor (SOP) and the other service provisioning systems. SOAC generates assignment requests to LFACS for outside plant and to SWITCH for central office facilities. After assignments are made, SOAC receives responses from LFACS and SWITCH, merges and formats this data into a service order assignment section and automatically returns it to the SOP. SOAC sends the formatted assignments to Work Force Administration/Dispatch Out (WFA/DO). For switched customer service requests SOAC sends the telephone number, office equipment and features to MARCH for translation to the physical switch.

**PAWS** - a software system linked to SOAC to receive messages on service order activity. The primary function of PAWS is to distribute exception messages to Assignment Consultants for resolution.

**LFACS** - maintains a mechanized inventory of outside plant facilities (i.e., customer addresses, cables, cable pairs, cross box and customer serving terminals, assembled loops and loop makeup) and assigns the outside plant facilities to assignment requests received from SOAC. LFACS also generates work sheets for cable transfers and reconcentrations. These activities are updated mechanically upon notification of completion. In addition, LFACS is used to make repair changes to working customer service.

**SWITCH** - used to inventory and assign central office switching equipment and related facilities i.e., range extension equipment, tie pairs and bridge lifters. Assignment requests are received from SOAC after successful LFACS assignments are made.

When all conditions for a customer service request cannot be met by the FACS components a Request for Manual Assistance (RMA) is generated. An RMA indicates service order processing has been stopped. The RMA identifies the reason the service order cannot be automatically processed, the FACS component that failed processing and provides an image of the customer service request.

All RMAs are sent from SOAC to PAWS. PAWS places the RMAs into a 'next work package' queue. Assignment Consultants using an intelligent work station (IWS) terminal access PAWS to retrieve RMAs for resolution. Assignment Consultants are trained to resolve all RMA types for all

service requests. Meaning, they can resolve exception messages for POTS, non-designed specials, specials and Wholesale product/services(s) service order activity. The objective for RMA resolution per Assignment Consultant is forty (40) per day.

U S WEST has developed two (2) applications which utilize artificial intelligence to resolve various RMAs. The applications are ARMAR (Automatic RMA Resolution) and APP (Automated Provisioning Platform). ARMAR is used to resolve working left-in RMAs. APP resolves RMAs which are a result of, exact match for address cannot be found, no available/compatible cable facilities, restricted terminals and loop makeup not available. These applications have reduced the number of RMAs sent to Assignment Consultants for resolution. Assignment Consultants will get these RMAs only if the artificial intelligence applications cannot resolve.

FACS flow through objectives have been established for, total customer service requests, special service orders and artificial intelligence (mechanical) applications. The **overall flow through objective** is based on total service order volume that includes; POTS, non-designed specials, coin, specials, Wholesale product/service(s) and artificial intelligence applications. **Individual flow through objectives** have been established for Special Services (orders provisioned in TIRKS) and artificial intelligence RMA resolution. **No individual flow through objectives** have been established for POTS, non-designed specials, coin or Wholesale product/service(s). The flow through and RMA objectives consider all order activity types: inward, outward and change as well as, single and multi-line requests. There is a single objective for Assignment Consultant RMA resolution, this objective does not differentiate between type of customer service requests (inward, outward, change) or number of lines per requests.

The following summarizes the flow through (FT) and Assignment Consultant objectives for 2001:

	<u>2001</u>
Overall FT*	85%
Special Services FT	60%
Mechanical FT	85%
Assignment Consultant	40 RMA's per day
Avg clearing time per RMA**	11.25 min

\*POTS flow through is included in this objective, there is no individual objective for POTS.

\*\*Average clearing time per RMA includes all activity types; inward, outward and change as well as single and multi-line requests.

The flow through and Assignment Consultant objectives as well as average clearing time are based on all service order activity types; inward, outward and change. Specific objectives have not been established for inward/change or outward activity

**Subject: Re: Loop NRC Process**

**Date: Tue, 04 Dec 2001 11:20:22 -0600**

**From: Jeanette Cain <jcain@qwest.com>**

**Organization: Qwest Information Technologies**

**To: Daniel Deffley <ddeffle@qwest.com>, dgolleh@qwest.com**

**CC: rstrunk@qwest.com, jcain@qwest.com**

Dan  
Doug

Thought I'd send you an email of what I said on the call this morning;

When U S WEST (Qwest) began work on Competitive Provisioning of Unbundled Loops we first looked at what order flow, POTS vs Designed, would be the most efficient/effective. When the decision was made to use the Designed flow we then looked at the provisioning systems, (SOAC, LFACS & SWITCH) involved and used by the LPC, to determine if enhancements were needed to obtain optimum flow through. There was never an intent to have 100% flow through, this is literally impossible but, we wanted to make certain we could get as high a percent as possible. This is the same practice we use for Qwest retail product deployment.

No major software changes were needed in the provisioning applications. SOAC required modifications to support order writing and product deployment. The changes were in SOAC site tables, some of these tables are updated by Telcordia (six week turnaround) and others are updated by Qwest FACS SYAD, to add FIDs and USOCs. LFACS and SWITCH required no changes.

The main reasons for fallout in the provisioning applications are;

- 1) invalid input from the CLEC e.g., end user address or product request
- 2) no facilities available that meet the qualifications for the CLEC product requested e.g., CLEC requests loop with no bridge tap or load coil and spare facilities do not meet this criteria
- 3) no compatible, spare facilities available
- 4) compatible facilities are automatically assigned however, there is no available loop makeup for the loop assigned (loop makeup is such items as; cable gauge, length, bridge tap, loading)

Actions taken by LPC when these conditions occurred;

- 1) return the order to the ISC for verification with Co-Provider
- 2 & 3) attempt to locate compatible facilities using the 11 step delayed order process. If unable to locate then enter the order in RTT (Referral Tracking Tool) as a delayed order (held order)
- 4) the error is automatically routed to the Design Advisory Group (DAG) to enter the loop make up for the loop assigned to the order. Once the DAG enters the information the order will automatically be re-started through the systems and continue on to design.

The LPC would follow the same processes for fallout with designed orders for Retail,

the only exception is verification on input errors (#1) would not go to ISC but, to a Qwest market unit. There is a web site that tracks volume associated with these errors unfortunately, cannot differentiate between Wholesale or Retail counts. Further, the LPC doesn't care whether the fallout is Wholesale or Retail their measurement is to resolve in today out today fallout. If volume of fallout exceeds what LPC can handle in a day then, the fallout is prioritized by due date.

Jeanette S. Cain  
(402) 422-8319

Daniel Deffley wrote:

> Attached is the file I referred to on my voice message.  
>  
> The conference call is scheduled for 10:00 central, Tue, Dec. 4  
> Call in # 877-591-8687  
> Conf. id # 325-1015  
> Your attendance or a representative from your center is critical.  
>  
> Once again, the critical need is to defend Qwest nonrecurring cost with  
> regard to service order processing and provisioning of unbundled loop  
> and other elements. At this time the focus is on centers that touch the  
> order due to fall out or other manual provisioning requirements. ISC  
> issues will be addressed separately.  
>  
> Dan Deffley  
> Cost Analyst  
> 402-422-7281 (currently voice message only)  
>  
> -----  
> Name: AZ NRC QWEST-ATT ANALYSIS.xls  
> AZ NRC QWEST-ATT ANALYSIS.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)  
> Encoding: base64

---

Jeanette Cain <jcain@uswest.com>  
Staff IT Analyst  
IT  
Software Development

**TAB 72**

## **RECENT CHANGE MEMORY ADMINISTRATION CENTER (RCMAC)**

RCMAC has the responsibility for:

- Formatting and entering service orders requiring line translation activity into Stored Program Control Switches (DMS, 5E)
- Coordinates all line equipment transfers with the frame forces
- Formats and enters register assignments for subscriber line busy studies
- Formats and enters line changes as well as new office additions
- Re-enters data in the vent of a switch failure which resulted in the erasure of temporary recent change area
- Analyzes, investigates and resolves customer trouble reports involving features.

In addition, the RCMAC updates PIC (Primary Interexchange Carrier) information for those NON-SPC offices that provide Equal Access capabilities via adjunct technologies.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

RCMAC TIMES FOR BRI

10 MINUTES FOR 5E

7 MINUTES FOR DMS

PATTI DONOVAN  
5-99

TIMES + PROCESSES STILL  
APPLY PER PATTI D.  
3-01

	RCMAC	
	TRANSLATIONS	
	SW1	SW2
COMMON EQUIPMENT, PER SYSTEM	2	0
B CHANNEL SWITCHED DATA	8	8
CALL APPEARANCE	1	1
CALLER ID BLOCKING, ALL CALL PER BRS	1	1
D CHANNEL PACKET SWITCHED DATA	8	8
ADDITIONAL CALL APPEARANCE/FEATURE	1	0
ADDITIONAL PRIMARY DIRECTORY NUMBER	1	0
RINGING NORMAL	0	1
X.25 FLOW CONTROL PARAMETER NEGOTIATION, PER CALL	1	1
X.25 LOGICAL CHANNELS	1	1
X.25 THROUGHOUT CLASS NEGOTIATION PER CALL	1	1

ALL SWITCH TYPES

RCMAC - SW1 & 2 times provided Brenda Defilippo  
 ISDN BRI is a shared common block  
 January, 2001

**TAB 73**

## **DESIGN**

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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PRIVATE LINE

*per new installation*

*Design*

ITEM	DESIGN WORK ACTIVITY	SEC/HRS SDN	% MANUAL PROBABILITY
<u>INSTALL</u>			
1	ORDER HANDLING/SCREENING	5	
2	GOC ORDER LOG	6	0.2
3	ENTER WA MASK	5	0.2
4	CIRCUIT DESIGN (END TO END)	30	0.6
5	DISTRIBUTE WORD DCC	2	0.04
<u>DISCONNECT</u>			
1	ORDER HANDLING/SCREENING	5	
2	GOC ORDER LOG	6	0.1
3	ENTER WA MASK	5	0.1
4	DISCONNECT CIRCUIT	5	0.1
5	DISTRIBUTE WORD DCC	2	0.1

NOTE:  
 The times shown are average estimates  
 These times do not reflect time spent for supplements to the order  
 These times do not reflect problems with the order or redesign  
 The reciprocal of the % manual probabilities listed represent the mechanized flow through rate

Provided by Kathy Piztis, Design Process Specialist  
 5/7/99

*Times & processes still apply per Kathy Piztis  
 3-01*

## SERVICE DELIVERY DESIGN DESCRIPTIONS

### **INSTALL**

#### **1. Order Handling/Screening**

Check for Order Accuracy

Check Service Order Analysis and Control (SOAC) for Request for Manual Assistance (RMA's)

Verify A & Z Location in RDLOC (venue for locating addresses, locations and/or specific locations within a Central Office by CLLI code.

Access Trunks Integrated Record Keeping System (TIRKS) for Circuit

Check Order for Coordination Time (if not available)

Call Order Originator to ask for Coordination

#### **2. Generic Order Control (GOC) Order Logging**

Access TIRKS (Work Authorization (WA), PCFLOW (traces the history of a given work item), GCNOTE ( a means to record pertinent notes pertaining to a particular design).

Verify Order in Service Processor

Screen and Log GOC

Put Remarks in GCNOTE Order Manually Logged

#### **3. Enter WA Mask**

Check Availability of Facilities in TIRKS

Add Required Data to WA Screen

Verify that WA Screen matches Service Order

Manually input WA Screen

#### **4. Circuit Design**

Check GCNOTE or PCFLOW for error

Resolve Facility, Assignment or Equipment issues with Communications Processor (CP).

Resolve Circuit Detail Errors

Build Circuit Detail Document

Jeopardize and Escalate Order

#### **5. Distribute Word Document**

Distribute Design Document

Resolve any Distribution Errors

Issue Design Layout Record (DLR)

Issue Word Document

## **Disconnect**

### **1. Order Handling/Screening**

Check for Order Accuracy  
Check SOAC for RMA's  
Verify A & Z location in RDLOC  
Access TIRKS for Circuit

### **2. GOC Order Logging**

Access TIRKS (WA, OCFLOW, GCNOTE)  
Verify order in Service Processor  
Screen and Log GOC  
Put remarks in GCNOTE Order Manually Logged

### **3. Enter WA Mask**

Verify Facilities in TIRKS  
Add Required Data to WA Screen  
Verify that WA Screen matches Service Order  
Manually input WA screen

### **4. Disconnect Circuit**

Check GCNOTE or PCFLOW for error  
Resolve Facility, Assignment or Equipment issues with CP  
Resolve Circuit Detail Document  
Jeopardize and Escalate Order

### **5. Distribute Word Document**

Distribute Design Document  
Resolve any Distribution Errors  
Issue DLR  
Issue Word Document

**TAB 74**

## CENTRAL OFFICE

Responsible for service connection in the central office and associated testing and administrative functions. Places cross-connects (jumpers), performs cross-office testing, and provides support to field installation and control center for circuit testing as required.

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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STEVE HILLEARY STAFF MANAGER

July, 2000

## **Install**

### **1. Analyze work request.**

The COT accesses the WORD/CDOC document.

The COT determines if assignments/equipment requested by the work order are available

The COT verifies the Circuit Design is complete.

### **2. Complete Cross-Connect.**

The COT places the cross-connect(s) between the ICDF and the MDF or DSX frames. The type of loop ordered determines the number of cross-connect needed.

### **3. Perform Conformance Testing**

The COT records the facility test results in the WFA-C OSSLOG

### **4.. Post work request complete in WFA-DI.**

The COT accesses the DITSC screen in WFA-DI to complete the WFA-DI work request.

### **5. Complete work request with CCT-I.**

The COT calls the CCT-I to notify the physical work and testing in the Central Office has been complete.

## **Disconnect**

### **1. Analyze Order.**

The COT accesses the WORD/CDOC document.

The COT determines if assignments/equipment requested by the work order are accurate.

The COT verifies the Circuit Design notifies CCT-I of order inaccuracy.

### **2. Remove Cross-Connects.**

The COT removes the cross-connect(s) between the ICDF and the MDF or DSX frames. The type of loop ordered determines the number of cross-connect that will be removed.

### **3. Complete work request in WFA-DI.**

The COT accesses the DITSC screen in WFA-DI to complete the WFA-DI work request.

**TAB 75**

# IMPLEMENTOR

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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## CCT-I TASK DESCRIPTION FOR BRI ISDN LINE SIDE PORT

### 1. Screen WFA-C for Circuit

The CCT-I accesses the WFA-C OSSLSST (Order List) screen to examine and prioritize order load by Critical Date.

The CCT-I access the WORD document on the OWDDOC (WORD document) Screen to examine work request.

The CCT-I locates WORD document and determines if additional work steps must be created for the Central Office Technician (i.e., DD work activities)

The CCT-I examines the Circuit Details portion of the WORD document for circuit design completeness.

The CCT-I sets any other pertinent Calendar (CAL) events on the WFA-C OSSLSST (Order List) screen.

The CCT-I completes the SCR Critical Date on the WFA-C OSSOI (Order Installation) screen.

### 2. Verify LNO completion

The CCT-I verifies the COT has completed the physical work required on the work request for DVA and DD. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit Work Location (CWL) level.

If CWLs have not been completed by the DVA date, the CCT-I notifies the Central Office to complete the CWLs.

If the physical work cannot be completed, the CCT-I posts a jeopardy against the DVA date. The current Designed Services jeopardy process is then followed.

If the work cannot be completed on DD because the Co-Provider is not ready, the CCT-I places a "C" code jeopardy against the order. The current Designed Services Jeopardy process is then followed.

If the work cannot be completed on DD because of a Qwest problem, the CCT-I will post the appropriate jeopardy code against the DD. The current Designed Services Jeopardy process is then followed.

The CCT-I makes the appropriate remark entries into the WFA-C OSSLOG (Work Request Log)

**3. Monitor Performance/Conformance Testing**

The CCT-I monitors and records the test results on the WFA-C OSSCN (Circuit Notes) screen. These test results are obtained by the Central Office technician testing the newly provisioned circuit.

**4. Notify Co-Provider of work completion**

The CCT-I notifies the Co-Provider that the work request is completed. The CCT-I informs the Co-Provider of any additional charges that will apply. The CCT-I provides required test result information to the Co-Provider. The CCT-I records the Co-Provider order completion contact information on the WFA-C OSSLOG (Work Request Log).

**5. Post Order Complete in WFA-C**

The CCT-I posts the Due Date complete on the WFA-C OSSOI (Order Installation) screen. The CCT-I completes any additional remarks on the WFA-C OSSLOG (Work Request Log). The CCT-I completes any required electronic billing or rebates in WFA-C.

**DISCONNECT**

**1. Screen WFA-C for Order accuracy**

Screen OSSLST

Verify information on WORD document

Refer WORD document back to Designer if not accurate

Check for Co-Provider work locations involved on order

Enter note if Co-Provider involved on OSSCN

**2. Contact Co-Provider**

Notify customer work is complete

Add pertinent notes to OSSCN screen

**3. Complete order in WFA-C**

Check WFA-C OSSLST for critical events

Jeopardize and escalate to accommodate customer's needs

Add additional billing charges

Complete order in WFA-C

Perform required tests

**TAB 76**

# CENTRAL OFFICE RESOURCE ADMINISTRATION CENTER (CORAC)

Utilizes Work Force Administration/Dispatch In (WFA/DI) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DI.

Re-loads and re-schedules service orders that cannot be completed.

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

March 26, 1999

MEMORANDUM

To: Dan Deffley

From: Steve McMullin  
Process Specialist

Re: Service Order Process Time Study

Dan,

Reviewing the work activities for the processing of service orders for the LRAC and Field Installer in the Private Line (Designed Services) arena. I agree with the numbers on the time estimate sheets you have sent to me. Although the individual actual times will vary slightly per local conditions, the average times are as correct as they can be, and they follow the assumptions list duplicated here:

The times documented are average times.

These times do not reflect any problems encountered during the service order work.

These times do not include any supplements or changes to the orders.

There are no maintenance or repair times included in these averages.

The load times are reflective of a dispatch to only one end of a circuit. A dispatch to both ends of a two point circuit would double the numbers.

The load times do not reflect any "non productive" time an installer would have to spend waiting for either a customer or another technician to arrive to do their work.

I conferred with two LNO managers and numerous technicians on these numbers. The managers I talked with are:

Barbara Garnet, LNO Field Supervisor  
Sue Sanders, LNO Field Supervisor

I also had discussions with Dave Paul, O&T Network Staff Manager (my manager) whom you have previously talked with.

These times apply to service order activity for special services including, Private Line, Switched Access, CCSAC, and Wireless customers.

If there is any further information you need, you can contact me at 206-808-3682, or e-mail me at [swmcmul@uswest.com](mailto:swmcmul@uswest.com).

Steve McMullin  
Process Specialist

May-00

**LOAD RESOURCE ADMINISTRATION CENTER**

Work Activity Descriptions

**INSTALL**

**1. Screen Work Force Administration Dispatch Out**

Screening DOLST (WFA-DO WORK LIST)

Validate the load to ensure PLD status in WFA/DO for loadable/dispatchable work item

Match & Merge work items (resolve all exceptions in WFADO fallout and exceptions)

Monitor (DOLST) continuously for new work items

Balance the workload. Move resources when necessary to meet critical dates

**Load work request to Technician**

Manual build Technician Load

Prioritize Technician Load

Dispatch Technician

Put notes in OSSLOG

**Close-out Work Request**

Create handoff ticket to other department when apply(handoff to Construction or Cable Maintenance)

Put notes in OSSLOG

Delete or Add USOC when apply

Jeopardize and escalate

**TAB 77**

# COMPLEX TRANSLATIONS

## NROC (Network Reliability Operations Center)

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage
- Coordinates monitoring machine growth jobs

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates do not include any maintenance or repair times.

Cost Element for ISDN BRI REPORT	COMPLEX TRANSLATION			
	SW1		SW2	
	ADMIN	MTCE	ADMIN	MTCE
COMMON EQUIPMENT, PER SYSTEM	35	35	335	580
B CHANNEL SWITCHED DATA	0	0	0	0
CALL APPEARANCE	0	0	0	0
CALLER ID BLOCKING, ALL CALL PER SRS	0	0	10	5
D CHANNEL PACKET SWITCHED DATA	0	0	15	10
ADDITIONAL CALL APPEARANCE/FEATURE	0	0	0	0
ADDITIONAL PRIMARY DIRECTORY NUMBER	0	0	0	0
RINGING NORMAL	0	0	0	0
X.25 FLOW CONTROL PARAMETER NEGOTIATION, PER CALL	0	0	0	0
X.25 LOGICAL CHANNELS	0	0	0	0
X.25 THROUGHOUT CLASS NEGOTIATION PER CALL	0	0	0	0

ALL SWITCH TYPES

CONFIGURATION GROUP - ADMIN	30
PER BUTTON - ADMIN	7
CONFI GROUP - MTCE	30
PER GROUP - MTCE	5

5E - SW1 times provided by Bob Haberte - Complex Transtations  
DMS - SW2 times provided Karen Clemens - Complex Transtations  
ISDN BRI is a shared common block  
January, 2001

Number of ISDN CO's in the state of Colorado 55  
Forecast of ISDN Lines 20,800  
(Complex translations costs spread over the number of CO's and lines)

**TAB 78**

**%**

**BY**

**SWITCH TYPE**

2001

Mid-Study  
Lines by  
Switch Type    By State    Percent of  
   lines in  
   State by  
   Switch  
   Type

SW1 = 5ESS  
SW2 = DMS-100/200

QC	SW1	10599640		65.9%	66%
QC	SW2	5495333	16094973	34.1%	34%

**TAB 79**

## **INTERCONNECT SERVICE CENTER**

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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**INTERCONNECT SERVICE CENTER  
LOOP SERVICE REQUEST (LSR) PROCESS AND TIME ESTIMATES  
REVIEW  
MAY – JUNE 2001**

**SUBJECT MATTER EXPERTS PROVIDING INPUT TO REVIEW**

JOANNE GARRAMONE	STAFF MANAGER
LINDA MILES	STAFF MANAGER
SAMI HOOPER	STAFF MANAGER
MARLENE DIMANNA	STAFF MANAGER
MARK EARLY	STAFF MANAGER
CHERYLL GILLIAN	STAFF CONSULTANT – PROCESS
MARK ANDREWS	SERVICE DELIVERY COORDINATOR
MARY ANDERSON	SERVICE DELIVERY COORDINATOR
CRYSTAL SODERLUND	SERVICE DELIVERY COORDINATOR
DANIEL DEFFLEY	COST ANALYST

During May and June 2001 a number of conference calls were held to conduct a review of the Interconnect Service Center LSR (Loop Service Request) process and time to issue service orders. The purpose was to assure consistency with assumptions made when estimating times for processes that pertain to unbundled element products.

Key assumptions considered include:

- Forward looking process, 12-18 months if possible
- Time estimate based on average that does not include internal order flow problem solving, system down
- High skilled experience level of subject matter experts making time estimates
- Time estimates should not include supplements to initial order.

IMA flow through was addressed and flow through percentage weightings has been applied to the product that will have flow through.

DVD  
June 2001

Date: 6-12-01  
 From: Mark Early  
 Title: Staff Manager-Service Delivery  
 Interconnect Service Center

Unbundled Switch - ISC Times  
 PROCESS, TIME ESTIMATES, PROBABILITIES

INSTALL

Work activity begins:	May include these tasks:	First (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order and installation option)	3	100
	Verifies CFA or facility/circuit availability.	2	5
	Exchange Info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address	4	100
	CPPD-lookup billing USOC's for co-provider	2	100
	Summary Bill List-Look up BTN#, tax code, and Bill date	2	100
	Analyzes request to determine the co-provider, type of order and installation option.	n/a	100
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	N/A	
	Determine if the end user has Qwest directory advertising	1	
	Determine if the end user has Qwest retail contract	1	
	Determine critical dates	1	100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	2	50
Customer Request Management (CRM)	Populate required fields	3	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3	100
Issue service order	Input order into service order processor (manually typing and formatting of all orders for billing and provisioning)	10	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	100
Call Handling	Includes handling calls from other departments working the order.	5	60
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	5	5
<b>DISCONNECT</b>			
Work activity begins:	May include these tasks:	Time used: (minutes)	
Receive LSR	Reviews LSR for completeness and accuracy, validate circuit belongs to the co-provider	3	100
	Verifies existing account (accesses CSR in BOSS/CARS) and obtains closing bill address if applicable	2	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	2	100
Issue service order	Input disconnect of loop order into the service order processor (manually typing and formatting of all order for billing and provisioning of the loop)	10	100

Customer Request Management (CRM)	Populate required fields	3
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3

100
100

**Key Assumptions:**

The times documented are forward looking.

The times documented here are average times.

They do not reflect problems encountered during the processing of the service order.

They do not include supplements to the initial order.

These estimates do not include any maintenance or repair time.

This process is as of today and the current functionality if TMA for ordering formatting.

**TAB 80**

## DESIGN

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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- The time estimates do not include any maintenance or repair times.

Design

Private Line  
3-01

PRIVATE LINE

DESIGN		SR/PRJ SDN	% MANUAL PROBABILITY
<u>INSTALL</u>			
1	ORDER HANDLING/SCREENING	PER ORDER/CIC	
2	GOC ORDER LOG	5	0.2
3	ENTER WA MASK	5	0.2
4	CIRCUIT DESIGN (END TO END)	5	0.8
5	DISTRIBUTE WORD DCC	20	100
		2	0.9
<u>DISCONNECT</u>			
1	ORDER HANDLING/SCREENING		
2	GOC ORDER LOG	5	0.1
3	ENTER WA MASK	5	0.1
4	DISCONNECT CIRCUIT	5	0.1
5	DISTRIBUTE WORD DCC	5	0.1
		2	0.1

NOTE:

- The times shown are average estimates
- These times do not reflect time spent for supplements to the order
- These times do not reflect problems with the order or redesign
- The reciprocal of the % manual probabilities listed represent the mechanized flow through rate

Provided by Kathy Platz, Design Process Specialist  
5/7/1999

Times & processes still  
apply per Kathy Platz  
3-01

## SERVICE DELIVERY DESIGN DESCRIPTIONS

### **INSTALL**

#### **1. Order Handling/Screening**

Check for Order Accuracy

Check Service Order Analysis and Control (SOAC) for Request for Manual Assistance (RMA's)

Verify A & Z Location in RDLOC (venue for locating addresses, locations and/or specific locations within a Central Office by CLLI code.

Access Trunks Integrated Record Keeping System (TIRKS) for Circuit

Check Order for Coordination Time (if not available)

Call Order Originator to ask for Coordination

#### **2. Generic Order Control (GOC) Order Logging**

Access TIRKS (Work Authorization (WA), PCFLOW (traces the history of a given work item), GCNOTE ( a means to record pertinent notes pertaining to a particular design).

Verify Order in Service Processor

Screen and Log GOC

Put Remarks in GCNOTE Order Manually Logged

#### **3. Enter WA Mask**

Check Availability of Facilities in TIRKS

Add Required Data to WA Screen

Verify that WA Screen matches Service Order

Manually input WA Screen

#### **4. Circuit Design**

Check GCNOTE or PCFLOW for error

Resolve Facility, Assignment or Equipment issues with Communications Processor (CP).

Resolve Circuit Detail Errors

Build Circuit Detail Document

Jeopardize and Escalate Order

#### **5. Distribute Word Document**

Distribute Design Document

Resolve any Distribution Errors

Issue Design Layout Record (DLR)

Issue Word Document

## **Disconnect**

### **1. Order Handling/Screening**

Check for Order Accuracy  
Check SOAC for RMA's  
Verify A & Z location in RDLOC  
Access TIRKS for Circuit

### **2. GOC Order Logging**

Access TIRKS (WA, OCFLOW, GCNOTE)  
Verify order in Service Processor  
Screen and Log GOC  
Put remarks in GCNOTE Order Manually Logged

### **3. Enter WA Mask**

Verify Facilities in TIRKS  
Add Required Data to WA Screen  
Verify that WA Screen matches Service Order  
Manually input WA screen

### **4. Disconnect Circuit**

Check GCNOTE or PCFLOW for error  
Resolve Facility, Assignment or Equipment issues with CP  
Resolve Circuit Detail Document  
Jeopardize and Escalate Order

### **5. Distribute Word Document**

Distribute Design Document  
Resolve any Distribution Errors  
Issue DLR  
Issue Word Document

## Design-Switched

Includes data for Feature Group, LIS, Wireless Type II, CCSAC, Link trunks DSS Trunks and associated Facilities.

\* Switched Service orders include Trunks and Facilities on one ASR

- NOTE: 1. Times are estimates. Percentages are for manual.  
 2. Even though a step is mechanical it may require manual verification. Those times are indicated in ( ).  
 3. Time spent on supplements, redesigns or problems on an order are not indicated.

SOURCE LORI BURCHET - STAFF MANAGER - DESIGN  
 1/22/01

### Adds/Rearranges

Task	Trunk (Per 24 trunks)	% of Manual Probability
Order	10 <i>Members Trunk D</i>	100%
Reading/Screening (Per ASR)	(based on 1 ASR, could be more men; facility and 24 trunks)	
A. Access WFM		
B. Check Exam		
C. Assign and Log		
Log/Verify Facility	NA	NA
A. Bank Codes		
B. PDAC		
C. Check Facilities		
D. Design		
E. FEYXA		
F. SCCXR		
G. GCOCCA		
Build/Validate DRI & WA	10 (4 to validate)	5%
A. Populate DRI		
B. Check CFA on DRI against EXACT		
C. Populate WA		
Build/Verify CD	15 (3 to validate)	5%
A. Locate Spare facilities and switch equipment		
B. Build & Post CD		
C. Perform RTAD		
Distribute Documents	2	100%
A. Verify/populate CXRH		
B. Distribute/Verify distributed		
C. Note Exam		
TAS	15	75%
A. Populate/Verify TASTON, TASASG, RCICIT, RCICIC & ZRCICP		
PCLUT Trunks after facility has been distributed. C-Max then should mechanically populate GCOCCA, SCCXR & SCOR2, DRI, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	2	100%

### Disconnects

Task	Trunk (Per 24 trunks)
Order Handling/Screening- (Per ASR) A. Access WFM B. Check Exazt C. Assign and Log	10 (based on 1 ASR could be more than 1 facility and 24 trunks)
PCList Trunks A. C-Maze should mechanically populate GCOCMA, SCCXR & SCCXR2, WA, CD. If successful it will return with a "Remove Field" message on the WA.	2
Log/Verify Facility A. Determine facility name. B. Check COXS C. SCCXR D. GCOCCA	NA
Build/Validate WA A. Populate WA	5 (2 to validate)
Build/Verify CD A. Build/populate/verify CD	10 (2 to validate)
Distribute Documents A. Distribute/Verify distributed B. Note Exazt	2

% of Manual Probability Trunks	
100%	
100%	
NA	
5%	
5%	
100%	

January 2001

## SERVICE DELIVERY DESIGN DESCRIPTIONS

### **INSTALL**

#### **1. Order Handling/Screening**

Check for Order Accuracy

Check Service Order Analysis and Control (SOAC) for Request for Manual Assistance (RMA's)

Verify A & Z Location in RDLOC (venue for locating addresses, locations and/or specific locations within a Central Office by CLLI code.

Access Trunks Integrated Record Keeping System (TIRKS) for Circuit

Check Order for Coordination Time (if not available)

Call Order Originator to ask for Coordination

#### **2. Generic Order Control (GOC) Order Logging**

Access TIRKS (Work Authorization (WA), PCFLOW (traces the history of a given work item), GCNOTE ( a means to record pertinent notes pertaining to a particular design).

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Add Required Data to WA Screen

Verify that WA Screen matches Service Order

Manually input WA Screen

#### **4. Circuit Design**

Check GCNOTE or PCFLOW for error

Resolve Facility, Assignment or Equipment issues with Communications Processor (CP).

Resolve Circuit Detail Errors

Build Circuit Detail Document

Jeopardize and Escalate Order

#### **5. Distribute Word Document**

Distribute Design Document

Resolve any Distribution Errors

Issue Design Layout Record (DLR)

Issue Word Document

## **Disconnect**

### **1. Order Handling/Screening**

Check for Order Accuracy  
Check SOAC for RMA's  
Verify A & Z location in RDLOC  
Access TIRKS for Circuit

### **2. GOC Order Logging**

Access TIRKS (WA, OCFLOW, GCNOTE)  
Verify order in Service Processor  
Screen and Log GOC  
Put remarks in GCNOTE Order Manually Logged

### **3. Enter WA Mask**

Verify Facilities in TIRKS  
Add Required Data to WA Screen  
Verify that WA Screen matches Service Order  
Manually input WA screen

### **4. Disconnect Circuit**

Check GCNOTE or PCFLOW for error  
Resolve Facility, Assignment or Equipment issues with CP  
Resolve Circuit Detail Document  
Jeopardize and Escalate Order

### **5. Distribute Word Document**

Distribute Design Document  
Resolve any Distribution Errors  
Issue DLR  
Issue Word Document

January, 1999

**TAB 81**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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MARLENE MIRIAN  
B/S/C

CCTA TIMES

CCT - IMPLEMENTOR

Basic Installation

Basic Additional

PRI ISDN Trunk Side Port

PRI ISDN TRUNK PORT

1. Screen WFA for Circuit	5 min	(Time spread over 24 months 1/24 or 042)
2. Verify LNO Completion	5 min	
3. Set DS: Trans. Oper in Switch & add TG members	20 min	
4. Monitor Performance Testing	15 min	
5. Notify Co-Provider of work completion	5 min	
6. Post Order complete in WFA-C	10 min	

<b>CCT-IMPLEMENTOR</b>		Disconnect Order
1. Screen WFA-C for order accuracy	5 min	
2. Contact Co-Provider	10 min	
3. Complete order in WFA-C	5 min	

## CCT-I TASK DESCRIPTION FOR PRI ISDN TRUNK SIDE PORT

### 1. Screen WFA-C for Circuit

The CCT-I accesses the WFA-C OSSLST (Order List) screen to examine and prioritize order load by Critical Date.

The CCT-I access the WORD document on the OWDDOC (WORD document) Screen to examine work request.

The CCT-I locates the WORD document and determines if additional work steps must be created for the Central Office Technician (i.e., DD work activities)

The CCT-I examines the Circuit Details portion of the WORD document for circuit design completeness.

The CCT-I sets any other pertinent Calendar (CAL) events on the WFA-C OSSLST (Order List) screen.

The CCT-I completes the SCR Critical Date on the WFA-C OSSOI (Order Installation) screen.

### 2. Verify LNO completion

The CCT-I verifies the COT has completed the physical work required on the work request for DVA and DD. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit Work Location (CWL) level.

If CWLs have not been completed by the DVA date, the CCT-I notifies the Central Office to complete the CWLs.

If the physical work cannot be completed, the CCT-I posts a jeopardy against the DVA date. The current Designed Services jeopardy process is then followed.

If the work cannot be completed on DD because the Co-Provider is not ready, the CCT-I places a "C" code jeopardy against the order. The current Designed Services Jeopardy process is then followed.

If the work cannot be completed on DD because of a Qwest problem, the CCT-I will post the appropriate jeopardy code against the DD. The current Designed Services Jeopardy process is then followed.

The CCT-I makes the appropriate remark entries into the WFA-C OSSLOG (Work Request Log)

### 3. Set DS1 Trans. Opts Switch

Set DS1 Translation options in switch, release trunks and test with the end user.  
Add Trunk Group members.

### 4. Monitor Performance/Conformance Testing

The CCT-I monitors and records the test results on the WFA-C OSSCN (Circuit Notes) screen. These test results are obtained by the Central Office technician testing the newly provisioned circuit.

### 5. Notify Co-Provider of work completion

The CCT-I notifies the Co-Provider that the work request is completed. The CCT-I informs the Co-Provider of any additional charges that will apply. The CCT-I provides required test result information to the Co-Provider. The CCT-I records the Co-Provider order completion contact information on the WFA-C OSSLOG (Work Request Log).

### 6. Post Order Complete in WFA-C

The CCT-I posts the Due Date complete on the WFA-C OSSOI (Order Installation) screen. The CCT-I completes any additional remarks on the WFA-C OSSLOG (Work Request Log). The CCT-I completes any required electronic billing or rebates in WFA-C.

## DISCONNECT

### 1. Screen WFA-C for Order accuracy

Screen OSSLST

Verify information on WORD document

Refer WORD document back to Designer if not accurate

Check for Co-Provider work locations involved on order

Enter note if Co-Provider involved on OSSCN

### 2. Contact Co-Provider

Notify customer work is complete

Add pertinent notes to OSSCN screen

**3. Complete order in WFA-C**

Check WFA-C OSSLST for critical events

Jeopardize and escalate to accommodate customer's needs

Add additional billing charges

Complete order in WFA-C

Perform required tests

**TAB 82**

## CENTRAL OFFICE

Responsible for service connection in the central office and associated testing and administrative functions. Places cross-connects (jumpers), performs cross-office testing, and provides support to field installation and control center for circuit testing as required.

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Steve Hilicary L STAFF MANAGER	
July, 2000	
Central Office Technician	INSTALL

<b>PRI ISDN TRUNK PORT</b>	
1. Analyze Order	5 min
2. Complete Cross-connect	10 min
3. Perform conformance testing	15 min
4. Complete DD work status with CCT:	5 min
5. Post DVA work complete in WFA-DI	2 min
Central Office Technician	Disconnect Order

<b>PRI ISDN Trunk Port &amp; BRI ISDN Digital Line Port</b>	
1. Analyze Order	5 min
2. Remove Cross-connect	2.5 min
3. Complete work request in WFA-DI	2 min

Steve Hilleary STAFF MANAGER

MAY, 2000

## **Install**

### **1. Analyze Order.**

The COT accesses the WORD/CDOC document.

The COT determines if assignments/equipment requested by the work order are available

The COT verifies the Circuit Design is complete.

### **2. Complete Cross-Connect.**

The COT places the cross-connect(s) between the ICDF and the MDF or DSX frames. The type of loop ordered determines the number of cross-connect needed.

### **3. Record Test Results**

The COT records the facility test results in the WFA-C OSSLOG

### **4. Complete DD work status with CCT-I**

The COT analyzes WFADI work request for appointment time and tests then calls the CCT-I to notify they are ready to perform at location.

### **5. Post work request complete in WFA-DI.**

The COT accesses the DITSC screen in WFA-DI to complete the WFA-DI work request.

## **Disconnect**

### **1. Analyze Order.**

The COT accesses the WORD/CDOC document.

The COT determines if assignments/equipment requested by the work order are accurate.

The COT verifies the Circuit Design notifies CCT-I of order inaccuracy.

### **2. Remove Cross-Connects.**

The COT removes the cross-connect(s) between the ICDF and the MDF or DSX frames. The type of loop ordered determines the number of cross-connect that will be removed.

### **3. Complete work request in WFA-DI.**

The COT accesses the DITSC screen in WFA-DI to complete the WFA-DI work request.

ACRONYM	DEFINITION
CCT-I	Customer Communication Technician-Implementor
CDOC	C1 Prep Document (Central Office version of the WORD document)
CORAC	Central Office Resource Allocation Center
COT	Central Office Technician
CRON	Automated order load in WFA-DI
CWL	Circuit Work Location (each Central Office location involved on the order)
DD	Due Date Critical Date
DITSC	An Installation or Trouble Work Request screen in WFA-DI
DOSOI	Service Order Installation screen in WFA-DO
DS I&M Technician	Designed Services Installation and Maintenance Technician
DSX	Digital Services Cross-Connect
DVA	Designed, Verified, and Assigned Critical Date
I&M	Installation and Maintenance field forces
ICDF	Interconnector Distributing Frame
LNO	Local Network Operation (typically includes the Central Office and I&M work forces)
LRAC	Load Resource Administration Center
MDF	Main Distributing Frame
OCO	Overall Control Office
OSSCN	Circuit Notes screen in WFA-C
OSSCWL	Circuit Work Location screen in WFA-C
OSSLOG	Work Request Log screen in WFA-C
OSSLST	Order List screen in WFA-C
OSSOI	Order Installation screen in WFA-C
OWDDOC	WORD Document screen in WFA-C
SCR	Screener Critical Date
SDC	Service Delivery Coordinator
USW	U S WEST
WFA-C	Work Force Administration-Control Module
WFA-DI	Work Force Administration-Dispatch In Module
WFA-DO	Work Force Administration-Dispatch Out Module
WORD Document	Work Order Record Detail Document

**TAB 83**

# CENTRAL OFFICE RESOURCE ADMINISTRATION CENTER (CORAC)

Utilizes Work Force Administration/Dispatch In (WFA/DI) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DI.

Re-loads and re-schedules service orders that cannot be completed.

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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		SPECIAL SERVICES
<b>2 WIRE OR 4 WIRE ANALOG LOOP</b>		
1. Screen Order		2 min
2. Load work request to Technician		5 min
3. Closeout work request with Technician		3 min
SOURCE: CAROLYN Mills		
May 9 - 2000		

May-00

**CORAC**

**Work Activity Descriptions**

**INSTALL**

**1. Screen Work Force Administration Dispatch Out**

**Screening DOLST (WFA-DO WORK LIST)**

Validate the load to ensure PLD status in WFA/DO for loadable/dispatchable work item

Match & Merge work items (resolve all exceptions in WFADO fallout and exceptions)

Monitor (DOLST) continuously for new work items

Balance the workload. Move resources when necessary to meet critical dates

**Load work request to Technician**

Manual build Technician Load

Prioritize Technician Load

Dispatch Technician

Put notes in OSSLOG

**Close-out Work Request**

Create handoff ticket to other department when apply(handoff to Construction or Cable Maintenance)

Put notes in OSSLOG

Delete or Add USOC when apply

Jeopardize and escalate

**TAB 84**

# COMPLEX TRANSLATIONS

## NROC (Network Reliability Operations Center)

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage
- Coordinates monitoring machine growth jobs

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November 6, 1997

Memo To: Dan Deffley

From: Deb Dory

RE: Complex Translations Time Estimates for LIS Trunking

### High Level Overview

LIS trunking interconnects U S WEST end offices and tandems to other local service providers. These trunks are accessed by U S WEST subscribers by dialing a NPA-NXX that is assigned to the other local service providers. The end office/tandem switch analyzes the digits dialed, locates the route index for the NXX, analyzes the route index for trunk group, alternate routing information, and digits to be outpulsed. The switch then searches the trunk group for an idle trunk and sends the call to the other local service provider switch.

In a basic configuration between U S WEST and another local service provider, there is a trunk group to the local tandem and the access tandem. Direct trunk groups to end offices may be added for exchange of local calls if needed. The cost estimates address the end office direct trunk group or the tandem trunk group, whichever is the case. If the trunk group being installed is an end office direct group that the NPA-NXX work in only in that end office.

Complex Translations receives information to perform LIS trunking work via the ASR/TQ from the local service provider and via the NPA/NXX Coordination Worksheet from the Service Delivery Centers.

Today, to my knowledge, we do not charge other service providers to open their NXXs in our switches. This should be checked out for sure with the product team, however it is a major component of the costs associated with activating a new trunk group to another local service provider.

### Trunk Group Translations

Complex Translations is responsible for building trunk group level translations. This work is the same no matter what the size of the trunk group. Trunk group level translations includes but is not limited to:

Signaling Type used, MF or SS7  
 Hunt Sequence, high to low, most idle, etc  
 Screening and Routing of incoming calls

Gate Resolution  
 Data Rate Capabilities

Complex translations is not involved in trunking activity adding trunks to existing trunk groups.

**DON'T KNOW IF THIS INFO WOULD APPLY OR NOT**  
**CLEC, NEW ACTIVATION GROUP TRANSLATIONS**

**COMPLEX TRANSLATIONS FOR ALL SWITCH TYPES**  
**WOULD APPLY TO THE FIRST ONLY**

*only provisions*

**TRUNK GROUP(s)**

Assign TGN	10 min	1.50	per trunk group basis
Analyze ASR/TQ for trunking items	10 min	1	per trunk group basis
Build new Trunk Group which includes the following trunk group level data: - signaling type - hunt type - glare resolution type - incoming screening	20 min	1	per trunk group basis

**ROUTE INDEX (s)**

Assign RI	10 min		Average 2 ri/trunk group
Analyze ASR/TQ-RTG form for routing items	10 min		per trunk group basis
Build new Route Index which includes: - alternate routing, if applicable	10 min		Average 2 ri/trunk group

**NPA-NXX(s) - all offices involved in NPA**

Analyze Routing Order	10 min		per office that must act
Identify Route in non-interconnected office	10 min		per office that must act
<b>First NPA-NXX</b>			
Activate NPA-NXX's in all initial digit translators (average 5 initial digit translators/office)	10 min/code/xiator		per office that must act
Each additional NPA-NXX (average 5 initial digit translators/office)	10 min/code/xiator		per office that must act

**TESTING - all offices in the lata**

Perform test call	5 min		per office that must act
Complete Work Item in WFA/DI or Tracking Tool	5 min		per office that must act

Times provided by Deb Doty 11-9-97

**Subject: questions**

**Date: Mon, 05 Mar 2001 09:57:02 -0700**

**From: "Debra Dory" <dkdory@uswest.com>**

**Organization: U S WEST Communications, Inc.**

**To: deoniat@uswest.com**

**Assign Trunk Group-**The translator receives a call from a service delivery coordinator requesting a trunk group number. Translator reviews the ASR, determines the trunk group type, transmission type, clarifies any unknowns, and gives the SDC a trunk group number and transmission class. The translator then logs the event for the receipt of the finished ASR.

**Analyze ASR/TQ -** Upon receipt of the ASR/TQ, the translator reviews the document to determine how to build the trunk group, accuracy, and completeness, such as hunting sequence, glare control, alternate routing, signaling, NPA-NXXs, trunk group type, etc. If there are any questions, the translator gets back to the SDC for clarification or corrections.

**Build trunk group -** using the complete and accurate ASR/TQ, the translator inputs into translations all the characteristics of the new trunk group using the trunk group number assigned above and the information from the ASR.

**Assign Route index -** Again using the ASR/TQ, the translator assigns and build a route index using the new trunk group built above. A route index has the alternate routing information and the digits outpulsed information for the new trunk group.

**Perform Test Call -** the translator access the remote office test line for the office being tested. The translator makes sure the test line has the correct class of service assigned. The translator dials the test number provided, listened for the results, makes any corrections necessary if test not completed satisfactorily.

**Complete Work Item -** Translators document that work is complete in a tracking system called PROTECT. The completion indicates that the work is done and there is a separate item to indicate the test call was completed.

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Debra Dory <dkdory@uswest.com >  
Technical Support Manager  
NROC  
Network Complex Services

Dedicated PRI - (types are: Incoming, Outgoing or Two Way)  
23B+D Configuration

There may be multiple B channel trunk groups.  
Maximum number of B channel members in this configuration is 23.  
Customer would have at least one RTI and alternate data RI and could have more.

Forms/Features	Translations	Input	Total
5211 - PRI Interface Group per D channel	10		
5202-1/4 - D channel trk grp	35	5	15 x 1
5202-1/4 - per B channel trk grp	35	25	60 x 1
5204 D channel trk member	5	25	100
5204 per B channel trk member	5	5	60 x 4 = 240
5303 per Route Index	5	5	10 x 1
5303 - Alternate RI for Data	15	5	115
	15	10	45
	15	10	45
		10	30
		10	30

Disconnect Time

Forms/Features	Translations	Input	Total
5211 - PRI Interface Group per D channel	5		
5202-1/4 - D channel trk grp	10	5	10 x 1
5202-1/4 - per B channel trk grp	10	5	15 x 1
5204 D channel trk member	5	5	20
5204 per B channel trk member	5	5	20
5303 per Route Index	5	5	115
5303 - Alternate RI for Data	5	5	15
	5	5	15
		5	15
		5	15

To change from one configuration to another should be all applicable disconnect charges and all applicable new connect charges.

*Judy Rodriguez*  
9/3/97  
concerned by  
guy  
H-99

BUILD PRI ROUTING DMS

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	BUILD PRI ROUTING						
0	SERVICE	BUILD PRI ROUTING						
6500	ADD							
6501	GROUPHDR	COMPLEX TRANSLATIONS						
100	GROUP	TRANSLATIONS						
1	WORKITEM	TABLE LTDEF	20					
2	WORKITEM	TABLE LTMAP	15					
3	WORKITEM	TABLE LTDATA	20					
4	WORKITEM	TABLE LTCALLS	25					
5	WORKITEM	TABLE IBNRTE	30					
6	WORKITEM	TABLE VIRTGRPS	25					
7	WORKITEM	TABLE OFRT	20					
8	WORKITEM	TABLE DNROUTE	20					

BUILD PRI TRUNK GROUP DMS

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	BUILD PRI TRUNK GROUP						
	3 SERVICE	BUILD PRI TRUNK GROUP						
6500	ADD							
6501	GROUPHDR	COMPLEX TRANSLATIONS						
100	GROUP	TRANSLATIONS						
1	WORKITEM	TABLE TRKGRP						35
2	WORKITEM	TABLE TRKSGRP						30

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	DEDICATED PRI - 23B+D CONFIGURATION						
	C SERVICE	DEDICATED PRI 23B+D CONFIGURATION						
5500	ADD							
5501	GROUPHDR	COMPLEX TRANSLATIONS						
100	GROUP	TRANSLATIONS						
1	WORKITEM	PRI INTERFACE GRP PER D CHAN	10					
2	WORKITEM	D CHANNEL TRK GROUP	35					
3	WORKITEM	PER B CHANNEL TRK GROUP	140					
5	WORKITEM	PER ROUTE INDEX	45					
7	WORKITEM	ALTERNATE RI FOR DATA	45					
0	COMMENT							
110	GROUP	INPUT						
1	WORKITEM	PRI INTERFACE GRP PER D CHAN	5					
2	WORKITEM	D CHANNEL TRK GROUP	25					
3	WORKITEM	PER B CHANNEL TRK GROUP	100					
5	WORKITEM	PER ROUTE INDEX	30					
7	WORKITEM	ALTERNATE RI FOR DATA	30					
0	COMMENT							
6510	DISCONNECT							
100	GROUP	TRANSLATIONS						
1	WORKITEM	PRI INTERFACE GRP PER D CHAN	5					
2	WORKITEM	D CHANNEL TRK GROUP	10					
3	WORKITEM	PER B CHANNEL TRK GROUP	40					
5	WORKITEM	PER ROUTE INDEX	15					
7	WORKITEM	ALTERNATE RI FOR DATA	15					
0	COMMENT							
110	GROUP	INPUT						
1	WORKITEM	PRI INTERFACE GRP PER D CHAN	5					
2	WORKITEM	D CHANNEL TRK GROUP	5					
3	WORKITEM	PER B CHANNEL TRK GROUP	20					
5	WORKITEM	PER ROUTE INDEX	15					
7	WORKITEM	ALTERNATE RI FOR DATA	15					

Per July Revision +  
Mark House  
Application Times

Current  
=

Max of 4 trunk groups per T1

- 1-A Channel trunk group
- 1-A Channel trunk member
- 23-B Channel trunk members
- 3 - per Route Index
- 3 - Alternate RI for Data

Call x Call only -

- 2-SFG per call x call feature
- 2-MC RTI per call x call feature
- 2-EDSI call x call per feature

OPOTS = Origination  
TPOTS = Termination

24B per B Channel trunk member x 24  
also 24B coming x call x 24

SFG = Simulated Facets Group

**%**

**BY**

**SWITCH  
TYPE**

2001

Mid-Study  
Lines by  
Switch Type By State

Percent of  
lines in  
State by  
Switch  
Type

SW1 = SESS  
SW2 = DMS-100/200

IC SW1	10599640		65.9%	66%
IC SW2	5495333	15094973	34.1%	34%

**TAB 85**

# RECENT CHANGE MEMORY ADMINISTRATION CENTER (RCMAC)

RCMAC has the responsibility for:

- Formatting and entering service orders requiring line translation activity into Stored Program Control Switches (DMS, 5E)
- Coordinates all line equipment transfers with the frame forces
- Formats and enters register assignments for subscriber line busy studies
- Formats and enters line changes as well as new office additions
- Re-enters data in the vent of a switch failure which resulted in the erasure of temporary recent change area
- Analyzes, investigates and resolves customer trouble reports involving features.

In addition, the RCMAC updates PIC (Primary Interexchange Carrier) information for those NON-SPC offices that provide Equal Access capabilities via adjunct technologies.

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Subject: Re: RCMAC  
Date: Fri 07 May 1999 10:43:46 -0500  
From: "Pam Donovan" <pdonova@uswest.com> Internal  
Organization: U S WEST Communications, Inc  
To: deorial@netmail6.uswc.uswest.com

Your figures look fine. RCMAC works on lines only, not trunks. Hope this answers y  
question.

> -----  
>  
> Name: provisioning times.xls  
> provisioning times.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)  
> Encoding: base64

Pam Donovan <pdonova@uswest.com>

ISDN - PRI  
ELEMENT

	<u>SE</u>	<u>DMS</u>	
Caller ID	1 min		In
	1 min		Disconnect
Caller ID Blocking - All Calls	1 min	1 min	In
	1 min	1 min	Disconnect

**TAB 86**

# **INTERCONNECT SERVICE CENTER**

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

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Date: 6-12-01

From: Mark Early

Title: Staff Manager-Service Delivery

Interconnect Service Center

**INSTALL**

Work activity begins:	May include these tasks:	First (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy. contractual entries (analyze request to determine co-provider, type of order and installation option)	3	100
	Verifies CFA or facility/circuit availability	2	5
	Exchange Info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address	4	100
	CPPD-lookup billing USOC's for co-provider	2	100
	Summary Bill List-Look up BTN#, tax code, and Bill date	2	100
	Analyzes request to determine the co-provider, type of order and installation option.	n/a	100
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	N/A	
	Determine if the end user has Qwest directory advertising	1	
	Determine if the end user has Qwest retail contract	1	
	Determine critical dates	1	100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	2	50
Customer Request Management (CRM)	Populate required fields	3	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3	100
Issue service order	Input order into service order processor (manually typing and formatting of all orders for billing and provisioning)	10	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	100
Call Handling	Includes handling calls from other departments working the order.	5	60
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	5	5
<b>DISCONNECT</b>			
Work activity begins:	May include these tasks:	Time used: (minutes)	
Receive LSR	Reviews LSR for completeness and accuracy, validate circuit belongs to the co-provider	3	100
	Verifies existing account (accesses CSR in BOSS/CARS) and obtains closing bill address if applicable	2	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	2	100
Issue service order	Input disconnect of loop order into the service order processor (manually typing and formatting of all order for billing and provisioning of the loop)	10	100

Customer Request Management (CRM)	Populate required fields	3	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	100

**Key Assumptions:**

The times documented are forward looking.

The times documented here are average times.

They do not reflect problems encountered during the processing of the service order.

They do not include supplements to the initial order.

These estimates do not include any maintenance or repair time.

This process is as of today and the current functionality if IMA for ordering formatting.

**TAB 87**

## Design-Switched

Includes data for Feature Group, LIS, Wireless Type II, CCSAC, Link trunks DSS Trunks and associated Facilities.

\* Switched Service orders include Trunks and Facilities on one ASR

Note: 1. Times are estimates. Percentages are for manual.

2. Even though a step is mechanical it may require manual verification. Those times are indicated in ( ).

3. Time spent on supplements, redesigns or problems on an order are not indicated.

SOURCE: LORI BURCHET - STAFF MANAGER - DESIGN  
1/22/01

### Adds/Rearranges

Task	Trunk	Facility	% of Manual Probability	
	(Per 24 trunks)	(Per 1 facility)	Trunks	Facility
Order Handling/Screening. (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	10 <i>Members Trunk</i> (based on 1 ASR, could be more than 1 facility and 24 trunks)	Included with trunks <i>DSL TRK PER FAC</i>	100%	100%
Log/Verify Facility A. Bank Codes B. PDAC C. Check Facilities D. Design E. FEYXA F. SCCXR G. GCOCCA	NA	45 (25 working it mechanically)	NA	5%
Build/Validate DRI & WA A. Populate DRI B. Check CFA on DRI against EXACT C. Populate WA	10 (4 to validate)	6 (3 to validate)	5%	5%
Build/Verify CD A. Locate Spare facilities and switch equipment B. Build & Post CD C. Perform RTAD	15 (3 to validate)	15 (5 to validate)	5%	20%
Distribute Documents A. Verify/populate CXRH B. Distribute/Verify distributed C. Note Exact	2	4	100%	100%
TAS A. Populate/Verify TASTGN, TASASG, RCICIT, RCICIC & ZRGRP	15	NA	75%	NA
PCList Trunks- after facility has been distributed, C-Mate then should mechanically populate GCOCCA, SCCXR & SCCXR2, DRI, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	2	NA	100%	NA

### Disconnects

Task	Trunk (Per 24 trunks)	Facility (Per 1 facility)	% of Manual Probability	
			Trunks	Facility
Order Handling/Screening. (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	10 (based on 1 ASR, could be more than 1 facility and 24 trunks)	Included with trunks	100%	100%
PCList Trunks A. C-Mate should mechanically populate GCOOMA, SCCXR & SCCXR2, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	2	NA	100%	NA
Log/Verify Facility A. Determine facility name. B. Check CXRS C. SCCXR D. GCOCCA	NA	8 (3 working it mechanically)	NA	5%
Build/Validate WA A. Populate WA	5 (2 to validate)	5 (2 to validate)	5%	5%
Build/Verify CD A. Build/post/verify CD	10 (2 to validate)	3 (2 to validate)	5%	5%
Distribute Documents A. Distribute/Verify distributed B. Note Exact	2	2	100%	100%

January 2001

**TAB 88**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

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**CCT-I TASK DESCRIPTION FOR  
DS1 TRUNK SIDE PORT  
DS1 DID TRUNK PORT FACILITY**

**1. Screen WFA-C for Circuit**

The CCT-I accesses the WFA-C OSSSLST (Order List) screen to examine and prioritize order load by Critical Date.

The CCT-I access the WORD document on the OWDDOC (WORD document) Screen to examine work request.

The CCT-I locates the WORD document and determines if additional work steps must be created for the Central Office Technician (i.e., DD work activities)

The CCT-I examines the Circuit Details portion of the WORD document for circuit design completeness.

The CCT-I sets any other pertinent Calendar (CAL) events on the WFA-C OSSSLST (Order List) screen.

The CCT-I complete the SCR Critical Date on the WFA-C OSSOI (Order Installation) screen.

**2. Verify LNO completion**

The CCT-I verifies the COT has completed the physical work required on the work request for DVA and DD. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit Work Location (CWL) level.

If CWLs have not been completed by the DVA date, the CCT-I notifies the Central Office to complete the CWLs.

If the physical work cannot be completed, the CCT-I posts a jeopardy against the DVA date. The current Designed Services jeopardy process is then followed.

If the work cannot be completed on DD because the Co-Provider is not ready, the CCT-I places a "C" code jeopardy against the order. The current Designed Services Jeopardy process is then followed.

If the work cannot be completed on DD because of a Qwest problem, the CCT-I will post the appropriate jeopardy code against the DD. The current Designed Services Jeopardy process is then followed.

The CCT-I makes the appropriate remark entries into the WFA-C OSSLOG (Work Request Log)

**3. Monitor Performance/Conformance Testing**

The CCT-I monitors and records the test results on the WFA-C OSSCN (Circuit Notes) screen. These test results are obtained by the Central Office technician testing the newly provisioned circuit.

**4. Notify Co-Provider of work completion**

The CCT-I notifies the Co-Provider that the work request is completed. The CCT-I informs the Co-Provider of any additional charges that will apply. The CCT-I provides required test result information to the Co-Provider. The CCT-I records the Co-Provider order completion contact information on the WFA-C OSSLOG (Work Request Log).

**5. Post Order Complete in WFA-C**

The CCT-I posts the Due Date complete on the WFA-C OSSOI (Order Installation) screen. The CCT-I completes any additional remarks on the WFA-C OSSLOG (Work Request Log). The CCT-I completes any required electronic billing or rebates in WFA-C.

**DISCONNECT**

**1. Screen WFA-C for Order accuracy**

Screen OSSLST

Verify information on WORD document

Refer WORD document back to Designer if not accurate

Check for Co-Provider work locations involved on order

Enter note if Co-Provider involved on OSSCN

**2. Contact Co-Provider**

Notify customer work is complete

Add pertinent notes to OSSCN screen

**3. Complete order in WFA-C**

Check WFA-C OSSLST for critical events

Jeopardize and escalate to accommodate customer's needs

Add additional billing charges

Complete order in WFA-C

Perform required tests

**TAB 89**

# **CENTRAL OFFICE RESOURCE ADMINISTRATION CENTER (CORAC)**

Utilizes Work Force Administration/Dispatch In (WFA/DI) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DI.

Re-loads and re-schedules service orders that cannot be completed.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

March 26, 1999

MEMORANDUM

To: Dan Deffley

From: Steve McMullin  
Process Specialist

Re: Service Order Process Time Study

Dan,

Reviewing the work activities for the processing of service orders for the LRAC and Field Installer in the Private Line (Designed Services) arena, I agree with the numbers on the time estimate sheets you have sent to me. Although the individual actual times will vary slightly per local conditions, the average times are as correct as they can be, and they follow the assumptions list duplicated here:

The times documented are average times.

These times do not reflect any problems encountered during the service order work.

These times do not include any supplements or changes to the orders.

There are no maintenance or repair times included in these averages.

The load times are reflective of a dispatch to only one end of a circuit. A dispatch to both ends of a two point circuit would double the numbers.

The load times do not reflect any "non productive" time an installer would have to spend waiting for either a customer or another technician to arrive to do their work.

I conferred with two LNO managers and numerous technicians on these numbers. The managers I talked with are:

Barbara Garnet, LNO Field Supervisor

Sue Sanders, LNO Field Supervisor

I also had discussions with Dave Paul, O&T Network Staff Manager (my manager) whom you have previously talked with.

These times apply to service order activity for special services including, Private Line, Switched Access, CCSAC, and Wireless customers.

If there is any further information you need, you can contact me at 206-808-3682, or e-mail me at [swmcmul@uswest.com](mailto:swmcmul@uswest.com).

*Steve McMullin*

Steve McMullin  
Process Specialist

Times & processes  
Still apply per  
Mike Lavone  
3-01

LOAD SPECIALIST		TIME ESTIMATES				
ITEM	WORK ACTIVITY	SPECIAL SERVICES	Fullout			
		ORDER (covers both ends)				
	<u>INSTALL</u>					
1	SCREEN ORDER	2	.15			
2	LOAD WORK REQUEST TO TECH	5	.15			
3	CLOSE-OUT WORK REQUEST	3	.15			
<b>ASSUMPTIONS</b>						
The process and time estimates are forward-looking to year end 1989.						
The times documented above are average estimates. The times are in minutes.						
The times represent a U S West average.						
They do not reflect times spent for a supplement to the order.						
They do not reflect problems with the order or redesign issues.						
They do not reflect problems or trouble at test, with systems or with the customer.						
All times are based on a service order and no problems encountered at test & turnup.						
Attached are the functions associated with the steps performed by the Load Resource Specialist						
<b>TIME ESTIMATE SOURCES - Subject Matter Experts</b>						
STEVE MCMULLEN - STAFF MANAGER						
BARB NYLANDER - STAFF MANAGER						
DIANE KINKELL - STAFF MANAGER						
BOB MOHR - STAFF MANAGER						

**TAB 90**

# CENTRAL OFFICE

Responsible for service connection in the central office and associated testing and administrative functions. Places cross-connects (jumpers), performs cross-office testing, and provides support to field installation and control center for circuit testing as required.

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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- The time estimates do not include any maintenance or repair times.

CENTRAL OFFICE TECH  
TIMES - UBS

Steve HillcarvL STAFF MANAGER	
July, 2000	
[REDACTED]	INSTALL
Central Office Technician	

DS1 DID TRUNK PORT FACILITY	
1 Analyze Order	5 min
2 Complete Cross-connect	10 min
3 Perform conformance testing	15 min
4 Complete DD work status with CCTI	3 min
5 Post DVA work complete in WFA-DI	2 min

[REDACTED]	Disconnect Order
Central Office Technician	
DS1 Trunk Port Facility & DS1 DID Trunk Port Facility	
1 Analyze Order	5 min
2 Remove Cross-connect	5 min
3 Complete work request in WFA-DI	2 min

MAY, 2000

## **Install**

### **1. Analyze Order.**

The COT accesses the WORD/CDOC document.

The COT determines if assignments/equipment requested by the work order are available

The COT verifies the Circuit Design is complete.

### **2. Complete Cross-Connect.**

The COT places the cross-connect(s) between the ICDF and the MDF or DSX frames. The type of loop ordered determines the number of cross-connect needed.

### **3. Record Test Results**

The COT records the facility test results in the WFA-C OSSLOG

### **4. Complete DD work status with CCT-I**

The COT analyzes WFADI work request for appointment time and tests then calls the CCT-I to notify they are ready to perform at location.

### **5. Post work request complete in WFA-DI.**

The COT accesses the DITSC screen in WFA-DI to complete the WFA-DI work request.

## **Disconnect**

### **1. Analyze Order.**

The COT accesses the WORD/CDOC document.

The COT determines if assignments/equipment requested by the work order are accurate.

The COT verifies the Circuit Design notifies CCT-I of order inaccuracy.

### **2. Remove Cross-Connects.**

The COT removes the cross-connect(s) between the ICDF and the MDF or DSX frames. The type of loop ordered determines the number of cross-connect that will be removed.

### **3. Complete work request in WFA-DI.**

The COT accesses the DITSC screen in WFA-DI to complete the WFA-DI work request.

ACRONYM	DEFINITION
CCT-I	Customer Communication Technician-Implementor
CDOC	C1 Prep Document (Central Office version of the WORD document)
CORAC	Central Office Resource Allocation Center
COT	Central Office Technician
CRON	Automated order load in WFA-DI
CWL	Circuit Work Location (each Central Office location involved on the order)
DD	Due Date Critical Date
DITSC	An Installation or Trouble Work Request screen in WFA-DI
DOSOI	Service Order Installation screen in WFA-DO
DS I&M Technician	Designed Services Installation and Maintenance Technician
DSX	Digital Services Cross-Connect
DVA	Designed, Verified, and Assigned Critical Date
I&M	Installation and Maintenance field forces
ICDF	Interconnector Distributing Frame
LNO	Local Network Operation (typically includes the Central Office and I&M work forces)
LRAC	Load Resource Administration Center
MDF	Main Distributing Frame
OCO	Overall Control Office
OSSCN	Circuit Notes screen in WFA-C
OSSCWL	Circuit Work Location screen in WFA-C
OSSLOG	Work Request Log screen in WFA-C
OSSLST	Order List screen in WFA-C
OSSOI	Order Installation screen in WFA-C
OWDDOC	WORD Document screen in WFA-C
SCR	Screener Critical Date
SDC	Service Delivery Coordinator
USW	U S WEST
WFA-C	Work Force Administration-Control Module
WFA-DI	Work Force Administration-Dispatch In Module
WFA-DO	Work Force Administration-Dispatch Out Module
WORD Document	Work Order Record Detail Document

**TAB 91**

## **INTERCONNECT SERVICE CENTER**

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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**UNBUNDLED SWITCHING - ISC**  
**Analog or Digital DSO Trunks - New connect**  
**Work Activity Description - SDC Functions**  
**INWARD**

Activity Begins When	Includes these tasks	Time Used	Notes
Receives LSR from CLEC	Analysis of request to determine type of service, desired service level, directory listings, CLEC specific entries (ZCID, contact numbers, etc.)	5 min	1st trunk
	Validate CFA, NC/NCI	2 min	1st Trunk
	Validate Switch location & determine Switch Port Availability	10 min	1st trunk
	Obtain TGN and RTI from Complex Translations. Complete DID Trunk Request form and send to complex translations and MPAC	20 min	1st Trunk
	Obtain Telephone Numbers /DID number blocks	10 min	1st Trunk
	Determine Critical Dates	5 min	1st trunk
	Confirm (FOC) LSR	5 min	1st Trunk
	Check for SOAC errors	5 min	1st trunk
	Order Completion	5 min	1st trunk
	Issue Service Order	15 min	1st trunk

### ADDITIONAL TRUNKS

Receives LSR from CLEC	Validate CFA, NC/NCI	.25 min	Each Addl trunk
	Obtain Telephone Numbers/ DID number blocks	10 min	Each Addl trunk 50% PROBABILITY ON EACH ADDL
	Check for SOAC errors	5 min	Each Addl trunk
	Order Completion	5 min	Each Addl trunk
	Issue Service Order	3 min	Each Addl trunk

### GLOSSARY

<b>CFA</b>	Connecting Facility Arrangement
<b>NC/NCI</b>	Network Channel/Network Channel Interface
<b>TGN</b>	Trunk Group number
<b>RTI</b>	Route Index number
<b>FOC</b>	Firm Order Confirmation
<b>LSR</b>	Local Service Request
<b>CLF</b>	Common Language Facility
<b>FEPS</b>	Facility Equipment Planning System
<b>TIRKS</b>	Trunk Intergrated Record Keeping System
<b>SOAC</b>	Service Order Access Controller

Times provided by Mary Ann Hyska - ICS Process Specialist - 612-663-2101

May, 1999

# UNBUNDLED SWITCHING

## Analog or Digital DSO Trunks - New connect Work Activity Description - SDC Functions OUTWARD

Activity Begins When	Includes these tasks	Time Used	Notes
Receives LSR from CLEC	Analysis of request to determine type of service, desired service level, directory listings, CLEC specific entries (ZCID, contact numbers, etc.)	5 min	1st trunk
	Verify existing account activity and obtain closing bill information	2 min	1st trunk
	Check for SOAC errors	5 min	1st trunk
	Order Completion	5 min	1st trunk
	Issue Service Order	5 min	1st trunk

### ADDITIONAL TRUNKS

	Check for SOAC errors	5 min	Each Addl trunk
	Order Completion	5 min	Each Addl trunk
	Issue Service Order	3 min	Each Addl trunk

### GLOSSARY

CFA	Connecting Facility Arrangement
NC/NCI	Network Channel/Network Channel Interface
TGN	Trunk Group number
RTI	Route Index number
FOC	Firm Order Confirmation
LSR	Local Service Request
CLF	Common Language Facility
FEPS	Facility Equipment Planning System
TIRKS	Trunk Intergrated Record Keeping System

**TAB 92**

## DESIGN

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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## Design-Switched

Includes data for Feature Group, LIS, Wireless Type II, CCSAC, Link trunks DSS Trunks and associated Facilities.

\* Switched Service orders include Trunks and Facilities on one ASR

Note: 1. Times are estimates. Percentages are for manual.

2. Even though a step is mechanical it may require manual verification. Those times are indicated in ( ).

3. Time spent on supplements, redesigns or problems on an order are not indicated.

SOURCE: LORI BURCHET - STAFF MANAGER - DESIGN  
1/22/01

### Adds/Rearranges

Task	Trunk (Per 24 trunks)	Facility (Per 1 facility)	% of Manual Probability	
			Trunks	Facility
Order Handling/Screening. (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	10 <i>MEMBER TRUNK</i> (based on 1 ASR, could be more than 1 facility and 24 trunks)	<i>DSI TRUNK PER FAC</i> Included with trunks	100%	100%
Log/Verify Facility A. Bank Codes B. PDAC C. Check Facilities D. Design E. FEYXA F. SCCXR G. GCOCCA	NA	45 (25 working it mechanically)	NA	5%
Build/Validate DRI & WA A. Populate DRI B. Check CFA on DRI against EXACT C. Populate WA	10 (4 to validate)	6 (3 to validate)	5%	5%
Build/Verify CD A. Locate Spare facilities and switch equipment B. Build & Post CD C. Perform RTAD	15 (3 to validate)	15 (5 to validate)	5%	20%
Distribute Documents A. Verify/populate CXRH B. Distribute/Verify distributed C. Note Exact	2	4	100%	100%
TAS A. Populate/Verify TASTGN, TASASG, RCICIT, RCICIC & ZRGRP	15	NA	75%	NA
PCList Trunks- after facility has been distributed, C-Mate then should mechanically populate GCOCMA, SCCXR & SCCXR2, DRI, WA, CD. If successful it will return with a "Remove Hold" message on the WA	2	NA	100%	NA

### Disconnects

Task	Trunk (Per 24 trunks)	Facility (Per 1 facility)	% of Manual Probability	
			Trunks	Facility
<b>Order Handling/Screening.</b> (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	10 (based on 1 ASR. could be more than 1 facility and 24 trunks)	Included with trunks	100%	100%
<b>PCList Trunks</b> A. C-Mate should mechanically populate GCOOMA, SCCXR & SCCXR2, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	2	NA	100%	NA
<b>Log/Verify Facility</b> A. Determine facility name. B. Check CXRS C. SCCXR D. GCOCCA	NA	8 (3 working it mechanically)	NA	5%
<b>Build/Validate WA</b> A. Populate WA	5 (2 to validate)	5 (2 to validate)	5%	5%
<b>Build/Verify CD</b> A. Build/post/verify CD	10 (2 to validate)	3 (2 to validate)	5%	5%
<b>Distribute Documents</b> A. Distribute/Verify distributed B. Note Exact	2	2	100%	100%

January 2001

**TAB 93**

# **COMPLEX TRANSLATIONS**

## **NROC (Network Reliability Operations Center)**

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage
- Coordinates monitoring machine growth jobs

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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November 6, 1997 *reviewed 3-01*

Memo To: Dan Deffley

From: Deb Doty

RE: Complex Translations Time Estimates for LIS Trunking

*Applies to  
TRUNK ports  
- Analogs*

High Level Overview

LIS trunking interconnects U S WEST end offices and tandems to other local service provider. These trunks are accessed by U S WEST subscribers by dialing a NPA-NXX that is assigned to the other local service providers. The end office/tandem switch analyzes the digits dialed, locates the route index for the NXX, analyzes the route index for trunk group, alternate routing information, and digits to be outpulsed. The switch then searches the trunk group for an idle trunk and sends the call to the other local service provider switch.

In a basic configuration between U S WEST and another local service provider, there is a trunk group to the local tandem and the access tandem. Direct trunk groups to end offices may be added for exchange of local calls if needed. The cost estimates address the end office direct trunk group or the tandem trunk group, which ever is the case. If the trunk group being installed is an end office direct group that the NPA-NXX work in only in that end office.

Complex Translations receives information to perform LIS trunking work via the ASR/TQ from the local service provider and via the NPA/NXX Coordination Worksheet from the Service Delivery Centers.

Today, to my knowledge, we do not charge other service providers to open their NXXs in our switches. This should be checked out for sure with the product team, however it is a major component of the costs associated with activating a new trunk group to another local service provider.

#### Trunk Group Translations

Complex Translations is responsible for building trunk group level translations. This work is the same no matter what the size of the trunk group. Trunk group level translations includes but is not limited to:

Signaling Type used, MF or SS7  
Hunt Sequence, high to low, most idle, etc  
Screening and Routing of incoming calls

Glare Resolution  
Data Rate Capabilities

Complex translations is not involved in trunking activity adding trunks to existing trunk groups.

**DON'T KNOW IF THIS INFO WOULD APPLY OR NOT  
CLEC, NEW ACTIVATION GROUP TRANSLATIONS**

**COMPLEX TRANSLATIONS FOR ALL SWITCH TYPES  
WOULD APPLY TO THE FIRST ONLY**

*any  
prohibits*

**TRUNK GROUP(s)**

Assign TGN	10 min	1.50	per trunk group basis
Analyze ASR/TQ for trunking items	10 min	1.1	per trunk group basis
Build new Trunk Group which includes the following trunk group level data:	20 min	—	per trunk group basis
<ul style="list-style-type: none"> <li>- signaling type</li> <li>- hunt type</li> <li>- glare resolution type</li> <li>- incoming screening</li> </ul>			

**ROUTE INDEX (s)**

Assign RI	10 min		Average 2 ri/trunk grou
Analyze ASR/TQ-RTG form for routing items	10 min		per trunk group basis
Build new Route Index which includes:	10 min		Average 2 ri/trunk grou
<ul style="list-style-type: none"> <li>- alternate routing, if applicable</li> </ul>			

**NPA-NXX(s) - all offices involved in NPA**

Analyze Routing Order	10 min		per office that must act
Identify Route in non-interconnected office	10 min		per office that must act
<b>First NPA-NXX</b>			
Activate NPA-NXX's in all initial digit translators (average 5 initial digit xlators/office)	10 min/code/xlator		per office that must act
Each additional NPA-NXX (average 5 initial digit xlators/office)	10 min/code/xlator		per office that must act

**TESTING - all offices in the lata**

- Perform test call	5 min		per office that must act
- Complete Work Item in WFA/DI or Tracking Tool	5 min		per office that must act

Times provided by Deb Doty 11-9-97

*Reviewed 3-01*

**Subject: questions**

**Date: Mon, 05 Mar 2001 09:57:02 -0700**

**From: "Debra Doty" <dkdoty@uswest.com>**

**Organization: U S WEST Communications, Inc.**

**To: deoriat@uswest.com**

**Assign Trunk Group**-The translator receives a call from a service delivery coordinator requesting a trunk group number. Translator reviews the ASR, determines the trunk group type, transmission type, clarifies any unknowns, and gives the SDC a trunk group number and transmission class. The translator then logs the event for the receipt of the finished ASR.

**Analyze ASR/TQ** - Upon receipt of the ASR/TQ, the translator reviews the document to determine how to build the trunk group, accuracy, and completeness, such as hunting sequence, glare control, alternate routing, signaling, NPA-NXXs, trunk group type, etc. If there are any questions, the translators gets back to the SDC for clarification or corrections.

**Build trunk group** - using the complete and accurate ASR/TQ, the translator inputs into translations all the characteristics of the new trunk group using the trunk group number assigned above and the information from the ASR.

**Assign Route index** - Again using the ASR/TQ, the translator assigns and build a route index using the new trunk group built above. A route index has the alternate routing information and the digits outpulsed information for the new trunk group.

**Perform Test Call** - the translator access the remote office test line for the office being tested. The translator makes sure the test line has the correct class of service assigned. The Translator dials the test number provided, listened for the results, makes any corrections necessary if test not completed satisfactorily.

**Complete Work Item** - Translators document that work is complete in a tracking system called PROTECT. The completion indicates that the work is done and there is a separate item to indicate the test call was completed.

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---

**Debra Doty <dkdoty@uswest.com >**

Technical Support Manager

NROC

Network Complex Services

**TAB 94**

**ACCOUNT  
MANAGER**

8/24/01

Provided Candace Mowers - Product Manager with Marlene DiManna memo for Custom Routing for review and appropriateness for this update. Candace indicated to apply same time estimates for study.

D. Deffley

May 28, 1997

MEMORANDUM TO: Dan Deffley

FROM: Marlene DiManna 303 896-3019 *md*

SUBJECT: Revised Customized Routing Estimates

This memorandum is being issued as a revision to my original estimate dated, March 25, 1997. The revised time is for the establishment of the LCC (Line Class Code).

I have now determined that to issue the request to SA Tech Support for the establishment of a new LCC, I will have to review the existing LCCs with the particular attributes the CLEC is requesting. This review will take approximately 2 hours. The review entails a manual process of going through the Standards Application Guide books (approximately 3, 3 inch binders per region) to find an existing LCC with the attributes requested by the CLEC.

My time estimate for the installation of the LCC in a particular switch or switches, remains the same, approximately 1/2 hour.

If you have questions, please contact me at the number listed above.

Postal® Fax Note	7671	Date	5/28/97	# of pages	21
To	DAN DEFFLEY	From	MARLENE		
Co./Dept.		Co.			
Phone #		Phone #			
Fax #	(62-42)-5834	Fax #			

**TAB 95**

**COMPLEX  
TRANSLATIONS  
TECH  
SUPPORT**

8/10/01

Provided Gary Szakacs - Staff Manager Oct. 98 Complex Translations Documentation for Custom Routing for review and appropriateness for this update.

Gary concurs that time are the same. Digital switches only are appropriate for cost studies going forward. 5E and DMS switch types times applied for this study.

D. Deffley

**Subject: Re: [Fwd: Oregpn Custom Routing]**  
**Date: Tue, 13 Oct 1998 10:18:17 -0500**  
**From: "Gary J. Szakacs" <"gszakac@uswest.com"@uswest.com>**  
**Organization: U S WEST- NROC- Technical Support**  
**To: ddeffle@uswest.com**  
**CC: dkdoty@uswest.com**

Hello Dan,

The method of providing Custom Routing ( Local, DA, or Oper) is through the assigning and deploying of Line Class Codes (LCC's).

The time for building a LCC (and the associated testing) could be between 45 min. and 2 hours for most switch types depending on what tests have to be done. Making test calls for a DA Custom Routing LCC would be less than making many test calls for a LOCAL Custom Routing LCC.

The greatest amount of time, by far, for the Translations group associated with Custom Routing is when we have to do the "preconditioning" of the switch for LOCAL Custom Routing. This varies greatly on where we have to do the "preconditioning" and that is the main reason for having it ICB. It could vary from weeks to many months.

There are just too many variables when it comes to Custom Routing to have a "one-size-fits-all" time estimate. And it is assumed that before translations starts to do provision of Custom Routing, all of the necessary trunking is in place. This trunking would be provisioned much like the LIS trunking is currently provisioned.

Any questions, give me a call.  
Gary Szakacs  
(515)241-1308

Author: <s=Szakacs/g=Gary/ou=gszakac/o=notes/p=uswest/a=mci/c=us> at mnet  
Date: 3/10/97 2:24 PM  
Priority: Normal  
To: Dan Deffley at omasdl  
Subject: LCC for Cust. Rtg.-REVISION

----- Message Contents -----

From: Gary Szakacs on 03/10/97 03:13 PM CST

Hello Dan,

The complex translations work required for custom routing of Directory assistance and operator traffic is broken down into two functions. The first is the development of the LCC which includes identifying all of the custom routing parameters and naming the LCC, and the second function is the provisioning of the LCC into a switch.

In the development of the LCC itself, I see an Interconnect Account Manager interfacing with the CLEC to discuss all of the custom routing parameters (where to route DA and OPER are the only options now) and then fill out a grid sheet detailing the requested parameters. The grid sheet is a piece of paper that lists all of the call types defined in the central office (Local, 411, 555, Oper., 800, 900, etc.) and the dialing plans for each call type (1+, 0+, or no prefix). After completing the grid sheet (which is what complex translations uses for provisioning LCC's) the Acct. Mgr will call Technical Support (one of my peers) to have a unique alphanumeric LCC assigned to this service.

The process of the Complex Translations Technical Support is to search the office (Eastern, Central, and Western) databases for a unique unassigned alphanumeric (1FB, 1FR, C2N, etc.) and assign it to the new grid sheet and update the methods. This process takes about 2 hours per LCC.

The Account Manager will then forward the grid sheet with the new alphanumeric LCC to the complex translations provisioning group.

In the provisioning of the LCC the translator will design the necessary complex translations on paper which are kept as office records for maintenance and administrative reasons. They will then input the data into the central office and make test calls to ensure correctness of their work. A lot of the provisioning design work done by the translator is manual work. The following are estimates by switch type to provision and test the new LCC. These are average times and can vary greatly from switch to switch.

SS	- 4 hours
SS	- 4 hours
S	- 3 hours
10	- 3 hours
100	- 4 hours
AXE	- 40 hours (The estimate for AXE is larger than the other switch types because of the reasons described in the letter below.)

THESE ESTIMATES APPLY TO EACH HOST AND ALSO APPLYS TO EACH REMOTE THAT IS IN THE SAME RATE CENTER AS THE HOST.

These estimates are only for customized routing line side ports. This "manual" process could be used for trunk ports (which will always be customized) but more data and more time will be necessary to provision them.

**TAB 96**

## SERVICE DELIVERY COORDINATOR

Wholesale markets – Service Delivery serve as the primary order provisioning contact for CLECs, Interexchange Carriers and Wireless customers who purchase complex wholesale and retail products and services (i.e., Private Line, Feature Group, LIS Trunking, Centrex Resale, Number Portability) from Qwest.

The center teams provide end-to-end order coordination from request through order completion and serve as the primary liaison for the customer for all downstream organizations.

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

Subject: Cost Study  
Date: Tue, 21 May 2002 10:37:36 -0600  
From: "Cindy Kalakis" <ckalaki@qwest.com>  
To: ddeffle@uswest.com  
CC: "Terri McQuiston" <tporter@notes.uswc.uswest.com>  
 , "Linda Kae Olsen" <lxolsen@notes.uswc.uswest.com>  
 , "Ronda Bergstedt" <rbergst@notes.uswc.uswest.com>  
 , "Nancy Chapman" <nljohns@notes.uswc.uswest.com>

Dan:

Attached is the cost study spreadsheets for Private Line, Switched Access, LIS and UDIT.

I did a comparison on like functions and it seems we are in synch. There are some differences with the SHNS-SST because of the complexity of the product but I think we are either the same or justifiably different where appropriate between all the products.

If you need to get us all together again to discuss, let me know, I'll be happy to set up a meeting, or you can talk to the Product Process Specialist for each product if you have questions.

Thanks for your patience!

Cindy

(See attached file: SDC TIMES 2002-Summary-all prod.xls)

-----  
Name: SDC TIMES 2002-Summary-all  
prod.xls  
SDC TIMES 2002-Summary-all prod.xls Type: Microsoft Excel Worksheet  
(application/vnd.ms-excel)  
Encoding: base64

MAY 2002

Attached process sheets contains the appropriate times SDC times for CCSAC order processing per subject matter experts. STP Port process same as Entrance Facility times for LIS and Switched Access.  
DVD

INSTALL			Time Estimates				Notes
Item #	Item	Work Activity Description	FACILITY	TRUNKS		Augment Change	
			ENTRANCE FACILITY	INSTALL FIRST	INSTALL EA ADDL		
1	Receive ASR mechanically	ASR is received mechanically through EXACT on a mechanized work list	1 min.				<p>This is the length of time it takes the SDC to pull up the ASR by ASR number in EXACT.            *90% of ASRs are mechanical            This is the time that it would take the SDC to manually input the information on all the EXACT screens.            *10% of ASRs are manually faxed.            Entries are made to add order number, circuit ID and intervals to the service order. The address is validated for accuracy. The Qwest EXACT screens are populated in this step.</p> <p>*65% of the time</p> <p>50% of the time</p> <p>Not required on new installations - only change orders.</p> <p>Only required on the first install in the LATA.</p> <p>Done 100% of the time.            For LIS, verify that the NPA/NXXs listed on ICTQA are local to the SECLOC or that they have the type of arrangement that allows crossing LCA boundaries.</p>
1a	Receive ASR via FAX*	Input ASR into EXACT Manually	10 min				
2	Validate ASR in EXACT	Check for the accuracy of the ASR fields and make sure all information is present	10 min				
3	Validate ACTL in TIRKS	Check RDLOC screen to validate who owns the ACTL.	2 minutes				
4	Verify LOA*	Check to see if LOA is necessary. If LOA is needed is it on file or does the SDC need to request a new one.	1 min				
5	Assign new TSC	In TRDB assign TSC if request is for a new trunk group.	4 min				
6	Verify TAXI	Make sure the TSC and circuit ID passed by the customer is the same on our TAXI records. Verify the BAN provided by the customer is accurate and if not accurate locate the correct BAN.	NA				
7	Credit Info/Security	Call billing SDC to verify credit check has been completed and security deposit received if required.	NA				
7a	Validate Contract Rates	Check the IABS TICR table/contract to ensure rates are loaded for LIS USOCs in the customer's contract.		3			
8	Verify TQ	Make sure the TQ is required for type of service and that all required entries are present.	na				
9	Intra Company Calls	Handling calls from the IXC and from within the company regarding the ASR.	13 min				
10	Order Distribution - DS1 facility and/or EF						

10A	EXACT/TUF/IABS	Ready order from EXACT TO TUF into the order format in IABS.	1 min					This is a manual ready command by the SDC but the translations to IABS is a mechanical process within EXACT/TUF.
10B	Validate IABS Service order Manually calculate charges if the service is InterLCA Facility or other manually billed products (Tandem Exhaust, etc.).	Validate USOC suffixes for mileage and billing USOCS for circuit elements. CFA and HBAN. Check to make sure the service order is complete and accurate.  Add additional mileage USOC and calculate rate using the intrastate tariffed rates (fixed and variable) for the mileage increment.	2 min.					Applicable if the SPEC code of XLCAL1 or XLCAL2 is present or if in a state where tandem exhaust exists and other arrangements required. Contract amendment required. 3% of the ASRs.
10C	Distribute Order in IABS	Distributes order to billing system so billing SDC's can validate charges, etc.	5 min					
10D	Validate 3 successes in SOAC TIRKS interface	Check the SOAC database for 3 success messages. This means the order has logged into TIRKS. If order has an error, it must be resolved in the appropriate service order processor before it will flow through all necessary systems.	1 min					
11	Order Distribution Trunk							
12	EXACT/TUF/IABS	Ready order from EXACT to TUF into the order format in IABS						
12A	Validate IABS Service order	Validate OCL, and delete TSC's if multiple were fetched that do not pertain to this order. Verify CFA and HBAN. Check to make sure the service order is complete and accurate.						
12B	Distribute Order in IABS	Distributes order to billing system so billing SDC's can validate charges, etc.						
12C	PC List ASR	PC List ASR to Tirks to mechanically build the template for the word document.						
13	FOC*							*You can only do one of these on an ASR. You cannot mechanically and manually FOC the same ASR. *Mechanical FOC is 90%

14A	FOC Manual	Manually confirm the ASR, print the screen and fax or email to the customer. Includes the FAX of the DLR.	3 min					
14B	FOC Electronically	Confirm ASR in EXACT, make sure the customers DRC code is present so the DLR will print to the customers location.	1 min					
15	Service Order Completion	Check WFA order for completion date and any pertinent notes or missed function codes	3 min					
16	Check WFA	Add any additional information from WFA that pertains to the service order. Make sure IABS service order is accurate for billing.	5 min					Validate required FIDs are present.
17	Check IABS Service Order	Type the correct codes to complete the order in IABS and process.	1 min					
18	Complete IABS Service Order	Type correct information into EXACT and complete the ASR.	1 min					
19	Complete EXACT	Make any applicable notes in EXACT	1 min					
19	Note EXACT							
<b>DISCONNECT</b>				<b>Time Estimates</b>				

Item #	Item	Work Activity Description	ENTRANCE FACILITY	TRUNKS		Change	Notes
				DISC FIRST	DISC EA ADDL		
1	Receive ASR mechanically	ASR is received mechanically through EXACT on a mechanized work list	1 min.				This is the length of time it takes the SDC to pull up the ASR by ASR number in EXACT. *90% of ASRs are mechanical This is the time that it would take the SDC to manually input the information on all the EXACT screens. *10% of ASRs are manually faxed. Entries are made to add order number, circuit ID and intervals to the service order. The address is validated for accuracy. The Qwest EXACT screens are populated in this step.
1a	Receive ASR via FAX*	Input ASR into EXACT Manually	10 min				
2	Validate ASR in EXACT	Check for the accuracy of the ASR fields and make sure all information is present	10 min				
3	Verify TAXI	Make sure the TSC and circuit ID passed by the customer is the same on our TAXI records. Verify the BAN provided by the customer is accurate and if not accurate locate the correct BAN.	NA				

4	Verify TQ	Make sure the TQ is required for type of service and that all required entries are present.	na				TQ required on complete disconnect of group to ensure that traffic is re-routed if appropriate. Not required on partial disconnect.
5	Intra Company Calls	Handling calls from the IXC and from within the company regarding the ASR.	3 min				
6	Order Distribution DS1 and/or EF						
6A	EXACT/TUF/IABS	Ready order from EXACT TO TUF into the order format in IABS. Validate CFA and HBAN. Check to make sure the service order is complete and accurate.	1 min				This is a mechanical process within EXACT.
6B	Validate IABS Service order	Distributes order to billing system so billing SDC's can validate charges, etc.	2 min.				
6C	Distribute Order in IABS		1 min				
6D	Validate 3 successes in SOAC TIRKS interface	Check the SOAC database for 3 success messages. This means the order has logged into TIRKS. If order has an error, it must be resolved in the appropriate service order processor before it will flow through all necessary systems.	1 min				
7	Order Distribution Trunk						
7A	TUF/IABS	Ready order from EXACT to TUF into the order format in IABS. Validate OCL, and delete TSC's if multiple were fetched that do not pertain to this order. Verify CFA and HBAN. Check to make sure the service order is complete and accurate.					
7B	Validate IABS Service order	Distributes order to billing system so billing SDC's can validate charges, etc.					
7C	Distribute Order in IABS						
8	PC List ASR	PC List ASR to Tirks to mechanically build the template for the word document.	1 min				*You can only do one of these on an ASR. You cannot mechanically and manually FOC the same ASR.
9	FOC*						*Mechanical FOC is 90%
9A	FOC Manual	Manually confirm the ASR, print the screen and fax or email to the customer. Includes the FAX of the DLR.	3 min				

9B	FOC Electronically Service Order Completion	Confirm ASR in EXACT, make sure the customers DRC code is present so the DLR will print to the customers location.	1 min					
10	Check WFA	Check WFA order for completion date and any pertinent notes or missed function codes	3 min					
11	Check IABS Service Order Complete IABS Service Order	Add any additional information from WFA that pertains to the service order. Make sure IABS service order is accurate for billing.	5 min					Validate required FIDs are present.
12	Order	Type the correct codes to complete the order in IABS and process.	1 min					
13	Complete EXACT	Type correct information into EXACT and complete the ASR.	1 min					
14	Note EXACT	Make any applicable notes in EXACT	1 min					

## **TASK DESCRIPTIONS**

**Receive ASR** - If the ASR is received mechanically the SDC pulls up the ASR number from their work list and begins the next step of validating the ASR.

If the ASR is received manually via FAX the SDC must input all information from the paper copy on to the electronic screens.

**Validate ASR in EXACT** - Validating EXACT screens and reviewing the ASR for errors, adding additional information required for service order processing. Screens may include: ICORD, ICTRK, ICCKT, ICACI and ICNTS.

This includes verifying all information required to issue a 2 point or multiplexed circuit has been received.

**Verify address in TAG** - Check the Telephone Address GUI (TAG) system to verify that the address is premis valid. This eliminates problems downstream for assignments.

**Verify LOA** - Check to see if LOA is necessary. If LOA is needed is it on file or does the SDC need to request a new one.

**Verify Taxi** - Verify circuit ID passed by the customer matches TAXI. Verify any/all sub-circuits removed prior to disconnecting multiplexed circuit.

**Coordinate as ILEC** - Validate appropriate entries in EXACT for co-provided service, coordinate due dates with Exchange Carrier.

**Check TIRKS** - If the request is for a muxed facility the SDC must check TIRKS to determine the name for the circuit. With SST/SHNS verify SCID in TIRKS. If disconnecting multiplexed circuit verify all sub-circuits have been disconnected /moved.

**Call LCON** - All requests ending up at and end-user location must be called to verify wiring location and access information.

**Verify EXACT** - This includes verifying all information required to issue a 2 point or multiplexed circuit has been received.

**Intra-Company Calls** - Handling phone calls from the Interexchange carrier and calls from within the company to resolve issues surrounding the ASR and Service order.

When SST is multiplexed the SDC must also call the project manager for the circuit ID, SCID and due date.

**Mechanical FOC** - Firm Order Confirmation transaction completed in EXACT. Required on all ASRs sent mechanically. Mechanized customers receive automatically when transaction completed. Customers receive the DLR automatically from TIRKS.

**Manually FOC** - On non-electronic ASRs, after FOC task completed, the EXACT screen is printed and either faxed or mailed to the customer. The DLR is pulled from the printer and either faxed or mailed to the customer.

**Order Distribution to IABS** - Complete the command to send the order through the EXACT/TUF translation module and send to IABS.

**Order Validation** - Check the entries that were passed from EXACT/TUF and make sure they are correct.

Any additional information necessary to process the order.

**Distribute the Service order to the SOPS** - Complete the command to send the order to the Service order processors.

**Check SOAC** - The order must be checked in this database to make sure there are two successes, the order logging and the word logging portion must be successful for the order to then pass to TIRKS.

If MAP T FID present on order, verify order has NOT passed through SOAC.

**Order Completion** - Check WFA for any additional USOCs that must be added to the service order, note the completion date of the service order.

**Complete IABS service order** - Add any additional billing information to the service order and complete the service order.

**Complete EXACT** - Make appropriate entries in EXACT and complete ASR. Make appropriate entries in EXACT notes.

**Conferred with:**

**Ronda Bergstedt - Process Specialist DS0, DS1 & SHARP/SHNS services**

**Nancy Chapman - Process Specialist DS3 & SST**

**Cindy Kalakis - Process Specialist UDIT**

**Linda Kae Olson - Process Specialist LIS**

**Terri McQuiston - Process Specialist - Switched**

**TAB 97**

## DESIGN

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

COST ELEMENT		
CCSAC STP		% MANUAL PROBABILITY
<b>DESIGN WORK ACTIVITY</b>	per port per order	
<u>INSTALL</u>		
ORDER HANDLING/SCREENING	5	.20
GOC ORDER LOG	6	.20
ENTER WA MASK	5	.10
PREP LOOP INPUT/DRI	10	.20
DESIGN DSO DIGITAL CHAN TRK	20	.10
DISTRIBUTE WORD DOC	2	.05
 <u>DISCONNECT</u>		
ORDER HANDLING/SCREENING	5	.10
ORDER LOGGING	6	.10
ENTER WA MASK	5	.10
DISCONNECT CIRCUIT	5	.10
DISTRIBUTE WORD DOC	2	.05

**NOTE:**

The times shown are average estimates.

These times do not reflect time spent for supplements to the order.

These times do not reflect problems with the order or redesign issues.

The reciprocal of the % manual probabilities listed represent the mechanized flow-through rate.

The mechanization rate is forward-looking.

Assume one port per order.

**SOURCE:**

KATHY PLATTS

DESIGN CENTER STAFF

2/99

5/2000 Review - Kathy Platts

PRIVATE LINE SERVICES

Jan-89	
<b>SERVICE DELIVERY DESIGN ANALOG PROCESS</b>	
Work Activity Descriptions	
<b>INSTALL</b>	
<b>1. Order Handling/Screening</b>	
Check for Order Accuracy :	
Check Service Order Analysis and Control (SOAC) for Request for Manual Assistance (RMA's)	
Verify A & Z Location in RDLOC	
Access TIRKS Integrated Request Keeping System (TIRKS) for Circuit :	
Check Order for Cooperation Time (if not available)	
Call Order Originator to ask for Cooperation	
:	
<b>2. Generic Order Control (GOC) Order Logging</b>	
Access TIRKS (Work Authorization (WA), PCFLOW, GONOTE)	
Verify Order in Service Processor	
Screen and Log GOC	
Put Remains in GONOTE Order Manually Logged	
:	
<b>3. Enter WA Mask</b>	
Check Availability of Facilities in TIRKS	
Add Required Data to WA Screen	
Verify that WA Screen Matches Service Order	
Manually mask WA Screen :	
:	
<b>4. Prepare Loop/Design Related Information (DRI) Screen</b>	
Verify that Loop Facilities Assignment and Control System (LFACS) Assignments & TIRKS Agree	
Check information on LPADM, DRI, LOOPZ and CD Screen	
Resolve Design Related Information (DRI) Errors	
Resolve Local Loop Errors	
Manually load the LPADM, DRI, LOOPZ, and CD Screen :	
:	
<b>5. Circuit Design</b>	
Check GONOTE or PCFLOW for error	
Resolve Facility, Assignment or Equipment Issues with Communications Processor (CP)	
Resolve Circuit Detail Errors:	
Build Circuit Detail Document	
Authorize and Escalate Order	
:	
<b>6. Distribute Word Document</b>	
Distribute Design Document:	
Resolve any Distribution Errors	
Issue Design Layout Record (DLR)	
Issue Word Document	
:	
<b>DISCONNECT</b>	
<b>1. Order Handling/Screening</b>	
Check for Order Accuracy :	
Check SOAC for RMA's	
Verify A & Z Location in RDLOC	
Access TIRKS for Circuit	
:	
<b>2. GOC Order Logging</b>	
Access TIRKS (WA, PCFLOW, GONOTE)	
Verify Order in Service Processor	
Screen and Log GOC	
Put Remains in GONOTE Order Manually Logged	



**TAB 98**

# COMPLEX TRANSLATIONS

## NROC (Network Reliability Operations Center)

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage
- Coordinates monitoring machine growth jobs

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

**Subject: Costing Documentation on STP Port**

**Date: Mon, 11 Jan 1999 15:43:21 -0700**

**From: "Char Kuder" <ckuder@notes.mnet.uswest.com>**

**To: ddeffle@uswest.com**

**CC: "Jill Martain" <jmartai@notes.mnet.uswest.com>, "James Kaster" <jkaster@notes.mnet.uswest.com>**

Dan,

As agreed, please accept the following as support for STP Port costing.

It has been identified that 99% of our SS7 STP Port orders are issued by the Customer "One Port Per Order". It is the view of the product team that first and each additional considerations are not appropriate for Port ordering. We believe that a multiple port order will rarely be received by US WEST.

Thank you for all your support. If you have questions please call (303) 896-1696.

Char Kuder  
CCSAC/SS7 Product Manager

**Subject: Cost Study Info**

**Date: Tue, 20 Jan 1998 08:24:50 -0700**

**From: Linda Hoy-Farnsworth <lhoy@uswest.com>**

**Organization: U S WEST Communications**

**To: Dan Deffley <ddeffle@uswest.com>**

TRANSLATIONS REQUIRED TO INSTALL A NEW NON-U S WEST QUAD LINKSET WITH  
LINKS

01-20-98

-----  
Add the new network element to the NETPILOT database  
Link Information - STP  
Link set/Link Information

minutes for quad linksets with one link  
minutes for each additional link

Add new linkset and link into STP and NETPILOT database.

- Destination
- Linkset
- Signaling link
- Ordered routing

minutes for quad linksets with one link  
minutes for each additional link

Add gateway screening translations tables into STP and NETPILOT.

- Gateway linkset
- Allowed originating point code
- Service information octet
- Allowed destination point code
- Allowed affected destination point code

minutes for quad linkset

Set destination supervision and link alarms to U S WEST  
configurations.

20 minutes quad linkset with one link  
5 minutes for each additional link

Install ACCESS7 test and maintenance translations for the new linkset  
link.

10 minutes quad linkset with one link  
5 minutes for each additional link

Time required to install an initial non-U S WEST quad linkset with

connected to a mated pair of U S WEST STP's is 180 minutes. Each link

connected to  
linkset would require 20 minutes of additional translations work.

Link installation in U S WEST is currently running at a ratio of

of this activity is projected to increase to 35%.

TRANSLATIONS REQUIRED TO INSTALL A NEW NON-U S WEST LINKSET WITH A-LINKS

**NOTICE**

The information contained herein is confidential and proprietary  
and should not be disclosed to unauthorized persons. It is meant  
for use by authorized representatives only.

Add the new network element to the NETPILOT database  
ie Information - SSP  
nk set/Link Information

minutes first linkset with one link  
minutes for each additional link

add new linkset and link into STPs and NETPILOT database.

- Destination
- Linkset
- Signaling link
- Ordered routing

minutes first linkset with one link  
minutes for each additional link

add gateway screening translations tables into STPs and NETPILOT.

- Gateway linkset
- Allowed originating point code
- Service information octet
- Allowed destination point code
- Allowed affected destination point code

minutes for linkset

at destination supervision and link alarms to U S WEST  
ifications.

10 minutes first linkset with one link  
5 minutes for each additional link

install ACCESS7 test and maintence translations for the new linkset  
link.

20 minutes first linkset with one link  
minutes for each additional link

time required to install an initial non-U S WEST linkset with  
ks to a  
i pair of U S WEST STP's is 105 minutes. Each link addition to this  
set would require 20 minutes of additional translations work.

nk installation in U S WEST is currently running at a ratio of 70%.  
e activity is projected to increase to 65%.

**NOTICE**

The information contained herein is confidential and proprietary  
and should not be disclosed to unauthorized persons. It is meant  
for use by authorized representatives of Qwest, only.

**Subject: Link Testing**

**Date:** Fri, 24 Jul 1998 16:24:11 -0600

**From:** "Linda A. Hoy-Farnsworth" <lhoy@uswest.com>

**To:** Dan Deffley <ddeffle@uswest.com>

**CC:** Char Kuder <ckuder@notes.mnet.uswest.com>

Dan,

I have discussed this testing issue with one of my perrs and a few LNO techs. Here is what we can up with:

**SS7 Interconnection Compatibility Testing**

These types of tests, level 2 & 3, are run whenever a new connection is made between the U S WEST SS7 network and another customer's SS7 network. These tests are needed to ensure the customer's network will work properly with the U S WEST SS7 network and take 2 hours to complete. There is no time difference between A Links and B/D Links. This testing is performed by an LNO technician or shared between a LNO Tech and an NSMC Tech.

If you have any questions, please call.

Linda Hoy-Farnsworth  
303-707-8197

**NOTICE**

**The information contained herein is confidential and proprietary and should not be disclosed to unauthorized persons. It is meant for use by authorized representatives of Qwest, only.**

**Subject: Re: CCSAC Translations**

**Date:** Tue, 20 Mar 2001 16:06:56 -0700

**From:** "Vicki Bigelow" <vbigelo@uswest.com>

**Organization:** U S WEST Communications, Inc

**To:** Daniel Deffley <ddeffle@uswest.com>

Dan,

Details for point code activation/deactivation follows. Please note the A Link and B/D Link information you sent addresses new point codes with direct links. The details provided

here are for point code activation/deactivation only. 'Each Additional' does not apply.

Also Telcordia has renamed NETPILOT to Telcordia Signaling Network Activation Manager (no acronyms allowed).

Vicki Bigelow  
SS7 Technical Support  
303-707-8189

---

Basic: Install

1. Build new Point Code information into Telcordia Signaling Network Activation Manager Node Information.
2. Create signaling orders to establish the destination, routing, and gateway screening (AOP, SIO, ADP, DST) translations for the new Point Code.
3. Send the signaling order to Telcordia Signaling Network Activation Manager and the Signaling Transfer Points (STPs).

Basic: Disconnect

1. Verify existing translations and create signaling orders to disconnect the destination, routing, and gateway screening (AOP, SIO, ADP, DST) translations.
2. Send the signaling order to Telcordia Signaling Network Activation Manager and the Signaling Transfer Points (STPs)
3. Remove the Point Code information from Telcordia Signaling Network Activation Manager Node Information.

Database: Install

1. Build new Point Code information into Telcordia Signaling Network Activation Manager Node Information.
2. Create signaling orders to establish the destination, routing, Global Title Translations (GTTs), and gateway screening (AOP, SIO, ADP, DST) translations for the new Point Code in the local STPs.
3. Create signaling orders to establish routing and Global Title Translations (GTTs) translations for the new Point Code in the regional STPs.
4. Send the signaling orders to Telcordia Signaling Network Activation Manager and the Signaling Transfer Points (STPs)

Database: Disconnect

1. Verify existing translations and create signaling orders to disconnect routing and Global Title Translations (GTTs) translations for the Point Code in the regional STPs.
2. Verify existing translations and create signaling orders to disconnect the destination, routing, Global Title Translations (GTTs), and gateway screening (AOP, SIO, ADP, DST) translations for the Point Code in the local STPs.
3. Send the signaling order to Telcordia Signaling Network Activation Manager and the Signaling Transfer Points (STPs)
6. Remove the Point Code information from Telcordia Signaling Network Activation Manager Node Information.

Daniel Deffley wrote:

> Hi Vickie,  
>  
> It has been some time since we have talked. I am the cost person that  
> has worked with Linda H-F mostly but you and I have had some  
> conversations.  
>  
> I am in the process of updating my documentation for CCSAC Nonrecurring  
> Rate Elements. I developed the attached document for point code  
> activations because I can't find whatever you or Linda sent me for  
> back-up. I do have documents from Linda that I used to develop the STP  
> Port cost that has a great deal more time associated with A links and  
> B&D links and all of the translations required for it. I will forward  
> that to you if necessary.  
>  
> I would like to simplify the way the documentation is formatted yet  
> provide enough detail to support the costs.  
>  
> I will call you early next week to set up a time we can talk about it  
> and work it into your schedule.  
>  
> Thanks,  
> Dan Deffley  
> Cost Analyst  
> 402-422-7281  
>  
> -----  
> Name: CCSAC OPTIONS October 1999.doc  
> CCSAC OPTIONS October 1999.doc Type: Microsoft Word Document (application/msword)  
> Encoding: base64

SUPPLEMENTAL DOCUMENTATION FOR POINT CODE ACTIVATION

Discussed with Linda Hoy-Farnsworth and Vickie Bigelow the times to activate and de-activate point codes for Basic and Database options elements.

The following times apply to point code activation

	INSTALL	DISCONNECT
Basic First	20 minutes	20 minutes
Basic Each Additional	5 minutes	5 minutes
Database First	20 minutes local stp 10 minutes regional stp	20 minutes local stp 10 minutes regional stp
Database Each Additional	20 minutes local stp 10 minutes regional stp	20 minutes local stp 10 minutes regional stp

Basic: Install

1. Build new Point Code information into Telcordia Signaling Network Activation Manager Node Information.
2. Create signaling orders to establish the destination, routing, and gateway screening (AOP, SIO, ADP, DST) translations for the new Point Code.
3. Send the signaling order to Telcordia Signaling Network Activation Manager and the Signaling Transfer Points (STPs).

Basic: Disconnect

1. Verify existing translations and create signaling orders to disconnect the destination, routing, and gateway screening (AOP, SIO, ADP, DST) translations.
2. Send the signaling order to Telcordia Signaling Network Activation Manager and the Signaling Transfer Points (STPs)
3. Remove the Point Code information from Telcordia Signaling Network Activation Manager Node Information.

Database: Install

1. Build new Point Code information into Telcordia Signaling Network Activation Manager Node Information.
2. Create signaling orders to establish the destination, routing, Global Title Translations (GTTs), and gateway screening (AOP, SIO, ADP, DST) translations for the new Point Code in the local STPs.
3. Create signaling orders to establish routing and Global Title Translations (GTTs) translations for the new Point Code in the regional STPs.
4. Send the signaling orders to Telcordia Signaling Network Activation Manager and the Signaling Transfer Points (STPs)

Database: Disconnect

1. Verify existing translations and create signaling orders to disconnect routing and Global Title Translations (GTTs) translations for the Point Code in the regional STPs.
2. Verify existing translations and create signaling orders to disconnect the destination, routing, Global Title Translations (GTTs), and gateway screening (AOP, SIO, ADP, DST) translations for the Point Code in the local STPs.
3. Send the signaling order to Telcordia Signaling Network Activation Manager and the Signaling Transfer Points (STPs)
6. Remove the Point Code information from Telcordia Signaling Network Activation Manager Node Information.

**TAB 99**

## CENTRAL OFFICE

Responsible for service connection in the central office and associated testing and administrative functions. Places cross-connects (jumpers), performs cross-office testing, and provides support to field installation and control center for circuit testing as required.

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

DATE: 05-06-99

TO: Dan Deffley

FROM: Diane Kinkei  
Designed Services Staff Manager

SUBJECT: Interconnection, Unbundled Network Elements

A review of the work activities required for processing service orders for Unbundled Network Elements and Local Interconnection Service has been completed as of May 1999.

Work groups included for this review include:

Central Office Technician  
Load Resource Administration Center  
Installation and Maintenance Technician  
Customer Communication Technician - Implementor.

The attached sheets contain the work activities, work times, and probability of occurrence percentage required for the provisioning of Unbundled Loop Elements. A Process Description that details the work activities necessary to perform these work activities is also attached.

A group of Subject Matter Experts provided input to the data provided here. Their job titles include coach, Central Office Staff Manager, and Designed Services Staff Managers, Designer, Central Office Technician, and Implementor. The persons providing input are recognized experts in regards to these processes by virtue of experience. The experience levels of the experts that provided input to this time study range from 5 to 20 years.

Key Assumptions:

- ◆ The times documented here are average times.
- ◆ They do not reflect problems encountered during the processing of the service order.
- ◆ They do not include supplements to the initial order.
- ◆ These estimates do not include any maintenance or repair time.
- ◆ This process is forward-looking to year-end 1999.

If you have any questions concerning the attached data, please call me on 303-896-1672.

Central Office Technician Work Activities (New Connect Order)	CCSAC STP PORT
Analyze Order	5 minutes
Complete Cross-connects	4 minutes
Complete WFA-Di order	2 minutes
Complete Order with COT-1	3 minutes

Central Office Technician Work Activities Disconnect Connect Order)	CCSAC STP PORT
Analyze Order	5 minutes
Remove Cross-connects	2.5 minutes
Complete WFA-Di order	2 minutes

**TAB 100**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.



## Install

### 1. Screen WFA-C for Order accuracy.

The CCT-I accesses the WFA-C OSSSLST (Order List) screen to examine and prioritize order load by Critical Date.

The CCT-I accesses the WORD document on the OWDDOC (WORD Document) screen to examine work request. The CCT-I locates the installation option of the work request on the WORD document and determines if additional work steps must be created for the Central Office Technician (i.e., DD work activities).

If the order request is for a Coordinated Installation Option, the CCT-I determines the "Appointment Time".

If No "Appointment Time" has been specified, the CCT-I contacts the Service Delivery Coordinator (SDC) via telephone to obtain an "Appointment Time".

Once the "Appointment Time" has been determined, the CCT-I builds the Central Office DD work request on the WFA-C OSSCWL (Circuit Work Location) screen specifying the requested "Appointment Time".

The CCT-I updates the WFA-DO DOSOI (Service Order Installation) screen with the "Appointment Time".

The CCT-I notifies the CORAC and LRAC of the Coordinated work request via a telephone call.

The CCT-I examines the Circuit Details portion of the WORD document for circuit design completeness.

The CCT-I sets any other pertinent Calendar (CAL) events on the WFA-C OSSSLST (Order List) screen.

The CCT-I complete the SCR Critical Date on the WFA-C OSSOI (Order Installation) screen.

### 2. Verify LNO completion.

The CCT-I verifies the LNO (Central Office and/or I&M technician has completed the physical work required on the work request for DVA and DD. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit

If CWLs have not been completed by the DVA date, the CCT-I notifies the Central Office to complete the CWLs.

If the physical work cannot be completed, the CCT-I posts a jeopardy against the DVA date. The current Designed Services Jeopardy process is then followed.

If a Coordinated Cut has been requested, the CCT-I will call the Co-Provider to receive and "OK" to begin work.

If the work cannot be completed on DD because the Co-Provider is not ready, the CCT-I places a "C" code jeopardy against the order. The current Designed Services Jeopardy process is then followed.

If the work cannot be completed on DD because of a USW problem, the CCT-I will post the appropriate jeopardy code against the DD. The current Designed Services Jeopardy process is then followed.

The CCT-I makes the appropriate remark entries into the WFA-C OSSLOG (Work Request Log).

### 3A. Monitor Performance Testing.

The CCT-I monitors and records the test results on the WFA-C OSSCN (Circuit Notes) screen. These test results are obtained by the Central Office technician and the DS I&M technician testing the newly provisioned circuit. The tests performed are listed i

### 3B. Complete Performance Testing.

In cases where the CCT-I is able to test, the testing is performed with the DS I&M Technician. The CCT-I records the test results on the WFA-C OSSCN (Circuit Notes) screen. The tests performed are listed in the Test Requirement document attached.

### 4. Coordinate Cooperative Testing

The CCT-I acts as the central contact between the DS I&M technician and the Co-Provider.

The CCT-I notes the tests performed and enters the result information on the WFA-C OSSCN (Circuit Notes) screen.

The CCT-I records any pertinent remarks on the WFA-C OSSLOG (Work Request Log).

### 5. Notify Co-Provider of order completion.

The CCT-I notifies the Co-Provider that the work request is completed.

The CCT-I informs the Co-Provider of any additional charges that will apply.

The CCT-I provides required test result information to the Co-Provider.

The CCT-I records the Co-Provider order completion contact information on the WFA-C OSSLOG (Work Request Log).

#### 6. Post order complete in WFA-C.

The CCT-I posts the Due Date complete on the WFA-C OSSOI (Order Installation) screen.

The CCT-I completes any additional remarks on the WFA-C OSSLOG (Work Request Log).

The CCT-I completes any required electronic billing or rebates in WFA-C.

### Disconnect

#### 1. Screen WFA-C for Order accuracy.

Screen OSSLST

Verify information on WORD document

Refer WORD document back to Designer if not accurate

Check for Co-Provider work locations involved on order

Enter note if Co-Provider involved on OSSCN

Check for remote test capability and hand-off to Designer or LNO if appropriate

Check to see if item is loaded in WFA-DI/DO

Assign Critical Dates

Enter name and number on DOISWR

#### 2. Contact Co-Provider

Notify customer work is complete

Add pertinent notes to OSSCN screen

If customer is not available, enter the following information on the OSSODL screen

No customer contact

Telephone Number called

#### 3. Complete circuit in WFA-C

Check WFA-C OSSLST for critical events

Check DISP for PRE status

Jeopardize and escalate to accommodate customer's need

Add additional billing charges

Complete order in WFA-C

Perform required tests

Contact Designer if required

**TAB 101**

**Subject: Custom Labor Rates for Yr 2003**

**Date:** Mon, 16 Dec 2002 12:06:37 -0600

**From:** Doreen Smith <dcsmith@qwest.com>

**Organization:** U S WEST Communications, Inc

**To:** Daniel Deffley <ddeffle@uswest.com> , Denise Eoriatti <deoriat@uswest.com>

**CC:** Dagmar Gude <dgude@uswest.com>

Dan,

Per your request, att. are the hourly rates calculated at time & half and double time per half hour for L40, L50, & N20. Quarterly hour rates are also shown for the L50 rate based on only the 'basic wages' component with taxes applied.

See me with any questions.

Doreen

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 deffley_Yr 2003.xls	<b>Name:</b> deffley_Yr 2003.xls <b>Type:</b> Microsoft Excel Worksheet (application/vnd.ms-excel) <b>Encoding:</b> base64
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	A	B	C	D	E	F	G
1	QWEST CUSTOM LABOR RATES FOR 2003 (Based on 12/02 issue of labor rates using Yr 2001 actuals & forecasted to Yr 2003)						
2	(Requested by Dan Deffley)						
3							
4	The Premium component has been removed (from the Directly Assigned rates) to calculate the following rates.						
5	11.50% (Occupational) & 10.88% (Management) has been added for additional taxes & savings plan to the overtime rates.						
6							
7							
8	<b>QWEST RATES</b>			<b>2003 HALF</b>			
9	L40 - NTWK MTCE - C.O. & TESTING	STRAIGHT TIME RATE	45.14	22.57			
10		TIME & HALF RATE	60.68	30.34			
11		DOUBLE TIME	76.23	38.11			
12							
13							
14	L50 - NTWK - INSTALL. & MTCE.	STRAIGHT TIME RATE	45.72	22.86			
15		TIME & HALF RATE	60.87	30.43			
16		DOUBLE TIME	76.01	38.01			
17							
18							
19	N20 - NTWK & C.O. PLANNING & ENGR.	STRAIGHT TIME RATE	51.26	25.63			
20		TIME & HALF RATE	67.38	33.69			
21		DOUBLE TIME	83.51	41.75			
22							
23							
24	The following rates (hourly & quarterly) were calculated using only the Basic wage dollars (EXTC CM1) with 8.63% added for						
25	taxes (FICA/MEDI, FUTA, SUTA).						
26			<b>2000</b>	<b>2000</b>			
27	L50 - NTWK - INSTALL. & MTCE.	STRAIGHT TIME RATE	<b>HOURLY</b>	<b>QUARTERLY</b>			
28		TIME & HALF RATE	<b>RATE</b>	<b>HOURLY RATE</b>			
29		DOUBLE TIME	29.51	7.38			
			44.27	11.07			
			59.03	14.76			

**Subject: Re: Feat. Grp. Trunks Report**

**Date:** Mon, 26 Aug 2002 15:57:12 -0600

**From:** Sue Cunningham <sbccunni@qwest.com>

**Organization:** Qwest Corporation

**To:** Daniel Deffley <ddeffle@qwest.com>

Dan,

Well, you are right - the number of trunk groups will change in future years. However, we do not know what they will be.

Feature group B and D trunk groups belong to Interexchange Carriers, and they don't have to tell us what they will do in the future. The forecasts we have are based on trunk groups that either exist or are planned as of today. Our system (TRDB) calculates what we think will be required in future years based on past history.

Interexchange Carriers only give us a few weeks' notice of new trunk groups as well as additional trunks required in existing trunk groups. Therefore, we have no idea what they will order in future years.

Attached is the new report, with information as of today (8-26-02).

I hope this helps - call me if you have more questions.

Sue Cunningham  
303-707-7121

Daniel Deffley wrote:

> Sue,  
> attached is a file that Dave Piluso sent me back in 2000. This is the  
> data I need updated with one modification it is possible.  
> Does it make sense that the number of trunk groups should change with  
> the number of forecasted trunks for a given year? Perhaps it is not or  
> was not possible to forecast trunk groups when he sent this but it seems  
> to me that the number of trunk groups should change to some degree with  
> the number of forecasted trunks for any given year.  
> The key number I work with is the average number of trunks per trunk  
> group shown at the bottom of the report.  
> Please call me to talk about this.  
> Dan D.  
> Cost Analyst  
> 402-422-7281  
>  
> -----  
> Name: piluso2000.xls  
> piluso2000.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)  
> Encoding: base64

 SUMMARY OF FG B AND D TGS 8-26-02.xls	<b>Name:</b> SUMMARY OF FG B AND D TGS 8-26-02.xls <b>Type:</b> Microsoft Excel Worksheet (application/vnd.ms-excel) <b>Encoding:</b> base64
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Sue Cunningham <sbccunni@qwest.com>  
Staff Network Planning Engineer

by State, Feature Group, Connection Type

STATE	FEATURE GROUP	CONNECTION TYPE	NUMBER OF GROUPS	IN-SERVICE TRUNKS	2002 FORECAST TRUNKS	2003 FORECAST TRUNKS	2004 FORECAST TRUNKS	2005 FORECAST TRUNKS	2006 FORECAST TRUNKS
ARIZONA	FG-B	TANDEM	41	1223	1579	1616	1651	1665	1713
ARIZONA	FG-D	DIRECT	784	70961	94451	104017	116354	129683	139055
ARIZONA	FG-D	TANDEM	306	45606	61689	66553	72894	78921	85452
COLORADO	FG-B	TANDEM	69	1253	2451	2540	2829	3076	3245
COLORADO	FG-D	DIRECT	957	71324	96690	109831	122879	139782	150253
COLORADO	FG-D	TANDEM	383	43115	81621	88894	97184	107305	114119
IDAHO	FG-B	TANDEM	10	201	251	252	253	279	279
IDAHO	FG-D	DIRECT	214	14072	17208	18672	20568	22752	24228
IDAHO	FG-D	TANDEM	73	8891	12586	13598	14881	16305	17484
IOWA	FG-B	DIRECT	4	60	60	60	60	60	60
IOWA	FG-B	TANDEM	48	878	903	927	928	929	931
IOWA	FG-D	DIRECT	618	47033	54429	56781	60201	64005	68253
IOWA	FG-D	TANDEM	419	30504	41237	43460	46668	49962	53377
MINNESOTA	FG-B	DIRECT	2	15	17	17	17	17	17
MINNESOTA	FG-B	TANDEM	91	1677	2441	2504	2657	2752	2843
MINNESOTA	FG-D	DIRECT	858	67572	77335	81440	87200	93969	100535
MINNESOTA	FG-D	TANDEM	737	56601	79106	84482	90863	98255	105876
MONTANA	FG-B	DIRECT	2	12	12	12	12	12	12
MONTANA	FG-B	TANDEM	28	832	980	1053	1139	1229	1307
MONTANA	FG-D	DIRECT	161	12262	14834	16301	18360	20377	22455
MONTANA	FG-D	TANDEM	256	13957	17595	18971	20316	22080	23267
NEBRASKA	FG-B	DIRECT	1	24	24	24	24	24	24
NEBRASKA	FG-B	TANDEM	29	588	637	666	668	694	696
NEBRASKA	FG-D	DIRECT	259	17959	20719	22063	23768	26268	28671
NEBRASKA	FG-D	TANDEM	205	19449	26435	28440	31081	34143	37866
NEW MEXICO	FG-B	DIRECT	5	4	4	14	16	16	16
NEW MEXICO	FG-B	TANDEM	23	569	764	832	874	966	996
NEW MEXICO	FG-D	DIRECT	332	23450	28189	32100	35807	40392	44268
NEW MEXICO	FG-D	TANDEM	160	14121	16677	17957	19478	21362	22905
NORTH DAKOTA	FG-B	TANDEM	9	319	428	489	562	588	662
NORTH DAKOTA	FG-D	DIRECT	44	3576	3984	4176	4584	5064	5424
NORTH DAKOTA	FG-D	TANDEM	47	3983	4684	5190	5695	6319	7040
OREGON	FG-B	TANDEM	67	1350	2064	2136	2214	2430	2502
OREGON	FG-D	DIRECT	757	48820	62752	67384	72304	78472	83764
OREGON	FG-D	TANDEM	551	36076	47691	49830	52328	55138	56862
SOUTH DAKOTA	FG-B	DIRECT	3	108	108	132	156	180	228
SOUTH DAKOTA	FG-B	TANDEM	21	597	796	852	906	939	973
SOUTH DAKOTA	FG-D	DIRECT	74	7246	8218	8674	9514	10322	11282

by State, Feature Group, Connection Type

STATE	FEATURE GROUP	CONNECTION TYPE	NUMBER OF GROUPS	IN-SERVICE TRUNKS	2002 FORECAST TRUNKS	2003 FORECAST TRUNKS	2004 FORECAST TRUNKS	2005 FORECAST TRUNKS	2006 FORECAST TRUNKS
SOUTH DAKOTA	FG-D	TANDEM	87	6582	8333	8911	9512	10253	10830
UTAH	FG-B	TANDEM	27	806	874	901	926	1023	999
UTAH	FG-D	DIRECT	379	30604	39635	43601	47296	52607	56015
UTAH	FG-D	TANDEM	159	19874	24427	26293	27960	30574	32324
WASHINGTON	FG-B	DIRECT	3	43	43	43	43	43	43
WASHINGTON	FG-B	TANDEM	76	1671	2185	2292	2423	2596	2814
WASHINGTON	FG-D	DIRECT	921	67552	85058	91610	100058	111074	118178
WASHINGTON	FG-D	TANDEM	679	51581	71695	74199	79519	86288	92162
WYOMING	FG-B	TANDEM	12	205	296	296	308	308	308
WYOMING	FG-D	DIRECT	93	6030	8442	9364	10574	11859	13011
WYOMING	FG-D	TANDEM	126	7283	10303	11210	12864	13990	15014
			11210	858519	1132940	1221660	1329376	1457347	1560638
Average number of trunks per trunk group				76.5851	101.06512	108.979483	118.588403	130.004193	139.218376

## **SERVICE DELIVERY COORDINATOR**

Wholesale markets – Service Delivery serve as the primary order provisioning contact for CLECs, Interexchange Carriers and Wireless customers who purchase complex wholesale and retail products and services (i.e., Private Line, Feature Group, LIS Trunking, Centrex Resale, Number Portability) from Qwest.

The center teams provide end-to-end order coordination from request through order completion and serve as the primary liaison for the customer for all downstream organizations.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

Subject: Cost Study  
Date: Tue, 21 May 2002 10:37:36 -0600  
From: "Cindy Kalakis" <ckalaki@qwest.com>  
To: ddeffle@uswest.com  
CC: "Terri McQuiston" <tporter@notes.uswc.uswest.com>  
    , "Linda Kae Olsen" <lxolsen@notes.uswc.uswest.com>  
    , "Ronda Bergstedt" <rbergst@notes.uswc.uswest.com>  
    , "Nancy Chapman" <nljohns@notes.uswc.uswest.com>

Dan:

Attached is the cost study spreadsheets for Private Line, Switched Access, LIS and UDIT.

I did a comparison on like functions and it seems we are in synch. There are some differences with the SHNS-SST because of the complexity of the product but I think we are either the same or justifiably different where appropriate between all the products.

If you need to get us all together again to discuss, let me know, I'll be happy to set up a meeting, or you can talk to the Product Process Specialist for each product if you have questions.

Thanks for your patience!

Cindy

(See attached file: SDC TIMES 2002-Summary-all prod.xls)

-----  
Name: SDC TIMES 2002-Summary-all  
      prod.xls  
SDC TIMES 2002-Summary-all prod.xls   Type: Microsoft Excel Worksheet  
   (application/vnd.ms-excel)  
Encoding: base64

INSTALL			Time Estimates				Notes	
Item #	Item	Work Activity Description	FACILITY	TRUNKS		Augment Change		
			ENTRANCE FACILITY	INSTALL FIRST	INSTALL EA ADDL			
1	Receive ASR mechanically	ASR is received mechanically through EXACT on a mechanized work list				1 min	<p>This is the length of time it takes the SDC to pull up the ASR by ASR number in EXACT.            *90% of ASRs are mechanical            This is the time that it would take the SDC to manually input the information on all the EXACT screens.            *10% of ASRs are manually faxed.            Entries are made to add order number, circuit ID and intervals to the service order. The address is validated for accuracy. The Qwest EXACT screens are populated in this step.</p>	
1a	Receive ASR via FAX*	Input ASR into EXACT Manually				10 min		
2	Validate ASR in EXACT	Check for the accuracy of the ASR fields and make sure all information is present				10 min		
3	Validate ACTL in TIRKS	Check RDLOC screen to validate who owns the ACTL.				na		
4	Verify LOA*	Check to see if LOA is necessary. If LOA is needed is it on file or does the SDC need to request a new one.				na		*65% of the time
5	Assign new TSC	In TRDB assign TSC if request is for a new trunk group.				na		50% of the time
6	Verify TAXI	Make sure the TSC and circuit ID passed by the customer is the same on our TAXI records. Verify the BAN provided by the customer is accurate and if not accurate locate the correct BAN.				NA		
7	Credit Info/Security	Call billing SDC to verify credit check has been completed and security deposit received if required.				na		Only required on the first install in the LATA.
7a	Validate Contract Rates	Check the IABS TICR table/contract to ensure rates are loaded for LIS USOCs in the customer's contract.				na		3 Done 100% of the time.
8	Verify TQ	Make sure the TQ is required for type of service and that all required entries are present.				na		For LIS, verify that the NPA/NXXs listed on ICTQA are local to the SECLOC or that they have the type of arrangement that allows crossing LCA boundaries.
9	Intra Company Calls	Handling calls from the IXC and from within the company regarding the ASR.				13 min		
10	Order Distribution - DS1 facility and/or EF							

10A	EXACT/TUF/IABS	Ready order from EXACT TO TUF into the order format in IABS.				1 min	This is a manual ready command by the SDC but the translations to IABS is a mechanical process within EXACT/TUF.
10B	Validate IABS Service order. Manually calculate charges if the service is InterLCA Facility or other manually billed products (Tandem Exhaust, etc.).	Validate USOC suffixes for mileage and billing USOCS for circuit elements. CFA and HBAN. Check to make sure the service order is complete and accurate.				2 min	
10C		Add additional mileage USOC and calculate rate using the intrastate tariffed rates (fixed and variable) for the mileage increment.				5 min	Applicable if the SPEC code of XLCAL1 or XLCAL2 is present or if in a state where tandem exhaust exists and other arrangements required. Contract amendment required. 3% of the ASRs.
10D	Distribute Order in IABS	Distributes order to billing system so billing SDC's can validate charges, etc.				1 min	
11	Validate 3 successes in SOAC TIRKS interface	Check the SOAC database for 3 success messages. This means the order has logged into TIRKS. If order has an error, it must be resolved in the appropriate service order processor before it will flow through all necessary systems.				1 min	
12	Order Distribution Trunk						
12A	EXACT/TUF/IABS	Ready order from EXACT to TUF into the order format in IABS				1 min	
12B	Validate IABS Service order	Validate OCL, and delete TSC's if multiple were fetched that do not pertain to this order. Verify CFA and HBAN. Check to make sure the service order is complete and accurate.				2 min	
12C	Distribute Order in IABS	Distributes order to billing system so billing SDC's can validate charges, etc.				1 min	
13	PC List ASR	PC List ASR to Tirks to mechanically build the template for the word document.				1 min	
14	FOC*						*You can only do one of these on an ASR. You cannot mechanically and manually FOC the same ASR. *Mechanical FOC is 90%

14A	FOC Manual	Manually confirm the ASR, print the screen and fax or email to the customer. Includes the FAX of the DLR.				3 min	Validate required FIDs are present.
14B	FOC Electronically Service Order Completion	Confirm ASR in EXACT, make sure the customers DRC code is present so the DLR will print to the customers location.				1 min	
15	Check WFA	Check WFA order for completion date and any pertinent notes or missed function codes				3 min	
16	Check IABS Service Order	Add any additional information from WFA that pertains to the service order. Make sure IABS service order is accurate for billing.				5 min	
17	Complete IABS Service Order	Type the correct codes to complete the order in IABS and process.				1 min	
18	Complete EXACT	Type correct information into EXACT and complete the ASR.				1 min	
19	Note EXACT	Make any applicable notes in EXACT				2 min	
<b>DISCONNECT</b>			<b>Time Estimates</b>				
<b>Item #</b>	<b>Item</b>	<b>Work Activity Description</b>	<b>ENTRANCE FACILITY</b>	<b>TRUNKS</b>		<b>Change</b>	<b>Notes</b>
				<b>DISC FIRST</b>	<b>DISC EA ADDL</b>		
1	Receive ASR mechanically	ASR is received mechanically through EXACT on a mechanized work list	1 min.	1 min.	na	1 min	This is the length of time it takes the SDC to pull up the ASR by ASR number in EXACT. *90% of ASRs are mechanical This is the time that it would take the SDC to manually input the information on all the EXACT screens. *10% of ASRs are manually faxed. Entries are made to add order number, circuit ID and intervals to the service order. The address is validated for accuracy. The Qwest EXACT screens are populated in this step.
1a	Receive ASR via FAX*	Input ASR into EXACT Manually	10 min	10 min	na	10 min	
2	Validate ASR in EXACT	Check for the accuracy of the ASR fields and make sure all information is present				10 min	
3	Verify TAXI	Make sure the TSC and circuit ID passed by the customer is the same on our TAXI records. Verify the BAN provided by the customer is accurate and if not accurate locate the correct BAN.				NA	

4	Verify TQ	Make sure the TQ is required for type of service and that all required entries are present.				na	TQ required on complete disconnect of group to ensure that traffic is re-routed if appropriate. Not required on partial disconnect.
5	Intra Company Calls	Handling calls from the IXC and from within the company regarding the ASR.				3 min	
6	Order Distribution DS1 and/or EF						
6A	EXACT/TUF/IABS	Ready order from EXACT TO TUF into the order format in IABS.				1 min	This is a mechanical process within EXACT.
6B	Validate IABS Service order	Validate CFA and HBAN. Check to make sure the service order is complete and accurate.				2 min	
6C	Distribute Order in IABS	Distributes order to billing system so billing SDC's can validate charges, etc.				1 min	
6D	Validate 3 successes in SOAC TIRKS interface	Check the SOAC database for 3 success messages. This means the order has logged into TIRKS. If order has an error, it must be resolved in the appropriate service order processor before it will flow through all necessary systems.				1 min	
7	Order Distribution Trunk						
7A	TUF/IABS	Ready order from EXACT to TUF into the order format in IABS				1 min	
7B	Validate IABS Service order	Validate OCL, and delete TSC's if multiple were fetched that do not pertain to this order. Verify CFA and HBAN. Check to make sure the service order is complete and accurate.				2 min	
7C	Distribute Order in IABS	Distributes order to billing system so billing SDC's can validate charges, etc.				1 min	
8	PC List ASR	PC List ASR to Tirks to mechanically build the template for the word document.				1 min	
9	FOC*						*You can only do one of these on an ASR. You cannot mechanically and manually FOC the same ASR. *Mechanical FOC is 90%
9A	FOC Manual	Manually confirm the ASR, print the screen and fax or email to the customer. Includes the FAX of the DLR.				3 min	

9B	FOC Electronically Service Order Completion	Confirm ASR in EXACT, make sure the customers DRC code is present so the DLR will print to the customers location.				1 min	
10	Check WFA	Check WFA order for completion date and any pertinent notes or missed function codes				3 min	
11	Check IABS Service Order	Add any additional information from WFA that pertains to the service order. Make sure IABS service order is accurate for billing.				5 min	Validate required FIDs are present.
12	Complete IABS Service Order	Type the correct codes to complete the order in IABS and process.				1 min	
13	Complete EXACT	Type correct information into EXACT and complete the ASR.				1 min	
14	Note EXACT	Make any applicable notes in EXACT				1 min	

## **TASK DESCRIPTIONS**

**Receive ASR** - If the ASR is received mechanically the SDC pulls up the ASR number from their work list and begins the next step of validating the ASR.

If the ASR is received manually via FAX the SDC must input all information from the paper copy on to the electronic screens.

**Validate ASR in EXACT** - Validating EXACT screens and reviewing the ASR for errors, adding additional information required for service order processing. Screens may include: ICORD, ICTRK, ICCKT, ICACI and ICNTS.

This includes verifying all information required to issue a 2 point or multiplexed circuit has been received.

**Verify address in TAG** - Check the Telephone Address GUI (TAG) system to verify that the address is premis valid. This eliminates problems downstream for assignments.

**Verify LOA** - Check to see if LOA is necessary. If LOA is needed is it on file or does the SDC need to request a new one.

**Verify Taxi** - Verify circuit ID passed by the customer matches TAXI. Verify any/all sub-circuits removed prior to disconnecting multiplexed circuit.

**Coordinate as ILEC** - Validate appropriate entries in EXACT for co-provided service, coordinate due dates with Exchange Carrier.

**Check TIRKS** - If the request is for a muxed facility the SDC must check TIRKS to determine the name for the circuit. With SST/SHNS verify SCID in TIRKS. If disconnecting multiplexed circuit verify all sub-circuits have been disconnected /moved.

**Call LCON** - All requests ending up at an end-user location must be called to verify wiring location and access information.

**Verify EXACT** - This includes verifying all information required to issue a 2 point or multiplexed circuit has been received.

**Intra-Company Calls** - Handling phone calls from the Interexchange carrier and calls from within the company to resolve issues surrounding the ASR and Service order.

When SST is multiplexed the SDC must also call the project manager for the circuit ID, SCID and due date.

**Mechanical FOC** - Firm Order Confirmation transaction completed in EXACT. Required on all ASRs sent mechanically. Mechanized customers receive automatically when transaction completed. Customers receive the DLR automatically from TIRKS.

**Manually FOC** - On non-electronic ASRs, after FOC task completed, the EXACT screen is printed and either faxed or mailed to the customer. The DLR is pulled from the printer and either faxed or mailed to the customer.

**Order Distribution to IABS** - Complete the command to send the order through the EXACT/TUF translation module and send to IABS.

**Order Validation** - Check the entries that were passed from EXACT/TUF and make sure they are correct.

Any additional information necessary to process the order.

**Distribute the Service order to the SOPS** - Complete the command to send the order to the Service order processors.

**Check SOAC** - The order must be checked in this database to make sure there are two successes, the order logging and the word logging portion must be successful for the order to then pass to TIRKS.

If MAP T FID present on order, verify order has NOT passed through SOAC.

**Order Completion** - Check WFA for any additional USOCs that must be added to the service order, note the completion date of the service order.

**Complete IABS service order** - Add any additional billing information to the service order and complete the service order.

**Complete EXACT** - Make appropriate entries in EXACT and complete ASR. Make appropriate entries in EXACT notes.

**Conferred with:**

**Ronda Bergstedt - Process Specialist DS0, DS1 & SHARP/SHNS services**

**Nancy Chapman - Process Specialist DS3 & SST**

**Cindy Kalakis - Process Specialist UDIT**

**Linda Kae Olson - Process Specialist LIS**

**Terri McQuiston - Process Specialist - Switched**

## **DESIGN**

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

## FACILITY ORDER – CFA CHANGE – FEATURE GROUP / LIS

TASK	FIRST FACILITY
1.0 Order Handling & Screening Access WFM Check EXACT Assign to Designer & Log	0 (This request will always be with trunks on same ASR – time will be listed on trunks)
2.0 Name & Log Facility Access EXACT&TIRKS to determine if Facility Name changes Check Bank Codes Find PDAC or Build if Needed Determine Design Check for Facilities Log FEYXA Log SCCXR/SCC2R to Build CLO/CLO's Log GCOCCA Populate EXACT Screens ICCCA2 – ICACI – ICNTS	35
3.0 Build DRI & WA Populate DRI for each facility built Validate CFA on DRI against EXACT ICACI Add required data to WA	6
3.0 Build CD Using TIRKS build CD Locate spare & add switch equipment Locate spare & add needed ties (DACS – EDSX) Check CD Post CD RTAD CD	10
4.0 CXRH & Distribute Documents Populate CXRH Distribute Facility CD	4

# **LOCAL RESOURCE ADMINISTRATION CENTER (LRAC)**

Utilizes Work Force Administration/Dispatch Out (WFA/DO) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DO.

Re-loads and re-schedules service orders that cannot be completed.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.



# INSTALLATION

Performs necessary field work on new orders and changes to existing service including:

- Travel to customer premises
- Cross-connect activity at feeder plant to distribution plant field locations
- Customer premises work activities to connect circuit at the network interface
- Circuit testing as required
- Order completion with LRAC

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

January 13, 1997

MEMO TO: Dan Deffley  
 FROM: Lane Grammo  
 Process Manager - Designed Services  
 SUBJECT: Unproductive dispatches.

I spoke with several people regarding the amount of time a technician loses when they are dispatched on a work item that results in a 'no access' or 'customer not ready' disposition. My survey included several field technicians, supervisors, and an I&M director.

The consensus among these people is that the amount of time lost to the technician that is not recoverable is generally about 30 minutes for an I&M technician and about 15 minutes for a Center technician.

This lost time for a field technician on average consists of:

Time locating the customer contact	- 10 minutes
Time discussing the service order with the customer	- 5 minutes
Time discussing the 'no access' with the Center technician	- 5 minutes
Time waiting while the Center technician verifies the 'no access'	- 10 minutes

The actual time spent could vary from 0 minutes to several hours. This 30 minute figure was arrived by assigning cycle times to the technician process. That process has the field technician make an attempt to find a local contact that can provide access. When failing to obtain access locally, the technician must contact the Center technician and have them attempt to obtain access via other points of contact. Thus both the field and center technicians will spend some amount of unrecoverable time on the unproductive dispatch.

Ideally I would desire to use the actual amount of unproductive time in calculating a 'no access' type charge. Since this may not be practical to do so, I feel comfortable with the average number shown above.

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

January, 1997

**Service Delivery Implementor**

**Source: Linda Hendricks**

**Time estimate to apply to SD Implementor for Additional Dispatch is 15 minutes to allow for the Implementor to attempt access with a customer in the event of a no access or customer not ready at the time of field installation dispatch.**

**Time estimate provided during product team meetings at time of cost study development.**

**TAB 102**

# **INTERCONNECT SERVICE CENTER**

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

**Subject:** Documentation of flowthrough expectations

**Date:** Wed, 21 Mar 2001 14:06:41 -0700

**From:** "John Curtis" <jxcurl2@uswest.com>

**Organization:** MSF&W SOFTWARE

**To:** ddeffle@uswest.com, dgolleh@uswest.com, tmillio@uswest.com,  
Wendy Jackson <wjacks@uswest.com>

Dan,

Attached is the document we discussed in February.

--

John Curtis

IP Regulatory

Phone: 303-965-6324

Fax : 303-965-0301

LSR flow through documentation for cost models.doc

**Name:** LSR flow through documentation  
for cost models.doc

**Type:** Microsoft Word Document  
(application/msword)

**Encoding:** base64

## LSR flow through - March 9, 2001

Significant effort has been directed to decreasing the manual handling of competitive local exchange carrier (CLEC) orders.

IMA releases 6.0 (December 2000), release 6.01 (February 2001), release 7.0 (April 2001), release 7.01 (June 2001) and release 8.0 (August 2001) in conjunction with FTS have made (will make) improvements in CLEC order flow through.

While the actual performance of the IMA flow through enhancements may take some time to achieve maximum efficiency, the 271 Benchmarks for OSS testing are being set at a relatively high level. IMA release 7.0 has been selected for testing. For 4 of the wholesale products for which Qwest is establishing SGAT pricing, the Benchmarks have been set as follows: 1) resale POTS = retail parity for POTS order flow through, 2) UNE-P = retail parity for POTS order flow through, 3) unbundled loop = 85% flow through and 4) shared loop = 85% flow through.

The actual experience of Qwest retail flow through ranges from 94.31% to 96.04%, therefore it is reasonable to use a 95% flow through rate where the benchmark is retail parity.

Since these system enhancements are intended to reduce the ISC manual handling of CLEC LSR to the reciprocal of the benchmark, it is reasonable to reflect the benchmark flow through rates in the development of the UNE ordering costs in the Qwest SGAT pricing of the affected products.

The following sections are examples of the business requirements that are being met with the system enhancements.

**Subject: Re: ISC PROCESS FOR UNE-C,P & CTC**

**Date:** Wed, 21 Jun 2000 13:54:55 -0600

**From:** "Sami Hooper" <slhoope@earthlink.net>

**To:** "Daniel Deffley" <ddeffle@uswest.com>

Here is my updated information. Let me know if you need more.

-----Original Message-----

From: Daniel Deffley <ddeffle@uswest.com>

To: slhoope@earthlink.net <slhoope@earthlink.net>

Cc: Erica Hollis <emholli@uswest.com>; Douglas Gollehon <dgolleh@uswest.com>

Date: Wednesday, June 21, 2000 9:40 AM

Subject: ISC PROCESS FOR UNE-C,P & CTC

>Sami,

>

>Attached are three files that contain the ISC processes received for  
>cost studies completed for Customer Transfer Charge POTS and Private  
>Line (Resale) and UNE POTS Conversions for existing and new customers.

>

>The Cheryl R. process was originally used for CTC and then applied to  
>the cost study for UNE Conversion of existing service. The Ruth Thomas  
>process (she basically reviewed and updated Cheryl's process) was  
>applied to the study developed for UNE-C new service and I assumed that  
>future updates to either or both UNE POTS studies should use the Thomas  
>update.

>

>Now that I have been requested to update the UNE studies and develop  
>state specific results, this is an excellent time to update the process,  
>time estimates, and IMA flow through probability. As you can see, the  
>flow through percentage is from the Reitsmeier process of 3/98.

>

>I attached the process that was provided for the CTC Private Line study  
>developed a couple years ago. I thought you might want this as the  
>current issues pertaining to designed services processes are being  
>addressed.

>

>Please call me if you have any questions, otherwise email to me the ISC  
>process update I should use to update the UNE POTS studies.

>

>Dan Deffley  
>Cost Analyst  
>402-422-7281  
>ddeffle@uswest.com

>

>

>

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 unecnew.xls	<b>Name:</b> unecnew.xls <b>Type:</b> Microsoft Excel Worksheet (application/vnd.ms-excel) <b>Encoding:</b> base64
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UNE-P PRI/UNE-P DSS

Date: 6-11-01 PROCESS, TIME ESTIMATES, PROBABILITIES

From: Marlene DiManna

Title: Staff Manager-Service Delivery

Interconnect Service Center

CONVERSION

Work activity begins:	May include these tasks:	DS1 Facility			Trunks		
		First (minutes)	Ea. Addl (minutes)	Probability of occurrence (%)	First (minutes)	Ea. Addl (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order and installation option)	3	N/A	100	3	N/A	100
	Verifies CFA or facility/circuit availability	N/A	N/A	N/A	N/A	N/A	N/A
	Exchange Info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address and validate end user address, verify ISDN capability of central office	N/A	N/A	N/A	N/A	N/A	N/A
	CPPD-lookup billing USOC's for co-provider	N/A	N/A	N/A	N/A	N/A	N/A
	Summary Bill List-Look up BTN#, tax code, and Bill date	2	N/A	100	2	N/A	100
	Analyzes request to determine the co-provider, type of order and installation option.	N/A	N/A	N/A	N/A	N/A	N/A
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	2	N/A	100	2	N/A	100
	Determine if the end user has Qwest directory advertising	N/A	N/A	N/A	1	N/A	100
	Determine if the end user has Qwest retail contract	1	N/A	100	1	N/A	100
	Determine critical dates	1	N/A	100	1	N/A	100

Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both. issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	1	N/A	N/A	1	N/A	50
Customer Request Management (CRM)	Populate required fields	N/A	N/A	N/A	N/A	N/A	N/A
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3	N/A	100	3	N/A	100
Issue service order	Input order into service order processor (manually typing and formatting of all order for billing and provisioning )	10	N/A	100	10	3	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	N/A	100	3	N/A	100
Call Handling	Includes handling calls from other departments working the order.	N/A	N/A		N/A	N/A	
Error on Service Order (ESO1)	Handling of problems on the LSR. provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	N/A	N/A		N/A	N/A	

The times described in this chart are based on projected savings with increased experience level in the ISC. The request is received IMA, but there is no partial order creation, manual typing of the order is required. Order received through IIS which is SDC(Service Delivery Consultant) Job Function Code 6623.123

**Key Assumptions:**

The times documented are forward looking, are average times, do not reflect problems encountered during service order processing, do not include supplements to the initial order, and do not include maintenance or repair times.

**UNE-P PBX Trunks  
PROCESS, TIME ESTIMATES,  
PROBABILITIES**

Date: 6-11-01

From: Marlene DiManna

Title: Staff Manager-Service Delivery

Interconnect Service Center

**CONVERSION**

**Trunks**

Work activity begins:	May include these tasks:	First (minutes)	Ea. Addl (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order and installation option)	3	N/A	100
	Verifies CFA or facility/circuit availability	N/A	N/A	N/A
	Exchange info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address and validate end user address	N/A	N/A	N/A
	CPPD-lookup billing USOC's for co-provider	N/A	N/A	N/A
	Summary Bill List-Look up BTN#, tax code, and Bill date	2	N/A	100
	Analyzes request to determine the co-provider, type of order and installation option.	N/A	N/A	N/A
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	2	N/A	100
	Determine if the end user has Qwest directory advertising	1	N/A	100
	Determine if the end user has Qwest retail contract	1	N/A	100
	Determine critical dates	1	N/A	100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	1	N/A	50
Customer Request Management (CRM)	Populate required fields	N/A	N/A	N/A
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3	N/A	100
Issue service order	Input order into service order processor (manually typing and formatting of all order for billing and provisioning )	10	3	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	N/A	100
Call Handling	Includes handling calls from other departments working the order.	N/A	N/A	

Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	N/A	N/A	

The times described in this chart are based on projected savings with increased experience level in the ISC. The request is received IMA, but there is no partial order creation, manual typing of the order is required. Order received through IIS which is SDC(Service Delivery Consultant) Job Function Code 6623.123

**Key Assumptions:**

The times documented are forward looking, are average times, do not reflect problems encountered during service order processing, do not include supplements to the initial order, and do not include

UNE-P BRI

Date: 6-11-01

PROCESS, TIME ESTIMATES, PROBABILITIES

From: Marlene DiManna

Title: Staff Manager-Service Delivery

Interconnect Service Center

CONVERSION

Work activity begins:	May include these tasks:	First (minutes)	Ea. Addl (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order and installation option)	3	N/A	100
	Verifies CFA or facility/circuit availability	N/A	N/A	N/A
	Exchange Info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address and validate end user address, verify ISDN capability of loop	N/A	N/A	N/A
	CPPD-lookup billing USOC's for co-provider	2	N/A	100
	Summary Bill List-Look up BTN#, tax code, and Bill date	2	N/A	100
	Analyzes request to determine the co-provider, type of order and installation option.	N/A	N/A	N/A
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	1	N/A	100
	Determine if the end user has Qwest directory advertising	1	N/A	N/A
	Determine if the end user has Qwest retail contract	1	N/A	100
	Determine critical dates	1	N/A	100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	1	N/A	N/A

Customer Request Management (CRM)	Populate required fields	N/A	N/A	N/A
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3	N/A	100
Issue service order	Input order into service order processor (manually typing and formatting of all order for billing and provisioning )	10	3	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	N/A	100
Call Handling	Includes handling calls from other departments working the order.	N/A	N/A	
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	N/A	N/A	

The times described in this chart are based on projected savings with increased experience in the ISC. The request is received IMA, but there is no partial order creation, manual typing of the order is required. Order received through IIS which is SDC(Service Delivery Co Job Function Code 6623.123

**Key Assumptions:**

The times documented are forward looking, are average times, do not reflect problems encountered during service order processing, do not include supplements to the initial order, and do not in

:-P POTS Existing, CTC process & times received from Sami Hooper 303-965-3711

ate March, 2001 to reflect full IMA flow through (95%).

**Process, Times & Probabilities for POTS to UNE-C**

<b>Task Description 1st Line (mechanized)</b>	<b>Time in Min</b>	<b>Probability</b>	<b>Wage Scale</b>
CSR errors in the SOP or fails flow through edits CSR is screened and routed to an order writer			
Screen and route	5	0.05	OS scale 7
Order Writer accesses LSR, manually enters order in SOP and faxes an FOC (Firm Order Confirmation) to the reseller. Logs minimal data in CRM.			
Type Change Of Service Provider 1st Line	10	0.05	OS scale 7
<b>Task Description Additional Line (mechanized)</b>	<b>Time in Min</b>	<b>Probability</b>	<b>Wage Scale</b>
Order Writer manually enters order in SOP and faxes an FOC (Firm Order Confirmation) to the reseller.			
Type Change Of Service Provider Adl Line	3	0.05	OS scale 7
<b>Task Description 1st Line (manual)</b>	<b>Time in Min</b>	<b>Probability</b>	<b>Wage Scale</b>
Order Writer receives request for CSR via BOSS/CARS database, gathers information & faxes to reseller. (CSRM)			
Receive request & send CSR	3	1	OS scale 7
Order Screener receives firm LSR (via fax), screens for fatal errors, faxes LSR to appropriate center for logging and typing.			
Receive & Screen LSR	5	1	OS scale 7
Order Writer (using LSR), manually enters order in SOP and faxes an FOC (Firm Order Confirmation) to the reseller. Logs minimal data in CRM			
Type Change Of Service Provider 1st Line	10	1	SOA scale 7
<b>Task Description Additional Additional Line (manual)</b>	<b>Time in Min</b>	<b>Probability</b>	<b>Wage Scale</b>
Order Writer (using LSR), manually enters order in SOP and faxes an FOC (Firm Order Confirmation) to the reseller. Logs minimal data in CRM.			
Type Change Of Service Provider Adl Line	3	1	SOA scale 7
Codes - OS scale 7 6623 12300			

**UNE-P process & times for existing DID trunks customers.**

Process, Time and Probability for Conversion-ISC/IWSC only

<b>TASK DESCRIPTION-CONVERSION</b>	<b>TIME-1ST TRUNK</b>	<b>TIME-EA ADDL</b>	<b>PROB.</b>
1. SOA (Service Order Administrator) receives firm LSR (Local Service Request) via fax, screens for fatal rejects and log LSR. <b>Receive &amp; screen LSR</b>	<b>5</b>	<b>N/A</b>	<b>100</b>
2. SDC (Service Delivery Coordinator) verifies address, and trunk info from LSR and manually enters the service order into the SOP (Service Order Processor). <b>Type order into SOP</b>	<b>10</b>	<b>3</b>	<b>100</b>
3. SDC faxes FOC (Firm Order Confirmation) to the co-provider and logs for tracking. <b>Fax FOC</b>	<b>2</b>	<b>N/A</b>	<b>100</b>
4. SDC accesses the order in the SOP and completes it. <b>Completes order in SOP</b>	<b>5</b>	<b>N/A</b>	<b>100</b>

NOTE: Trunks are a designed service.  
UNE-P Analog PBX Trunks are not scheduled for IMA or flow through.

Prepared by Marlene DiManna 303 965-1103  
22-Sep-00

**UNE-P process & times for existing ISDN BRI customers.**

Process, Time and Probability for Conversion-ISC/IWSC Only

<b>TASK DESCRIPTION-CONVERSION</b>	<b>TIME-1ST TRUNK</b>	<b>TIME-EA TRUNK</b>	<b>PROB.</b>
1. SOA receives firm LSR via IMA (Interconnect Mediated Access). IMA screens for fatal rejects and logs LSR. <b>SOA receives LSR</b>	<b>N/A</b>	<b>N/A</b>	<b>100</b>
2. SOA verifies address, line information from LSR and manually enters service order into the SOP. <b>Types order in SOP</b>	<b>10</b>	<b>3</b>	<b>100</b>
3. SOA initiates FOC in IMA. <b>Initiates FOC</b>	<b>1</b>	<b>N/A</b>	<b>100</b>
4. SOA accesses the order in the SOP and completes it. <b>Completes order in SOP</b>	<b>5</b>	<b>N/A</b>	<b>100</b>

NOTE: BRI ISDN is a designed service. UNE-P BRI ISDN will be issued through IMA in 12-00. There is no flow through.

Prepared by Marlene DiManna 303 965-113  
23-Sep-00

**UNE-P process & times for existing ISDN PRI and DSS customers.**

Process, Time and Probability for Conversion-ISC/IWSC Only

TASK DESCRIPTION-CONVERSION	TIME DS1 FAC.	TIME-1ST TRUNK	TIME-EA TRUNK	PROB.
1. SOA receives firm LSR via fax, screens for fatal rejects, and logs LSR. <b>Receive and screen LSR</b>	5	5	N/A	100
2. SDC verifies address, NC/NCI and trunk information from LSR and manually enters 2 orders in the SOP. An N order is issued for the DS1 and a C order for the trunks. <b>Types orders in SOP</b>	20	10	3	100
3. SDC faxes FOC to co-provider and logs the order for tracking. <b>Faxes FOC</b>	5	N/A	N/A	100
4. SDC accesses the 2 orders in the SOP and completes them. <b>Completes orders in SOP</b>	5	5	N/A	100

NOTE: UNE-P PRI ISDN and DSS require 2 service orders, 1 for the DS1 facility and one for the digital PBX trunks. These services are not issued through IMA and there is no flow through.

**TASK DESCRIPTION-DISCONNECT**

1. SOA receives firm LSR via fax, screens for fatal rejects and logs LSR. <b>Receive &amp; screen LSR</b>	8	N/A	N/A	100
2. SDC using LSR manually types order in SOP. <b>Types order in SOP</b>	10	N/A	N/A	100
3. SDC sends FOC and logs in CRM. <b>Faxes FOC</b>	2	N/A	N/A	100

NOTE: The disconnect order is for the DS1. Both an N and D order are issued, a C conversion order cannot be done.

Prepared by Marlene DiManna 303 965-1103  
23-Sep-00

SOP process & times for NEW POTS customers.

II HOOPER 303 965 3711

-00

Effective March, 2001 to reflect full IMA flow through (95%)

Task Description 1st Line (mechanized)	INSTALL	DISCONNECT	Prob.	Wage Scale
	Time in Min	Time in Min		

Writer accesses LSR, manually enters order in SOP Writes an FOC (Firm Order Confirmation) to the reseller. Logs initial data in CRM.	5	5	0.05	OS scale 7
--	---	---	------	------------

Type Change Of Service Provider 1st Line:	10	5	0.05	OS scale 7
---	----	---	------	------------

Task Description Additional Line (mechanized)	Time in Min	Time in Min		
---	-------------	-------------	--	--

Writer manually enters order in SOP and faxes an (Firm Order Confirmation) to the reseller.	3	NA	0.05	OS scale 7
--	---	----	------	------------

Task Description 1st Line (manual)	Time in Min	Time in Min		
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Order. Outsourcer receives request for CSR Reseller, accesses CSR via BOSS/CARS database, gathers data & faxes to reseller. (CSRM)	3	3	1	OS scale 7
--	---	---	---	------------

Order Screener receives firm LSR (via fax), screens for fatal errors, faxes LSR to appropriate center for logging and typing.	5	5	1	OS scale 7
--	---	---	---	------------

Order Writer (using LSR), manually enters order in SOP Writes a FOC (Firm Order Confirmation) to the reseller. Logs initial data in CRM	10	5	1	SOA scale 7
---	----	---	---	-------------

Task Description Additional Additional Line (manual)	Time in Min	Time in Min		
--	-------------	-------------	--	--

Order Writer (using LSR), manually enters order in SOP and Writes a FOC (Firm Order Confirmation) to the reseller. Logs initial data in CRM.	3	NA	1	SOA scale 7
--	---	----	---	-------------

Task codes - OS scale 7 6623 12300

## **DESIGN**

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

## Design-Switched

Includes data for Feature Group, LIS, Wireless Type II, CCSAC, Link trunks DSS Trunks and associated Facilities.

\* Switched Service orders include Trunks and Facilities on one ASR

Note: 1. Times are estimates. Percentages are for manual.

2. Even though a step is mechanical it may require manual verification. Those times are indicated in ( ).

3. Time spent on supplements, redesigns or problems on an order are not indicated.

SOURCE: LORI BURCHET - STAFF MANAGER - DESIGN  
1/22/01

### Adds/Rearranges

Task	Trunk	Facility	% of Manual	
	(Per 24 trunks)	(Per 1 facility)	Trunks	Facility
Order Handling/Screening. (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	10 <i>Member Trunk</i> (based on 1 ASR, could be more than 1 facility and 24 trunks)	Included with trunks <i>DSL TRK PER FAC</i>	100%	100%
Log/Verify Facility A. Bank Codes B. PDAC C. Check Facilities D. Design E. FEYXA F. SCCXR G. GCOCCA	NA	45 (25 working if mechanically)	NA	5% 95
Build/Validate DRI & WA A. Populate DRI B. Check CFA on DRI against EXACT C. Populate WA	10 (4 to validate)	6 (3 to validate)	5%	5% 95
Build/Verify CD A. Locate Spare facilities and switch equipment B. Build & Post CD C. Perform RTAD	15 (3 to validate)	15 (5 to validate)	5%	20% 60
Distribute Documents A. Verify/populate CXRF B. Distribute/Verify distributed C. Note Exact	2	4	100%	100%
TAS A. Populate/Verify TASTON, TASASG, RCICIT, RCICIC & ZRGRP	15	NA	75%	NA
PCLat Trunks-after facility has been distributed, C-Mate then should mechanically populate GCOCCA, SCCXR & SCCXR2, DRI, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	2	NA	100%	NA

### Disconnects

Task	Trunk (Per 24 trunks)	Facility (Per 1 facility)	% of Manual Probability	
			Trunks	Facility
<b>Order Handling/Screening.</b> (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	10 (based on 1 ASR, could be more than 1 facility and 24 trunks)	Included with trunks	100%	100%
<b>PCList Trunks</b> A. C-Mate should mechanically populate GCOOMA, SCCXR & SCCXR2, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	2	NA	100%	NA
<b>Log/Verify Facility</b> A. Determine facility name. B. Check CXRS C. SCCXR D. GCOCCA	NA	8 (3 working it mechanically)	NA	5%
<b>Build/Validate WA</b> A. Populate WA	5 (2 to validate)	5 (2 to validate)	5%	5%
<b>Build/Verify CD</b> A. Build/post/verify CD	10 (2 to validate)	3 (2 to validate)	5%	5%
<b>Distribute Documents</b> A. Distribute/Verify distributed B. Note Exact	2	2	100%	100%

January 2001

**TAB 103**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

COST ELEMENT	
<b>PRIVATE LINE TO UNBUNDLED LOOP CONVERSION</b>	<b>PL</b>
<b>IMPLEMENTOR WORK ACTIVITY</b>	
<u>INSTALL</u>	
SCREEN WFA FOR CIRCUIT	2
COMPLETE CKT IN WFA/C	3
<b>NOTE:</b>	
The above information is estimated times for activities performed by the Implementor in the Designed Service Center to support the Private Line to Unbundled Loop Conversion	
<b>DATE 04/08/02</b>	
<b>Review Deni Toyne</b>	

**TAB 104**

## **LOOP PROVISIONING CENTER (LPC)**

Utilizing the Facility Assignment Control System (FACS), ensures customer service order activity is provisioned with outside plant and central office facilities. FACS automatically processes the order with the facilities assignments.

Assignment Consultants are responsible for FACS component exception messages. A Request for Manual Assistance (RMA) is generated when all conditions for a customer service cannot be met. The assignment consultant resolves the RMA and the order is placed back into the system.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

**Subject: LPC info**

**Date: Wed, 16 May 2001 07:44:25 -0500**

**From: "Jeanette S. Cainjc" <jcain@uswest.com>**

**To: ddeffle@uswest.com**

Dan,

Better late than never. Sorry this took so long - no excuses, just busy. Everything has been concurred in by Diane Diebel's staff (LPC Process) so, feel very comfortable with this letter. No changes to times/dollars, they felt the Specials flow through rate was still a good average even though they have some months that hit the low 70ties.

I've changed some of the text as we've done more automation of RMAs.

Good Luck,

Jeanette

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 lpc01.doc	<b>Name:</b> lpc01.doc <b>Type:</b> Winword File (application/msword) <b>Encoding:</b> base64
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May 10, 2001

TO: Dan Deffley

FROM: Jeanette S. Cain  
IT Development-FACS  
(402) 422-8319

RE: Loop Provisioning Center (LPC) Service Order Flow Through Rates and Error Resolution Times

The LPC is responsible for ensuring customer service order activity is provisioned with outside plant and central office facilities in a timely and accurate manner. The Facility Assignment Control System (FACS) which is comprised of components; Service Order Analysis and Control (SOAC), Position Analysis Workstation (PAWS), Loop Facilities Assignment and Control (LFACS) and SWITCH is the provisioning application supported by the LPC. Assignment Consultants are the employees responsible for FACS component exception messages.

Brief descriptions of the FACS components are;

**SOAC** - maintains control and status information on all service order requests, as well as the input image and certain data resulting from processing. This system interfaces with the service order processor (SOP) and the other service provisioning systems. SOAC generates assignment requests to LFACS for outside plant and to SWITCH for central office facilities. After assignments are made, SOAC receives responses from LFACS and SWITCH, merges and formats this data into a service order assignment section and automatically returns it to the SOP. SOAC sends the formatted assignments to Work Force Administration/Dispatch Out (WFA/DO). For switched customer service requests SOAC sends the telephone number, office equipment and features to MARCH for translation to the physical switch.

**PAWS** - a software system linked to SOAC to receive messages on service order activity. The primary function of PAWS is to distribute exception messages to Assignment Consultants for resolution.

**LFACS** - maintains a mechanized inventory of outside plant facilities (i.e., customer addresses, cables, cable pairs, cross box and customer serving terminals, assembled loops and loop makeup) and assigns the outside plant facilities to assignment requests received from SOAC. LFACS also generates work sheets for cable transfers and reconcentrations. These activities are updated mechanically upon notification of completion. In addition, LFACS is used to make repair changes to working customer service.

**SWITCH** - used to inventory and assign central office switching equipment and related facilities i.e., range extension equipment, tie pairs and bridge lifters. Assignment requests are received from SOAC after successful LFACS assignments are made.

When all conditions for a customer service request cannot be met by the FACS components a Request for Manual Assistance (RMA) is generated. An RMA indicates service order processing has been stopped. The RMA identifies the reason the service order cannot be automatically processed, the FACS component that failed processing and provides an image of the customer service request.

All RMAs are sent from SOAC to PAWS. PAWS places the RMAs into a 'next work package' queue. Assignment Consultants using an intelligent work station (IWS) terminal access PAWS to retrieve RMAs for resolution. Assignment Consultants are trained to resolve all RMA types for all

service requests. Meaning, they can resolve exception messages for POTS, non-designed specials, specials and Wholesale product/services(s) service order activity. The objective for RMA resolution per Assignment Consultant is forty (40) per day.

U S WEST has developed two (2) applications which utilize artificial intelligence to resolve various RMAs. The applications are ARMAR (Automatic RMA Resolution) and APP (Automated Provisioning Platform). ARMAR is used to resolve working left-in RMAs. APP resolves RMAs which are a result of, exact match for address cannot be found, no available/compatible cable facilities, restricted terminals and loop makeup not available. These applications have reduced the number of RMAs sent to Assignment Consultants for resolution. Assignment Consultants will get these RMAs only if the artificial intelligence applications cannot resolve.

FACS flow through objectives have been established for; total customer service requests, special service orders and artificial intelligence (mechanical) applications. The **overall flow through objective** is based on total service order volume that includes; POTS, non-designed specials, coin, specials, Wholesale product/service(s) and artificial intelligence applications. **Individual flow through objectives** have been established for Special Services (orders provisioned in TIRKS) and artificial intelligence RMA resolution. **No individual flow through objectives** have been established for POTS, non-designed specials, coin or Wholesale product/service(s). The flow through and RMA objectives consider all order activity types: inward, outward and change as well as, single and multi-line requests. There is a single objective for Assignment Consultant RMA resolution, this objective does not differentiate between type of customer service requests (inward, outward, change) or number of lines per requests.

The following summarizes the flow through (FT) and Assignment Consultant objectives for 2001:

	<u>2001</u>
Overall FT*	85%
Special Services FT	60%
Mechanical FT	85%
Assignment Consultant	40 RMA's per day
Avg clearing time per RMA**	11.25 min

\*POTS flow through is included in this objective, there is no individual objective for POTS.

\*\*Average clearing time per RMA includes all activity types; inward, outward and change as well as single and multi-line requests.

The flow through and Assignment Consultant objectives as well as average clearing time are based on all service order activity types; inward, outward and change. Specific objectives have not been established for inward/change or outward activity

**Subject: Re: Loop NRC Process**

**Date: Tue, 04 Dec 2001 11:20:22 -0600**

**From: Jeanette Cain <jcain@qwest.com>**

**Organization: Qwest Information Technologies**

**To: Daniel Deffley <ddeffle@qwest.com>, dgolleh@qwest.com**

**CC: rstrunk@qwest.com, jcain@qwest.com**

Dan  
Doug

Thought I'd send you an email of what I said on the call this morning;

When U S WEST (Qwest) began work on Competitive Provisioning of Unbundled Loops we first looked at what order flow, POTS vs Designed, would be the most efficient/effective. When the decision was made to use the Designed flow we then looked at the provisioning systems, (SOAC, LFACS & SWITCH) involved and used by the LPC, to determine if enhancements were needed to obtain optimum flow through. There was never an intent to have 100% flow through, this is literally impossible but, we wanted to make certain we could get as high a percent as possible. This is the same practice we use for Qwest retail product deployment.

No major software changes were needed in the provisioning applications. SOAC required modifications to support order writing and product deployment. The changes were in SOAC site tables, some of these tables are updated by Telcordia (six week turnaround) and others are updated by Qwest FACS SYAD, to add FIDs and USOCs. LFACS and SWITCH required no changes.

The main reasons for fallout in the provisioning applications are;

- 1) invalid input from the CLEC e.g., end user address or product request
- 2) no facilities available that meet the qualifications for the CLEC product requested e.g., CLEC requests loop with no bridge tap or load coil and spare facilities do not meet this criteria
- 3) no compatible, spare facilities available
- 4) compatible facilities are automatically assigned however, there is no available loop makeup for the loop assigned (loop makeup is such items as; cable gauge, length, bridge tap, loading)

Actions taken by LPC when these conditions occurred;

- 1) return the order to the ISC for verification with Co-Provider
- 2 & 3) attempt to locate compatible facilities using the 11 step delayed order process. If unable to locate then enter the order in RTT (Referral Tracking Tool) as a delayed order (held order)
- 4) the error is automatically routed to the Design Advisory Group (DAG) to enter the loop make up for the loop assigned to the order. Once the DAG enters the information the order will automatically be re-started through the systems and continue on to design.

The LPC would follow the same processes for fallout with designed orders for Retail,

the only exception is verification on input errors (#1) would not go to ISC but, to a Qwest market unit. There is a web site that tracks volume associated with these errors unfortunately, cannot differentiate between Wholesale or Retail counts. Further, the LPC doesn't care whether the fallout is Wholesale or Retail their measurement is to resolve in today out today fallout. If volume of fallout exceeds what LPC can handle in a day then, the fallout is prioritized by due date.

Jeanette S. Cain  
(402) 422-8319

Daniel Deffley wrote:

> Attached is the file I referred to on my voice message.  
>  
> The conference call is scheduled for 10:00 central, Tue, Dec. 4  
> Call in # 877-591-8687  
> Conf. id # 325-1015  
> Your attendance or a representative from your center is critical.  
>  
> Once again, the critical need is to defend Qwest nonrecurring cost with  
> regard to service order processing and provisioning of unbundled loop  
> and other elements. At this time the focus is on centers that touch the  
> order due to fall out or other manual provisioning requirements. ISC  
> issues will be addressed separately.  
>  
> Dan Deffley  
> Cost Analyst  
> 402-422-7281 (currently voice message only)  
>  
> -----  
> Name: AZ NRC QWEST-ATT ANALYSIS.xls  
> AZ NRC QWEST-ATT ANALYSIS.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)  
> Encoding: base64

---

Jeanette Cain <[jcain@uswest.com](mailto:jcain@uswest.com)>  
Staff IT Analyst  
IT  
Software Development

# **COMPLEX TRANSLATIONS**

## **NROC (Network Reliability Operations Center)**

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage
- Coordinates monitoring machine growth jobs

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

DIRECT INWARD DIALING

		COMPLEX TRANSLATION			
		SW1		SW2	
		ADMIN	MTCE	ADMIN	MTCE
	USOC				
	No Changes				
Complex Translations Digits Outputed	REAGM				
Complex Translations Signaling Change	REAGN				
Block Compromise	REAGF				
Group of 20 numbers	NGS				
Reserve Sequential # Block	NGQ				
Reserve Nonsequential telephone number	NHNRN				
Trunk Change					
Trunk Terminations	NAY, NDT				
Nonsequential Telephone Numbers	NHNRN				
Complex Trans for Trunkside Termination	NAY, NDT				
ESTABLISH TRK GROUP		35		65	
ESTABLISH TRK GROUP			50		40
PER TRUNK					
PER TRUNK					
PER CUSTOMER		5			
PER CUSTOMER			10		

**TAB 105**

## **CENTRAL OFFICE**

Responsible for service connection in the central office and associated testing and administrative functions. Places cross-connects (jumpers), performs cross-office testing, and provides support to field installation and control center for circuit testing as required.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include any maintenance or repair times.

placement ..

**Subject: cross connect placement**

**Date: Thu, 22 Jan 1998 10:21:47 +0000**

**From: mike lanoue <mlanoue@netmail2.nmet.uswest.com>**

**Organization: project management service assurance**

**To: kstobbe@uswest.com**

After our conversation on 1-21-98 I have adjusted the time to place one jumper from 4.2 minutes to 4.0 minutes and the removal time from 2.4 minutes to 2.3 minutes. These figures apply on a per jumper basis and include both POTS and Special Services orders. If you still require assistance on the % DIP figures please let me know.

Mike Lanoue  
Central Office Staff  
702-630-4124

**Subject: Re: % DIP**

**Date:** Mon, 31 Jan 2000 11:26:13 -0600

**From:** Cheryl Hanson <ckhanso@uswest.com>

**Organization:** DMR

**To:** Denise Eoriatti <deoriat@uswest.com> ,  
"Gammon, Joel" <jgammon@uswest.com>

The DIP results for the year 1999 for U S WEST are:

Total percent create = 74.2%

25.8 out

Total percent reuse = 56.9%

43.1 in

ch

Denise Eoriatti wrote:

> Cheryl,

>

> Hi! This is just a friendly reminder that we need U S West Dedicated  
> inside plant (DIP) results for 1999 by Feb, 2000. I will need the same  
> results you provided to me on Jan 29, 1999. They were:

>

> U S West regional DIP results:

>

> % DIP created

>

> % DIP reuse

>

> Thanks in advance for your time and help.

>

> If you have any questions, please call me on 402-422-7073.

>

> Denise Eoriatti

> Nonrecurring Cost Analyst

--

Cheryl (Cherie) K. Hanson  
9700 Schmidt Lake Rd. Room 350  
Plymouth, MN 55442  
ckhanso@uswest.com.  
612-536-2604  
FAX: 612-536-3799

**TAB 106**

## **LOCAL RESOURCE ADMINISTRATION CENTER (LRAC)**

Utilizes Work Force Administration/Dispatch Out (WFA/DQ) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DO.

Re-loads and re-schedules service orders that cannot be completed.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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### 1998 DISPATCH (LRAC) TASK TIMES

Item #			NEW 1998 Avg Time Minutes	<u>Comments</u>
3000	<b><i>Dispatch Center ( Installation)</i></b>			
3011	Dispatch service order handling time	Initial processing and/or building daily service order logs Could include both mechanized and manual processes	n/a	Now a function of RCHC (Repair Call Handling Center)
3015	Dispatch service order for line work	Dispatch an order to a technician	5	
3016	Dispatch a service order for jack work	Dispatch an order to a technician	9	
3020	Closeout service order for line work	Closeout a single order with a technician once it has been completed	2	
3021	Closeout service order for jack work	Closeout a single order with a technician once it has been completed	2.5	
3022	Complete typing of closed order	Completion typing of a closed out service order	2.5	
	<b><i>Dispatch Center ( Maintenance)</i></b>			
3024	Issue TIC (Trouble Isolation Charge) Order	Issue an order to bill the trouble isolation charge	5	
3025	Process / Screen trouble report	Processing / screening of a trouble report when it is received in the center	n/a	task now performed by "MONSTER" software
3026	Dispatch line trouble report	Dispatch a line trouble report to a technician in the fields	3.5	
3027	Dispatch jack / inside wire trouble report	Dispatch jack / inside wire trouble report to a technician in the field	3.5	
3028	Closeout line trouble report	Closeout a single order with a technician once it has been completed	3	
3029	Closeout jack / inside wire trouble report	Closeout a single order with a technician once it has been completed	3	

RES						
MIHR REPORT: RES ORDERS W INWRD LINES						
REPORTING PERIOD: 01/01/98 THROUGH 12/31/98						
STATE	STATE	DISPATCHED	NOT DISPATCHED	TOTAL ORDERS	% DISPATCHED	% NOT DISPATCHED
21A	AZ	267567	488069	755636	35.00%	65.00%
21B	NM	70767	129259	200026	35.00%	65.00%
21C	CO	223960	454808	678768	33.00%	67.00%
21D	WY	15703	39385	55088	29.00%	71.00%
23A	OR	120127	234872	354999	34.00%	66.00%
23B	WA	211100	408402	619502	34.00%	66.00%
23C	UT	86865	157088	243953	36.00%	64.00%
23D	MT	24281	59263	83544	29.00%	71.00%
23E	ID	39583	70995	110578	36.00%	64.00%
25A	MN	110041	312343	422384	26.00%	74.00%
25B	NE	25787	75506	101293	25.00%	75.00%
25C	IA	57547	158722	216269	27.00%	73.00%
25D	ND	12170	42575	54745	22.00%	78.00%
25E	SD	13407	44124	57531	23.00%	77.00%
	USW	1278905	2675411	3954316	32.00%	68.00%
<p style="text-align: center;">NOTICE: LIMITED DISTRIBUTION</p> <p style="text-align: center;">CONFIDENTIAL INFORMATION. DISCLOSURE AND DISTRIBUTE SOLELY TO AUTHORIZED U S WEST EMPLOYEES HAVING A NEED TO KNOW.</p>						



**Subject: UNE-P "New" Costs**

**Date: Mon, 9 Oct 2000 11:38:35 -0600**

**From: "Scott Ellefson" <sellefs@uswest.com>**

**To: "Daniel V Deffley" <ddeffle@uswest.com>**

Dan,

Please use the following percentages when determining the costing for UNE-P  
"New" orders:

90% Business

10% Residential

Thanks, Scott 303-965-6129

**TAB 107**

# INSTALLATION

Performs necessary field work on new orders and changes to existing service including:

- Travel to customer premises
- Cross-connect activity at feeder plant to distribution plant field locations
- Customer premises work activities to connect circuit at the network interface
- Circuit testing as required
- Order completion with LRAC

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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**1999 INSTALLATION & MAINTENANCE TASK TIMES**

<u>Item #</u>	<u>Installation &amp; Maintenance</u>	<u>Work Activity Description</u>	<u>NEW 1999</u> <u>Avg Time</u> <u>Minutes</u>	<u>Comments</u>
	<b>Installation tasks</b>			
100	Residence Installation Travel Time	Travel time to customer location	23	
101	Business Installation Travel Time	Travel time to customer location	21	
104	Place 1st Cross Connect jumper	Place 1st Access Point /SAC jumper	13	
105	Place Each Additional Cross Connect jumper	Place each Additional Access Point /SAC jumper	10	
107	Residence customer contact	Customer contact & locating the terminal or pedestal	16	
108	Business customer contact	Customer contact & locating the terminal or pedestal	21	
110	Reconnect 1st line / drop	Disconnect, reconnect, and test 1st line / drop	24	
111	Reconnect each additional line / drop	Disconnect, reconnect, and test each additional line / drop	18	
123	Close business order	Close out order for field connection business	14	
124	Close residence order	Close out order for field connection residence	13	
145	% Residence Drops capitalized	* See Following Note	50%	
146	% Business Drops capitalized	* See Following Note	50%	

**Note: The purpose of Item #'s 3145 and 3146 is to determine the percentage of drops that are new connects. The cost of new connect drops is recovered in the recurring loop study. Only the cost of reconnecting drops can be recovered in the Nonrecurring cost.**

**NOTICE**

The information contained herein is confidential and proprietary and should not be disclosed to unauthorized persons. It is meant for use by authorized representatives of US WEST only.

BUS (BUS-PBX-CNTR)						
MIHR REPORT: BUS ORDERS W INWRD LINES						
REPORTING PERIOD: 01/01/01 THROUGH 12/31/01						
STATE	STATE	DISPATCHED	NOT DISPATCHED	TOTAL ORDERS	% DISPATCHED	% NOT DISPATCHED
21A	AZ	58665	19364	78029	75.00%	25.00%
21B	NM	19454	4318	23772	82.00%	18.00%
21C	CO	64346	27390	91736	70.00%	30.00%
21D	WY	7627	5724	13351	57.00%	43.00%
23A	OR	30229	10316	40545	75.00%	25.00%
23B	WA	55847	15547	71394	78.00%	22.00%
23C	UT	25852	7695	33547	77.00%	23.00%
23D	MT	7549	2100	9649	78.00%	22.00%
23E	ID	11562	3908	15470	75.00%	25.00%
25A	MN	39269	17416	56685	69.00%	31.00%
25B	NE	7788	2016	9804	79.00%	21.00%
25C	IA	20904	18005	38909	54.00%	46.00%
25D	ND	4418	4334	8752	50.00%	50.00%
25E	SD	5786	2755	8541	68.00%	32.00%
	USW	359296	140888	500184	72.00%	28.00%
NOTICE: LIMITED DISTRIBUTION						
CONFIDENTIAL INFORMATION. DISCLOSURE AND DISTRIBUTE SOLELY TO						
AUTHORIZED U S WEST EMPLOYEES HAVING A NEED TO KNOW.						

RES						
MIHR REPORT: RES ORDERS W INWRD LINES						
REPORTING PERIOD: 01/01/01 THROUGH 12/31/01						
			NOT	TOTAL	%	% NOT
STATE	STATE	DISPATCHED	DISPATCHED	ORDERS	DISPATCHED	DISPATCHED
21A	AZ	273070	370145	643215	42.00%	58.00%
21B	NM	74050	111718	185768	40.00%	60.00%
21C	CO	228140	346380	574520	40.00%	60.00%
21D	WY	14942	36544	51486	29.00%	71.00%
23A	OR	113280	209348	322628	35.00%	65.00%
23B	WA	195171	352543	547714	36.00%	64.00%
23C	UT	69930	148102	218032	32.00%	68.00%
23D	MT	23008	55089	78097	29.00%	71.00%
23E	ID	35653	68205	103858	34.00%	66.00%
25A	MN	129337	232807	362144	36.00%	64.00%
25B	NE	25932	53864	79796	32.00%	68.00%
25C	IA	59593	138910	198503	30.00%	70.00%
25D	ND	13193	32504	45697	29.00%	71.00%
25E	SD	14450	35841	50291	29.00%	71.00%
	USW	1269749	2192000	3461749	37.00%	63.00%
NOTICE: LIMITED DISTRIBUTION						
CONFIDENTIAL INFORMATION. DISCLOSURE AND DISTRIBUTE SOLELY TO						
AUTHORIZED U S WEST EMPLOYEES HAVING A NEED TO KNOW.						

**TAB 108**

New une - p

PRI

# **COMPLEX TRANSLATIONS**

## **NROC (Network Reliability Operations Center)**

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage
- Coordinates monitoring machine growth jobs

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include any maintenance or repair times.

**Dedicated PRI - (types are: Incoming, Outgoing or Two Way)  
23B+D Configuration**

There may be multiple B channel trunk groups.

Maximum number of B channel members in this configuration is 23.

Customer would have at least one RTI and alternate data RI and could have more.

Forms/Features	Translations	Input	Total
5211 - PRI Interface Group per D channel	10	5	15
5202-1/4 - D channel trk grp	35	25	60
5202-1/4 - per B channel trk grp	35 140	25 100	60 x 4 = 240
5204 D channel trk member	5	5	10
5204 per B channel trk member	5 115	5 115	10 x 3
5303 - per Route Index	15 45	10 30	25 x 3
5303 - Alternate RI for Data	15 45	10 30	25 x 3

**Disconnect Time**

Forms/Features	Translations	Input	Total
5211 - PRI Interface Group per D channel	5	5	10 x 1
5202-1/4 - D channel trk grp	10	5	15 x 1
5202-1/4 - per B channel trk grp	10 40	5 20	15 x 3
5204 D channel trk member	5	5	10
5204 per B channel trk member	5 115	5 115	10 x 3
5303 - per Route Index	5 15	5 15	10 x 3
5303 - Alternate RI for Data	5 15	5 15	10 x 3

**To change from one configuration to another should be all applicable disconnect charges and all applicable new connect charges.**

**Dedicated PRI - (types are: Incoming, Outgoing or Two Way)  
24B**

There may be multiple B channel trunk groups or they could be using the same B channel trunk group as on the first PRS.

Maximum number of B channel members in this configuration is 23.

Customer could use the same RTI and Data RTI as on the first PRS or could have multiple new ones.

Forms/Features		Translations	Input	Total
5202-1/4	per B channel trk grp $\times 20 \times 10$	35 140	25 100	60 4
5204	per B channel trk member $\times 20 \times 10$	5 120	5 120	10 24
5303	per Route Index $\times 20 \times 10$	15 45	10 30	25 $\times 3$
5303	Alternate RI for Data $\times 20 \times 10$	15 45	10 30	25 $\times 3$

**Disconnect Time**

Forms/Features		Translations	Input	Total
5202-1/4	per B channel trk grp $\times 40 \times 10$	- 10 40	5 20	15 4
5204	per B channel trk member $\times 40 \times 10$	- 5 120	5 120	10 24
5303	per Route Index $\times 40 \times 10$	- 5 15	5 15	10 $\times 3$
5303	Alternate RI for Data $\times 40 \times 10$	- 5 15	5 15	10 $\times 3$

To change from one configuration to another should be all applicable disconnect charges and all applicable new connect charges.

**Dedicated PRI - (types are: Incoming, Outgoing or Two Way)  
23B+Back up D Configuration**

There may be multiple B channel trunk groups or they could be using the same B channel trunk group as on the first PRS.

Maximum number of B channel members in this configuration is 23.

Customer could use the same RTI and Data RTI as on the first PRS or could have multiple new ones.

Forms/Features		Translations	Input	Total
5202-1/4	per B channel trk grp <sup>20 x 10</sup>	35 140	25 100	60 4
5204	D channel trk member	5	5	10 1
5204	per B channel trk member <sup>20 x 10</sup>	5 115	5 115	10 23
5303	per Route Index <sup>20 x 10</sup>	15 45	10 30	25 23 70
5303	Alternate RI for Data <sup>20 x 10</sup>	15 45	10 30	25 23 70

**Disconnect Time**

Forms/Features		Translations	Input	Total
5202-1/4	per B channel trk grp <sup>10 x 10</sup>	- 10 40	5 20	15 4
5204	D channel trk member	5	5	10 1
5204	per B channel trk member <sup>10 x 10</sup>	- 5 115	5 115	10 23
5303	per Route Index <sup>10 x 10</sup>	- 5 15	5 15	10 23
5303	Alternate RI for Data <sup>10 x 10</sup>	- 5 15	5 15	10 23

**To change from one configuration to another should be all applicable disconnect charges and all applicable new connect charges.**

Per July Requirements

Current to  
2001  
10/2/97

### Application of lines

Max of 4 trunk groups per T1

1-D Channel trunk group

1-D Channel trunk member

23-B Channel trunk members

3 - per Route Index

3 - Alternate RI for Data

Call x Call only -

2-SFG per call x call feature

2-MCRTI per call x call feature

2-EDSI call x call per feature

OPOTS = Originating

TPOTS = Terminating

24B per B Channel trunk member x 24

also 24B config x call x 24

SFG = Simultaneous Facility Group

[< itsg home](#)

*Complex  
TRAVIS*

# U S WEST M-Net Directory



itsg

[< Return to U S WEST M-Net Directory](#)

? [Here's how to change directory information or get a NetMail account](#)

Search found 1 name

Last Name:	Szakacs
First Name:	Gary
Preferred Name:	
Middle:	J
Job Title:	Tec 55
Email Address:	gszakac@uswest.com
Phone (work):	(515)241-1308
TDD:	
Pager:	(515)671-2600
Cellular:	
Fax:	(515)323-0181
Phone (home):	
International:	
Address:	900 KEO
Room:	4FLR
City:	DES MOINES
State:	IA
Zip:	50309
RC:	TUDBG0100
Company:	U S WEST Communications, Inc
Department:	Network Complex Services
Employee Status:	Employee
Manager:	Display manager
Reg/Unreg:	R
Mail Host:	netmail4
Login ID:	gszakac
Primary Mailbox:	Y
CUID:	gszakac
M-Net ID:	1087068

Directory Last Updated on: Thu Apr 8 4:29:12 US/Mountain 1999

© U S WEST

Last Update: February 17, 1998

JRL: <http://www.mnet.uswest.com/cgi-bin/emd>

**TAB 109**

# **RECENT CHANGE MEMORY ADMINISTRATION CENTER (RCMAC)**

RCMAC has the responsibility for:

- Formatting and entering service orders requiring line translation activity into Stored Program Control Switches (DMS, 5E)
- Coordinates all line equipment transfers with the frame forces
- Formats and enters register assignments for subscriber line busy studies
- Formats and enters line changes as well as new office additions
- Re-enters data in the vent of a switch failure which resulted in the erasure of temporary recent change area
- Analyzes, investigates and resolves customer trouble reports involving features.

In addition, the RCMAC updates PIC (Primary Interexchange Carrier) information for those NON-SPC offices that provide Equal Access capabilities via adjunct technologies.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

ISDN - PRIMARY RATE	RCMAC		
	USOC	SW1	SW2
IN			
PER ROUTE INDEX		2	
ALTERNATE RI FOR DATA		2	
DISCONNECT			
PER ROUTE INDEX		2	
ALTERNATE RI FOR DATA		2	

Brenda DeHillipo

March 2001

**TAB 110**

**%**

**BY**

**SWITCH  
TYPE**

Mid-Study Lines by Switch Type	By State	Percent of lines in State by Switch Type
--------------------------------------	----------	---

---

USW SW1	9840365	64.9%
USW SW2	5221888	35.1%

14862253

5E 65  
DMS 35

**TAB 111**

New LINE - P

DSS

## **INTERCONNECT SERVICE CENTER**

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

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- The time estimates do not include any maintenance or repair times.

UNE-P PRI/UNE-P DSS

Date: 5-10-01  
 Revised 6-11-01

PROCESS, TIME ESTIMATES, PROBABILITIES

From:  
 Marlene  
 DiManna

Title: Staff  
 Manager-  
 Service  
 Delivery  
 Interconnect  
 Service  
 Center

NEW INSTALL

Work activity begins:	May include these tasks:
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order and installation option)
	Verifies CFA or facility/circuit availability
	Exchange Info-Obtain Central Office, name, address and office type. Access Telephone Address Guide to obtain the central office address and validate end user address, verify ISDN capability of central office
	CPPD-lookup billing USOC's for co-provider
	Summary Bill List-Look up BTN#, tax code, and Bill date
	Analyzes request to determine the co-provider, type of order and installation option.

Trunks

	Probability of occurrence (%)
5	100
4	100
1	100
2	100
2	100
N/A	N/A

A

	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.
	Determine if the end user has Qwest directory advertising
	Determine if the end user has Qwest retail contract
	Determine critical dates
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.
Customer Request Management (CRM)	Populate required fields
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)
Issue service order	Input order into service order processor (manually typing and formatting of all order for billing and provisioning )
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning
Call Handling	Includes handling calls from other departments working the order.
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.

*Trunks*

N/A	N/A
N/A	100
N/A	N/A
1	100
N/A	50
N/A	N/A
3	100
10	100
3	100
5	60
5	60

*Trunks*

DISCONNECT		
Work activity begins:	May include these tasks:	Time used: (minutes)
Receive LSR	Reviews LSR for completeness and accuracy. validate circuit/trunks belongs to the co-provider	3
	Verifies existing account (accesses CSR in BOSS/CARS) and obtains closing bill address if applicable	2
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	2
Issue service order	Input disconnect order into the service order processor (manually typing and formatting of all order for billing and provisioning )	10
Customer Request Management (CRM)	Populate required fields	3
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3

The times described in this chart are based on projected savings with increased experience level in the ISC. The request is received IMA, but there is no partial order creation, manual typing of the order is required.

Ordered received through IIS (which is a manual receipt of the LSRs via fax) from the co-provider should include an add'l 2 minutes for reviewing and logging data into CRM. This is done automatically for requests sent via IMA.

Today 99% of LSRs are issued via IMA, 1% via IIS. The Job Title and Job Function/Account Code for the individuals performing these tasks is:

SDC (Service Delivery Consultant) Job  
Function Code  
6623.123

#### Key Assumptions:

The times documented are forward looking, are average times, do not reflect problems encountered during service order processing, do not include supplements to the initial order, and do not include maintenance or repair times.

**TAB 112**

## Design-Switched

Includes data for Feature Group, LIS, Wireless Type II, CCSAC, Link trunks DSS Trunks and associated Facilities.

\* Switched Service orders include Trunks and Facilities on one ASR

Note: 1. Times are estimates. Percentages are for manual.

2. Even though a step is mechanical it may require manual verification. Those times are indicated in ( ).

3. Time spent on supplements, redesigns or problems on an order are not indicated.

SOURCE LORI BURCHET - STAFF MANAGER - DESIGN  
1/22/01

### Adds/Rearranges

Task	Trunk (Per 24 trunks)	Facility (Per 1 facility)	% of Manual Probability	
	<i>Member Time</i>	<i>DSI TRK Per Fac</i>	Trunks	Facility
Order Handling/Screening. (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	10 (based on 1 ASR, could be more than 1 facility and 24 trunks)	Included with trunks	100%	100%
Log/Verify Facility A. Bank Codes B. PDAC C. Check Facilities D. Design E. FEYXA F. SCCXR G. GCOCCA	NA	45 (25 working it mechanically)	NA	5% .95
Build/Validate DRI & WA A. Populate DRI B. Check CFA on DRI against EXACT C. Populate WA	10 (4 to validate)	6 (3 to validate)	5%	5% .95
Build/Verify CD A. Locate Spare facilities and switch equipment B. Build & Post CD C. Perform RTAD	15 (3 to validate)	15 (5 to validate)	5%	20% .00
Distribute Documents A. Verify/populate CXRH B. Distribute/Verify distributed C. Note Exact	2	4	100%	100%
TAS A. Populate/Verify TASTGN, TASASG, RCICIT, RCICIC & ZRCGRP	15	NA	75%	NA
PC List Trunks after facility has been distributed. C-Matic then should mechanically populate GCOCCA, SCCXR & SCCXR2. DRI, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	2	NA	100%	NA

### Disconnects

Task	Trunk (Per 24 trunks)	Facility (Per 1 facility)	% of Manual Probability	
			Trunks	Facility
<b>Order Handling/Screening.</b> (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	10 (based on 1 ASR, could be more than 1 facility and 24 trunks)	Included with trunks	100%	100%
<b>PCList Trunks</b> A. C-Mate should mechanically populate GCOOMA, SCCXR & SCCXR2, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	2	NA	100%	NA
<b>Log/Verify Facility</b> A. Determine facility name. B. Check CXRS C. SCCXR D. GCOCCA	NA	8 (3 working it mechanically)	NA	5%
<b>Build/Validate WA</b> A. Populate WA	5 (2 to validate)	5 (2 to validate)	5% 95%	5%
<b>Build/Verify CD</b> A. Build/post/verify CD	10 (2 to validate)	3 (2 to validate)	5%	5%
<b>Distribute Documents</b> A. Distribute/Verify distributed B. Note Exact	2	2	100%	100%

January 2001

**TAB 113**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.



**TAB 114**

# **COMPLEX TRANSLATIONS**

## **NROC (Network Reliability Operations Center)**

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage
- Coordinates monitoring machine growth jobs

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates do not include any maintenance or repair times.

**DIGITAL SWITCHED SERVICE**

DSS Basic Trunks - In only  
 DSS Basic Trunks - Out only  
 DSS Basic Trunks - Two Way

DSS Advanced Trunks  
 DSS All Advanced trunks  
 DSS Basic Trunks with Flat Usage, in-only  
 trunk w/hunting  
 DSS Basic Trunks with Flat Usage, 2 way  
 trunk w/hunting  
 DSS Basic Trunks with Flat Usage, out only  
 DSS Advanced Trunks w/flat Usage, in-only  
 w/DID hunting  
 DSS Advanced Trunks w/flat Usage, 2 way  
 w/DID hunting, Answer Supervision  
 DSS Advanced Trunks w/flat Usage, out  
 -only w/Answer Supervision  
 DSS Data Trunk  
 Complex Translations applied to all

USOC	RCMAC		COMPLEX TRANSLATION			
	SW1	SW2	SW1		SW2	
			ADMIN	MTCE	ADMIN	MTCE
D7W						
D7W						
D7Z						
T2D1X						
T2DCX						
T2DOX						
T2J1X						
T2JCX						
T2JOX						
T2JCD						
			10	7	10	

**TAB 115**

## **NUMBER & SOFTWARE ASSIGNMENT CENTER (NSAC)**

NSAC functions / times are used in the provisioning of PBX trunks and multi-line hunt products. Some example of NSAC tasks are:

- Assigns multi-line hunt group numbers
- Assigns telephone numbers
- Assigns blocks of numbers
- Updates SWITCH & CNUM databases and process associated paperwork

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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Dso

**Number & Software Assignment Center (NSAC)  
(Formerly MPAC – Mechanized Provisioning Assignment  
Center)**

NSAC functions/times are used in the provisioning of PBX trunks and multi-line hunt products:

Some examples of NSAC tasks are:

- Assigns multi-line hunt group numbers
- Assigns telephone numbers
- Assigns blocks of numbers
- Updates SWITCH & CNUM databases and process associated paperwork

8, 1999

Patty Jo Weseloh

n: Kenn Stobbe  
402-422-7127  
[kstobbe@uswest.com](mailto:kstobbe@uswest.com)

New Process Times for trunk assignments.

our telephone conversation this morning, I use certain task times performed by your group in the development of non-recurring service order costs. Namely, 1FB access line (including 2BX trunks) and both residence and business multiline hunt. The times I am currently using were received from Lisa Maanum in 1992, and their vintage is open for attack from intervenors in rate cases.

Below is a brief task description along with the time I presently use. As I mentioned, these task descriptions are entered into the COSMOS database, if that is no longer valid, please let me know. The times should be an average time, taking into consideration both the best and worst case scenarios. Also, the average time should be that of a person who is familiar with the job and not tech in training. If you would please review these times and either approve them for continued use or provide me with new times, it would be greatly appreciated. Thanks in advance for your help and please call with any questions or if further explanation is required.

***- The COSMOS system was replaced with the SWITCH system end of year 1997. All TN Administration Assignment data in SWITCH is now being converted to the CNUM system - estimated completion, end of year 1999. In conjunction with this conversion, the TN Administration work is moving from the LAR (formerly MPAC) to the NSAC in Albuquerque.***

***Multi-line hunt groups are currently administered in SWITCH. These too will convert to CNUM and by end of year 2000 will be administered from CNUM.***

Times used in the residence and business Multi-line Hunt cost studies:

Time required to assign a multi-line hunt group - In / New (6 minutes)

Time required to assign a multi-line hunt group - Change (8 minutes)

***These times are still applicable. Conversion to different administration systems (SWITCH & CNUM) has eliminated the manual process for these assignments. In year 2000 we hope to automate the HML assignments but this will require enhancements for the Market Units and may not happen.***

The above tasks may include:

- Assigning multi-line hunt group number
- Assigning scan points for stop hunts (*we do not have scan point records in the NSAC*)
- Assigning telephone numbers

Not include any system down time.

Times used in the 1FB/Trunk Access Line study, and referring to PBX Trunks:

Basic PBX Trunk, assign Multi-line Hunt Group and terminals per MLH Group (6 minutes)

Assign / Change TN per Multi-line hunt group (4 minutes)

*ese times are still applicable. Conversion to different administration systems (SWITCH & CNUM) has eliminated the manual process for these assignments*

The above tasks may include:

- Accessing COSMOS (*change to SWITCH or CNUM*) data base to obtain assignments
- Obtaining telephone number assignment
- Obtaining Multi-line Hunt group assignment
- Obtaining Screening TN assignment
- Assigning Simulated Facility Group
- Assigning Block of Numbers
- Updating COSMOS (*change to SWITCH or CNUM*)
- Processing associated paperwork

Not include any system down time.

## Weighting Calculations

average number of lines in MHL Group =	8	<u>Reciprocal</u> 0.13
average number of lines in Circular/Series Group =	2	0.50

### Weighted Average Number of Lines in Series and Multi-Line Hunt Groups

average number of lines in MHL Group =	8	% of Total Hunt	Weighted Avg # Lines	<u>Reciprocal</u>
average number of lines in Circular/Series Group =	2	0.98	7.84	
		0.02	0.04	
			8	0.13

7/1999

**WORK ACTIVITY DESCRIPTION: Assign a SLEN, Test line OE or other Misc OE**

**BEGINS**

When call requesting  
SLEN assignment  
is received

**MAY INCLUDE**

Accessing COSMOS  
  
Entering LAI command  
  
Statusing OE  
  
Assigning telephone number

**ENDS**

When SLEN assignment  
has been provided

**DO NOT INCLUDE:**  
System down time

**TIME PER ITEM:**

Per SFG - IN

**Minutes**

6

**WORK ACTIVITY DESCRIPTION: DSS TRUNKS**

**BEGINS**

With the receipt of rep call requesting DSS assignment

**MAY INCLUDE**

Accessing COSMOS data base to obtain assignments

Obtaining telephone number assignment

Obtaining SLEN assignment

Obtaining Mult-Line Hunt Group Assignment

Obtaining Screening TN assignment

Updating COSMOS

Processing associated paperwork

**DO NOT INCLUDE:**  
System down time

**ENDS**

When the DSS assignment is completed and recorded in COSMOS

Paperwork is filed

**TIME PER ITEM:**

**Minutes**

DSS Basic Trunk  
Assign Multi - Line Hunt  
Group and Terminals  
per Trunk Group/First - IN

6

Add Terminals to an  
Existing Mult-line  
Hunt Group - IN

8

DSS Advanced Trunk  
Assign Screeing TN  
& LEN - First Trunk

6

**TAB 116**

NEW LINE - P

DID

# **COMPLEX TRANSLATIONS**

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**DIRECT INWARD DIALING**

**No Changes**

Complex Translations Digits Outpulsed  
 Complex Translations Signaling Change  
 Block Compromise  
 Group of 20 numbers  
 Reserve Sequential # Block  
 Reserve Nonsequential telephone number  
 Trunk Change  
 Trunk Terminations  
 Nonsequential Telephone Numbers  
 Complex Trans for Trunkside Termination  
 ESTABLISH TRK GROUP  
 ESTABLISH TRK GROUP  
 PER TRUNK  
 PER TRUNK  
 PER CUSTOMER  
 PER CUSTOMER

USOC
REAGM
REAGN
REAGF
NGS
NGQ
NHNRN
NAY, NDT
NHNRN
NAY, NDT

COMPLEX TRANSLATION			
SW1		SW2	
ADMIN	MTCE	ADMIN	MTCE
35		65	
	50		40
5			
	10		

**TAB 117**

**% By**

**Switch Type**

2001

Mid-Study  
Lines by  
Switch Type    By State    Percent of  
   lines in  
   State by  
   Switch  
   Type

SW1 = 5ESS  
SW2 = DMS-100/200

QC	SW1	10599640	65.9%	66%
QC	SW2	5495333 16094973	34.1%	34%

**TAB 118**

## **INTERCONNECT SERVICE CENTER**

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The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

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**UNE-P process & times for New Analog PBX trunks customers.**

Process, Time and Probability for New - ISC/IWSC only

<b>TASK DESCRIPTION-NEW</b>	<b>TRUNK</b>	<b>PROB.</b>	<b>LABOR RATE</b>
1. SOA (Service Order Administrator) receives firm LSR (Local Service Request) via fax, screens for fatal rejects and log LSR. <b>Receive &amp; screen LSR</b>	<b>5</b>	<b>100</b>	<b>02</b>
2. SDC (Service Delivery Coordinator) verifies address, and trunk info from LSR and manually enters the service order into the SOP (Service Order Processor). <b>Type order into SOP</b>	<b>10</b>	<b>100</b>	<b>02</b>
3. SDC faxes FOC (Firm Order Confirmation) to the co-provider and logs for tracking. <b>Fax FOC</b>	<b>2</b>	<b>100</b>	<b>02</b>
4. SDC accesses the order in the SOP and completes it. <b>Completes order in SOP</b>	<b>5</b>	<b>100</b>	<b>02</b>
<b><u>DISCONNECT</u></b>			
1. Pre order, Outsourcer receives request for CSR from reseller, accesses CSR vis BOSS/ CARS database, gathers records & faxes to reseller. (CSRM) <b>Receives request &amp; send CSR</b>	<b>3</b>	<b>100</b>	<b>02</b>
2. Order Screener receives firm LSR (via fax) screens for fatal rejects, faxes LSR to appropriate center for logging and typing. <b>Receive &amp; Screen LSR</b>	<b>5</b>	<b>100</b>	<b>02</b>
3. Order Writer *using LSR) manually enters order in SOP and sends a FOC (Firm Order Confirmation) to the reseller. Logs minimal data in CRM <b>Type Change of Service Provider</b>	<b>5</b>	<b>100</b>	<b>02</b>

NOTE: Trunks are a designed service.  
UNE-P Analog PBX Trunks are not scheduled for IMA or flow through.

**TAB 119**

STILL  
CURRENT  
1-01

DID

DSS

To: Patty Jo Weseloh

From: Kenn Stobbe  
402-422-7127  
kstobbe@uswest.com

Re: New Process Times for trunk assignments.

From our telephone conversation this morning, I use certain task times performed by your group in the development of non-recurring service order costs. Namely, 1FB access line (including PBX trunks) and both residence and business multiline hunt.

Below is a brief task description along with the time I presently use. As I mentioned, these task descriptions refer to the COSMOS database, if that is no longer valid, please let me know. The times should be an average time, taking into consideration both the best and worst case scenarios. Also, the average time should be that of a person who is familiar with the job and not tech in training. If you would please review these times and either accept them for continued use or provide me with new times, it would be greatly appreciated. Thanks in advance for your help and please call with any questions or if further explanation is required.

***VI - The COSMOS system was replaced with the SWITCH system end of year 1997. All TN Administration and Assignment data in SWITCH is now being converted to the CNUM system - estimated completion, end of year 1999. In conjunction with this conversion, the TN Administration work is moving from the LAR (formerly MPAC) to the NSAC in Albuquerque. Multi-line hunt groups are currently administered in SWITCH. These too will convert to CNUM and by end year will be administered from CNUM.***

Times used in the residence and business Multi-line Hunt cost studies:

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The above tasks may include:

- Assigning multi-line hunt group number
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- Assigning telephone numbers

Not include any system down time.

1212

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- Updating COSMOS (*change to SWITCH or CNUM*)
- Processing associated paperwork

Not include any system down time.

**REPORT FOR AVERAGE NUMBER  
BLOCKS OF 20 NUMBERS (FOR DID)**

**BUSINESS  
MPT: COF  
USOC: ND4**

<u>STATE</u>	<u>QUANTITY</u>	<u>APPEARANCE</u>	<u>AVG # BLKS OF 20 #'S PER ORDER</u>	<u>RECIPROCAL</u>
Qwest	1062	117	9.08	0.11

**NOTES:**

Data on USOC quantity and appearance is taken from the Service Order Activity Tracking Report (SOAT) report #2 for Business Inward.

**TAB 120**

# **RECENT CHANGE MEMORY ADMINISTRATION CENTER (RCMAC)**

RCMAC has the responsibility for:

- Formatting and entering service orders requiring line translation activity into Stored Program Control Switches (DMS, 5E)
- Coordinates all line equipment transfers with the frame forces
- Formats and enters register assignments for subscriber line busy studies
- Formats and enters line changes as well as new office additions
- Re-enters data in the vent of a switch failure which resulted in the erasure of temporary recent change area
- Analyzes, investigates and resolves customer trouble reports involving features.

In addition, the RCMAC updates PIC (Primary Interexchange Carrier) information for those NON-SPC offices that provide Equal Access capabilities via adjunct technologies.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

Switch Type	Initial Group 100 # Block	Initial Group:			Additional 100 # Block	Additional 20# Block	Additional <20 or Non-sequential
		Initial Group: <20 or Non-sequential 20 # Block	10 minutes	Initial Group: Additional 1#			
5ESS	5 minutes	10 minutes	10 minutes	5 minutes	.5 minute	.5 minute/TN	.5 minute
DMS 100	5 minutes	5 minutes	5 minutes	5 minutes	.5 minute	.5 minute/TN	.5 minute
DMS 100	5 minutes	5 minutes	5 minutes	5 minutes	.5 minute	.5 minute	.5 minute

**NOTES:**

1) DID provisioning is currently a manual process in the RCMACs;  
(Projected flow through for DID services is 85%).

2) Time included in initial Did request includes the following: running MARCH PAC transaction, printing PAC file, sorting PAC file by switch and due date, changing to appropriate MARCH switch pending file, order analysis and running ORI transaction.

3) Time estimates apply to DID activation and deactivation.

Per Dawn Tombisammy

3-01



**Subject: Re: RCMAC FLOW THRU RATE**

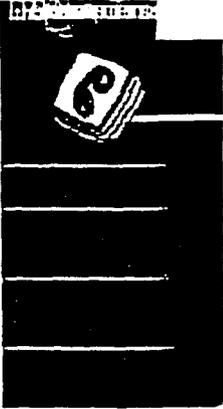
**Date: Wed, 21 Mar 2001 13:35:36 -0600**

**From: Patti Donovan <pdonova@uswest.com>**

**Organization: U S WEST Communications, Inc**

**To: Denise Eoriatti <deoriat@uswest.com>**

Dawn's answer would be right then.....go ahead and use 15%.



# White Pages

Welcome to the Employee White Pages!

Enter Search Criteria  
Last name (optional):

First name (optional):

▶ Donovan, Patti +1 402 422 3624

**Update Info**

**Update Supervisor**

**View**

Cuid: pdonova  
Department: QU6XX  
Address : 118 S 19 Omaha  
Omaha, NE 68102  
Email: [pdonova@uswest.com](mailto:pdonova@uswest.com)  
Phone: +1 402 422 3624  
Fax: +1 402 422 5615  
Pager: +1 877 287 3623  
Manager: Dawn Tombisammy

**TAB 121**

NEW UNE - P

BRI

# INTERCONNECT SERVICE CENTER

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	N/A		N/A
	Determine if the end user has Qwest directory advertising	N/A		N/A
	Determine if the end user has Qwest retail contract	N/A		N/A
	Determine critical dates	1		100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	N/A		N/A
Customer Request Management (CRM)	Populate required fields	N/A		N/A
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3		100
Issue service order	Input order into service order processor (manually typing and formatting of all order for billing and provisioning )	10		100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3		100
Call Handling	Includes handling calls from other departments working the order.	5		60
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	5		60

# Disconnect

Work activity begins:	May include these tasks:	Time used: (minutes)	
Receive LSR	Reviews LSR for completeness and accuracy. validate circuit/trunks belongs to the co-provider	3	100
	Verifies existing account (accesses CSR in BOSS/CARS) and obtains closing bill address if applicable	2	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	2	100
Issue service order	Input disconnect order into the service order processor (manually typing and formatting of all order for billing and provisioning )	10	100
Customer Request Management (CRM)	Populate required fields	3	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	100

The times described in this chart are based on projected savings with increased experience level in the ISC. The request is received IMA, but there is no partial order creation, manual typing of the order is required. Ordered received through IIS (which is a manual receipt of the LSRs via fax) from the co-provider should include an add'l 2 minutes for reviewing and logging data into CRM. This is done automatically for requests sent via IMA. Today 99% of LSRs are issued via IMA, 1% via IIS. The Job Title and Job Function/Account Code for the individuals performing these tasks is:

SDC (Service Delivery Consultant) Job  
Function Code 6623.123

**Key Assumptions:**

The times documented are forward looking, are average times, do not reflect problems encountered during service order processing, do not include supplements to the initial order, and do not include maintenance or repair times.

**TAB 122**

# LOOP PROVISIONING CENTER (LPC)

Utilizing the Facility Assignment Control System (FACS), ensures customer service order activity is provisioned with outside plant and central office facilities. FACS automatically processes the order with the facilities assignments.

Assignment Consultants are responsible for FACS component exception messages. A Request for Manual Assistance (RMA) is generated when all conditions for a customer service cannot be met. The assignment consultant resolves the RMA and the order is placed back into the system.

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

**Subject: LPC info**

**Date: Wed, 16 May 2001 07:44:25 -0500**

**From: "Jeanette S. Cainjc" <jcain@uswest.com>**

**To: ddeffle@uswest.com**

Dan,

Better late than never. Sorry this took so long - no excuses, just busy. Everything has been concurred in by Diane Diebel's staff (LPC Process) so, feel very comfortable with this letter. No changes to times/dollars, they felt the Specials flow through rate was still a good average even though they have some months that hit the low 70ties.

I've changed some of the text as we've done more automation of RMAs.

Good Luck,

Jeanette

---

 lpc01.doc	<b>Name:</b> lpc01.doc <b>Type:</b> Winword File (application/msword) <b>Encoding:</b> base64
---	---

May 10, 2001

TO: Dan Deffley

FROM: Jeanette S. Cain  
IT Development-FACS  
(402) 422-8319

RE: Loop Provisioning Center (LPC) Service Order Flow Through Rates and Error Resolution Times

The LPC is responsible for ensuring customer service order activity is provisioned with outside plant and central office facilities in a timely and accurate manner. The Facility Assignment Control System (FACS) which is comprised of components; Service Order Analysis and Control (SOAC), Position Analysis Workstation (PAWS), Loop Facilities Assignment and Control (LFACS) and SWITCH is the provisioning application supported by the LPC. Assignment Consultants are the employees responsible for FACS component exception messages.

Brief descriptions of the FACS components are;

SOAC - maintains control and status information on all service order requests, as well as the input image and certain data resulting from processing. This system interfaces with the service order processor (SOP) and the other service provisioning systems. SOAC generates assignment requests to LFACS for outside plant and to SWITCH for central office facilities. After assignments are made, SOAC receives responses from LFACS and SWITCH, merges and formats this data into a service order assignment section and automatically returns it to the SOP. SOAC sends the formatted assignments to Work Force Administration/Dispatch Out (WFA/DO). For switched customer service requests SOAC sends the telephone number, office equipment and features to MARCH for translation to the physical switch.

PAWS - a software system linked to SOAC to receive messages on service order activity. The primary function of PAWS is to distribute exception messages to Assignment Consultants for resolution.

LFACS - maintains a mechanized inventory of outside plant facilities (i.e., customer addresses, cables, cable pairs, cross box and customer serving terminals, assembled loops and loop makeup) and assigns the outside plant facilities to assignment requests received from SOAC. LFACS also generates work sheets for cable transfers and reconcentrations. These activities are updated mechanically upon notification of completion. In addition, LFACS is used to make repair changes to working customer service.

SWITCH - used to inventory and assign central office switching equipment and related facilities i.e., range extension equipment, tie pairs and bridge lifters. Assignment requests are received from SOAC after successful LFACS assignments are made.

When all conditions for a customer service request cannot be met by the FACS components a Request for Manual Assistance (RMA) is generated. An RMA indicates service order processing has been stopped. The RMA identifies the reason the service order cannot be automatically processed, the FACS component that failed processing and provides an image of the customer service request.

All RMAs are sent from SOAC to PAWS. PAWS places the RMAs into a 'next work package' queue. Assignment Consultants using an intelligent work station (IWS) terminal access PAWS to retrieve RMAs for resolution. Assignment Consultants are trained to resolve all RMA types for all

service requests. Meaning, they can resolve exception messages for POTS, non-designed specials, specials and Wholesale product/services(s) service order activity. The objective for RMA resolution per Assignment Consultant is forty (40) per day.

U S WEST has developed two (2) applications which utilize artificial intelligence to resolve various RMAs. The applications are ARMAR (Automatic RMA Resolution) and APP (Automated Provisioning Platform). ARMAR is used to resolve working left-in RMAs. APP resolves RMAs which are a result of, exact match for address cannot be found, no available/compatible cable facilities, restricted terminals and loop makeup not available. These applications have reduced the number of RMAs sent to Assignment Consultants for resolution. Assignment Consultants will get these RMAs only if the artificial intelligence applications cannot resolve.

FACS flow through objectives have been established for; total customer service requests, special service orders and artificial intelligence (mechanical) applications. The **overall flow through objective** is based on total service order volume that includes; POTS, non-designed specials, coin, specials, Wholesale product/service(s) and artificial intelligence applications. **Individual flow through objectives** have been established for Special Services (orders provisioned in TIRKS) and artificial intelligence RMA resolution. **No individual flow through objectives** have been established for POTS, non-designed specials, coin or Wholesale product/service(s). The flow through and RMA objectives consider all order activity types: inward, outward and change as well as, single and multi-line requests. There is a single objective for Assignment Consultant RMA resolution, this objective does not differentiate between type of customer service requests (inward, outward, change) or number of lines per requests.

The following summarizes the flow through (FT) and Assignment Consultant objectives for 2001:

	<u>2001</u>
Overall FT*	85%
Special Services FT	60%
Mechanical FT	85%
Assignment Consultant	40 RMA's per day
Avg clearing time per RMA**	11.25 min

\*POTS flow through is included in this objective, there is no individual objective for POTS.

\*\*Average clearing time per RMA includes all activity types; inward, outward and change as well as single and multi-line requests.

The flow through and Assignment Consultant objectives as well as average clearing time are based on all service order activity types; inward, outward and change. Specific objectives have not been established for inward/change or outward activity

**Subject: Re: Loop NRC Process**

**Date:** Tue, 04 Dec 2001 11:20:22 -0600

**From:** Jeanette Cain <jcain@qwest.com>

**Organization:** Qwest Information Technologies

**To:** Daniel Deffley <ddeffle@qwest.com>, dgolleh@qwest.com

**CC:** rstrunk@qwest.com, jcain@qwest.com

Dan  
Doug

Thought I'd send you an email of what I said on the call this morning;

When U S WEST (Qwest) began work on Competitive Provisioning of Unbundled Loops we first looked at what order flow, POTS vs Designed, would be the most efficient/effective. When the decision was made to use the Designed flow we then looked at the provisioning systems, (SOAC, LFACS & SWITCH) involved and used by the LPC, to determine if enhancements were needed to obtain optimum flow through. There was never an intent to have 100% flow through, this is literally impossible but, we wanted to make certain we could get as high a percent as possible. This is the same practice we use for Qwest retail product deployment.

No major software changes were needed in the provisioning applications. SOAC required modifications to support order writing and product deployment. The changes were in SOAC site tables, some of these tables are updated by Telcordia (six week turnaround) and others are updated by Qwest FACS SYAD, to add FIDs and USOCs. LFACS and SWITCH required no changes.

The main reasons for fallout in the provisioning applications are;

- 1) invalid input from the CLEC e.g., end user address or product request
- 2) no facilities available that meet the qualifications for the CLEC product requested e.g., CLEC requests loop with no bridge tap or load coil and spare facilities do not meet this criteria
- 3) no compatible, spare facilities available
- 4) compatible facilities are automatically assigned however, there is no available loop makeup for the loop assigned (loop makeup is such items as; cable gauge, length, bridge tap, loading)

Actions taken by LPC when these conditions occurred;

- 1) return the order to the ISC for verification with Co-Provider
- 2 & 3) attempt to locate compatible facilities using the 11 step delayed order process. If unable to locate then enter the order in RTT (Referral Tracking Tool) as a delayed order (held order)
- 4) the error is automatically routed to the Design Advisory Group (DAG) to enter the loop make up for the loop assigned to the order. Once the DAG enters the information the order will automatically be re-started through the systems and continue on to design.

The LPC would follow the same processes for fallout with designed orders for Retail,

the only exception is verification on input errors (#1) would not go to ISC but, to a Qwest market unit. There is a web site that tracks volume associated with these errors unfortunately, cannot differentiate between Wholesale or Retail counts. Further, the LPC doesn't care whether the fallout is Wholesale or Retail their measurement is to resolve in today out today fallout. If volume of fallout exceeds what LPC can handle in a day then, the fallout is prioritized by due date.

Jeanette S. Cain  
(402) 422-8319

Daniel Deffley wrote:

> Attached is the file I referred to on my voice message.  
>  
> The conference call is scheduled for 10:00 central, Tue, Dec. 4  
> Call in # 877-591-8687  
> Conf. id # 325-1015  
> Your attendance or a representative from your center is critical.  
>  
> Once again, the critical need is to defend Qwest nonrecurring cost with  
> regard to service order processing and provisioning of unbundled loop  
> and other elements. At this time the focus is on centers that touch the  
> order due to fall out or other manual provisioning requirements. ISC  
> issues will be addressed separately.  
>  
> Dan Deffley  
> Cost Analyst  
> 402-422-7281 (currently voice message only)  
>  
> -----  
> Name: AZ NRC QWEST-ATT ANALYSIS.xls  
> AZ NRC QWEST-ATT ANALYSIS.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)  
> Encoding: base64

---

Jeanette Cain <[jcain@uswest.com](mailto:jcain@uswest.com)>  
Staff IT Analyst  
IT  
Software Development

**TAB 123**

## **DESIGN**

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

COST ELEMENT		
BRI		% MANUAL PROBABILITY
<b>DESIGN</b>		
<b>WORK ACTIVITY</b>		
<u>INSTALL</u>		
ORDER HANDLING/SCREENING	5	.20
GOC ORDER LOG	6	.20
ENTER WA MASK	5	.10
PREP LOOP INPUT/DRI	10	.20
DESIGN DSO DIGITAL CHAN TRK	20	.10
DISTRIBUTE WORD DOC	2	.05
<u>DISCONNECT</u>		
ORDER HANDLING/SCREENING	5	.10
ORDER LOGGING	6	.10
ENTER WA MASK	5	.10
DISCONNECT CIRCUIT	5	.10
DISTRIBUTE WORD DOC	2	.05

**NOTE:**

The times shown are average estimates.

These times do not reflect time spent for supplements to the order.

These times do not reflect problems with the order or redesign issues.

The reciprocal of the % manual probabilities listed represent the mechanized flow-through rate.

The mechanization rate is forward-looking

Assume one port per order.

**SOURCE:**

KATHY PLATTS

DESIGN CENTER STAFF

5-2000

**TAB 124**



previously qualified for digital service.												
Central Office Technician												
ALL LOOP TYPES												
	Disconnect Order	Each Additional										
1. Analyze Order	5 min	5 min										
2. Remove Cross-connect	2.3 min	2.3 min										
3. Complete work request in WFA-DI	2 min	2 min										

MAY, 2000

## Install

### 1. Analyze work request.

The COT accesses the WORD/CDOC document.

The COT determines if assignments/equipment requested by the work order are available

The COT verifies the Circuit Design is complete.

### 2. Complete Cross-Connect.

The COT places the cross-connect(s) between the ICDF and the MDF or DSX frames. The type of loop ordered determines the number of cross-connect needed.

### 3. Perform Loop Qualification

The COT performs a facility test with 77S or comparable test set.

### 4. Record Test Results

The COT records the facility test results in the WFA-C OSSLOG

### 5. Post work request complete in WFA-DI.

The COT accesses the DITSC screen in WFA-DI to complete the WFA-DI work request.

### 6. Analyze Due Date work request & call CCTI

The COT analyzes WFADI work request for appointment time and tests then calls the CCT-I to notify they are ready to perform at location.

### 7. Set up for Due Date tests with I&M tech. \*2

COT sets up test equipment for DD tests

### 8. Complete work request with CCT-I. \*2

The COT calls the CCT-I to notify the physical work and testing in the Central Office has been complete.

### 9. Complete Continuity Stress Testing

Digital pattern testing end to end over facility

\*2 = Orders with coordinated Due Date testing only.

## Disconnect

### 1. Analyze Order.

The COT accesses the WORD/CDOC document.

The COT determines if assignments/equipment requested by the work order are accurate.

The COT verifies the Circuit Design notifies CCT-I of order inaccuracy.

### 2. Remove Cross-Connects.

The COT removes the cross-connect(s) between the ICDF and the MDF or DSX frames. The type of loop ordered determines the number of cross-connect that will be removed.

### 3. Complete work request in WFA-DI.

The COT accesses the DITSC screen in WFA-DI to complete the WFA-DI work request.

**TAB 125**

# **LOCAL RESOURCE ADMINISTRATION CENTER (LRAC)**

Utilizes Work Force Administration/Dispatch Out (WFA/DO) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DO.

Re-loads and re-schedules service orders that cannot be completed.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.



**TAB 126**

# INSTALLATION

Performs necessary field work on new orders and changes to existing service including:

- Travel to customer premises
- Cross-connect activity at feeder plant to distribution plant field locations
- Customer premises work activities to connect circuit at the network interface
- Circuit testing as required
- Order completion with LRAC

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

		TIME ESTIMATES					
FIELD INSTALLER		ANALOG	HI CAP	SPECIALS*		ADD'L	
ITEM	WORK ACTIVITY	PER END	PER END	PER END			
	<u>INSTALL</u>						
1	TRAVEL TO END USERS PREMISES	21	21	21		1.5	
2	AP/SAC POINT WORK	13	13	13		1.5	
3	PERFORM PREMISES ACTIVITIES	35	35	35		NA	
4	TESTING	5	15	15		1.5	
5	CLOSE ORDER WITH LOAD SPECIALIST	3	3	3		.5	
	<u>DISCONNECT</u>						
	FIELD TECH NOT DISPATCHED ON DISCONNECT ORDERS						
	* Other Specials includes DDS SVDS MEGABIT						
	<b>ASSUMPTIONS</b>						
	The process and time estimates are forward-looking to year end 1999.						
	The times documented above are average estimates. The times are in minutes.						
	The times represent a U S West average.						
	They do not reflect times spent for a supplement to the order.						
	They do not reflect problems with the order or redesign issues.						
	They do not reflect problems or trouble at test, with systems or with the customer.						
	All times are based on a service order and no problems encountered at test & turnup.						
	Attached are the functions associated with the steps performed by the Installer						
	<b>TIME ESTIMATE SOURCES - Subject Matter Experts</b>						
	DAVID PAUL - STAFF MANAGER NETWORK						
	CLAUDE KINKELI - STAFF MANAGER						
	BOB MOHR - STAFF MANAGER						
	STEVE MCMULLEN - PROCESS SPECIALIST						
	BARBARA NYLANDER - PROCESS SPECIALIST						
	BARBARA GARNET - FIELD SUPERVISOR						
	SUE SANDERS - FIELD SUPERVISOR						

# Install

## 1. Screen WFA-C for Order accuracy.

The CCT-I accesses the WFA-C OSSSLST (Order List) screen to examine and prioritize order load by Critical Date.

The CCT-I accesses the WORD document on the OWDDOC (WORD Document) screen to examine work request. The CCT-I locates the installation option of the work request on the WORD document and determines if additional work steps must be created for the Central Office Technician (i.e., DD work activities).

If the order request is for a Coordinated Installation Option, the CCT-I determines the "Appointment Time".

If No "Appointment Time" has been specified, the CCT-I contacts the Service Delivery Coordinator (SDC) via telephone to obtain an "Appointment Time".

Once the "Appointment Time" has been determined, the CCT-I builds the Central Office DD work request on the WFA-C OSSCWL (Circuit Work Location) screen specifying the requested "Appointment Time".

The CCT-I updates the WFA-DO DOSOI (Service Order Installation) screen with the "Appointment Time".

The CCT-I notifies the CORAC and LRAC of the Coordinated work request via a telephone call.

The CCT-I examines the Circuit Details portion of the WORD document for circuit design completeness.

The CCT-I sets any other pertinent Calendar (CAL) events on the WFA-C OSSSLST (Order List) screen.

The CCT-I complete the SCR Critical Date on the WFA-C OSSOI (Order Installation) screen.

## 2. Verify LNO completion.

The CCT-I verifies the LNO (Central Office and/or I&M technician has completed the physical work required on the work request for DVA and DD. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit

If CWLs have not been completed by the DVA date, the CCT-I notifies the Central Office to complete the CWLs.

If the physical work cannot be completed, the CCT-I posts a jeopardy against the DVA date. The current Designed Services Jeopardy process is then followed.

If a Coordinated Cut has been requested, the CCT-I will call the Co-Provider to receive and "OK" to begin work.

If the work cannot be completed on DD because the Co-Provider is not ready, the CCT-I places a "C" code jeopardy against the order. The current Designed Services Jeopardy process is then followed.

If the work cannot be completed on DD because of a USW problem, the CCT-I will post the appropriate jeopardy code against the DD. The current Designed Services Jeopardy process is then followed.

The CCT-I makes the appropriate remark entries into the WFA-C OSSLOG (Work Request Log).

## 3A. Monitor Performance Testing.

The CCT-I monitors and records the test results on the WFA-C OSSCN (Circuit Notes) screen. These test results are obtained by the Central Office technician and the DS I&M technician testing the newly provisioned circuit. The tests performed are listed i

## 3B. Complete Performance Testing.

In cases where the CCT-I is able to test, the testing is performed with the DS I&M Technician. The CCT-I records the test results on the WFA-C OSSCN (Circuit Notes) screen. The tests performed are listed in the Test Requirement document attached.

## 4. Coordinate Cooperative Testing

The CCT-I acts as the central contact between the DS I&M technician and the Co-Provider.

The CCT-I notes the tests performed and enters the result information on the WFA-C OSSCN (Circuit Notes) screen.

The CCT-I records any pertinent remarks on the WFA-C OSSLOG (Work Request Log).

## 5. Notify Co-Provider of order completion.

The CCT-I notifies the Co-Provider that the work request is completed.

The CCT-I informs the Co-Provider of any additional charges that will apply.

The CCT-I provides required test result information to the Co-Provider.

The CCT-1 records the Co-Provider order completion contact information on the WFA-C OSSLOG (Work Request Log).

## 6. Post order complete in WFA-C.

The CCT-1 posts the Due Date complete on the WFA-C OSSOI (Order Installation) screen.

The CCT-1 completes any additional remarks on the WFA-C OSSLOG (Work Request Log).

The CCT-1 completes any required electronic billing or rebates in WFA-C.

## Disconnect

### 1. Screen WFA-C for Order accuracy.

Screen OSSLST

Verify information on WORD document

Refer WORD document back to Designer if not accurate

Check for Co-Provider work locations involved on order

Enter note if Co-Provider involved on OSSCN

Check for remote test capability and hand-off to Designer or LNO if appropriate

Check to see if item is loaded in WFA-DI/DO

Assign Critical Dates

Enter name and number on DOISWR

### 2. Contact Co-Provider

Notify customer work is complete

Add pertinent notes to OSSCN screen

If customer is not available, enter the following information on the OSSOI2 screen

No customer contact

Telephone Number called

### 3. Complete circuit in WFA-C

Check WFA-C OSSLST for critical events

Check DISP for PRE status

Jeopardize and escalate to accommodate customer's need

Add additional billing charges

Complete order in WFA-C

Perform required tests

Contact Designer if required

**TAB 127**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

UBS

IMPLEMENTOR	1st
NEW UNE-P DID TRUNKS	
1. Screen WFA for Circuit	10 min
2. VERIFY LNO	10 min
3. Test Circuit	15 min
4. Notify Customer	5 min
5. Complete order in WFA-C	10 min

DISCONNECT	Out
1. Screen WFA-C for order accuracy	5 min
2. Contact Customer	5 min
3. Complete order in WFA-C	5 min

Mar-01  
Marlene Mirian

*Prob*  
*Quad in*  
*24 minutes per group - 1/24*  
*.042*

**CCT-I TASK DESCRIPTION FOR  
NEW UNE-P DIRECT INWARD DIALING  
(DID) SERVICE**

**1. Screen WFA-C for Circuit**

The CCT-I accesses the WFA-C OSSLST (Order List) screen to examine and prioritize order load by Critical Date.

The CCT-I access the WORD document on the OWDDOC (WORD document) Screen to examine work request.

The CCT-I locates the WORD document and determines if additional work steps must be created for the Central Office Technician (i.e., DD work activities)

The CCT-I examines the Circuit Details portion of the WORD document for circuit design completeness.

The CCT-I sets any other pertinent Calendar (CAL) events on the WFA-C OSSLST (Order List) screen.

The CCT-I complete the SCR Critical Date on the WFA-C OSSOI (Order Installation) screen.

**2. Verify LNO completion**

The CCT-I verifies the COT has completed the physical work required on the work request for DVA and DD. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit Work Location (CWL) level.

If CWLs have not been completed by the DVA date, the CCT-I notifies the Central Office to complete the CWLs.

If the physical work cannot be completed, the CCT-I posts a jeopardy against the DVA date. The current Designed Services jeopardy process is then followed.

If the work cannot be completed on DD because the Co-Provider is not ready, the CCT-I places a "C" code jeopardy against the order. The current Designed Services Jeopardy process is then followed.

If the work cannot be completed on DD because of a Qwest problem, the CCT-I will post the appropriate jeopardy code against the DD. The current Designed Services Jeopardy process is then followed.

The CCT-I makes the appropriate remark entries into the WFA-C OSSLOG (Work Request Log)

**3. Test Circuit**

Checking OSSLST for cal events

Checking status of OPS/NE to determine if cross connect transmittal has been sent to the INE and status code correct.

Correcting OPS/INE database

Referring to Designer for CP analysis

Doing remote testing

Handing-off to COT to resolve problems

Jeopardize and escalate

Updating WFA/C OSSRMK

Coordinating with co-provider

Completing FCD on OSS01 screen

Completing PTD

Install/activate loopback for testing

Put Notes in necessary OSSLOG

Put Notes in necessary OSSCN

**4. Notify Co-Provider of work completion**

The CCT-I notifies the Co-Provider that the work request is completed. The CCT-I informs the Co-Provider of any additional charges that will apply. The CCT-I provides required test result information to the Co-Provider. The CCT-I records the Co-Provider order completion contact information on the WFA-C OSSLOG (Work Request Log).

**5. Post Order Complete in WFA-C**

The CCT-I posts the Due Date complete on the WFA-C OSSOI (Order Installation) screen. The CCT-I completes any additional remarks on the WFA-C OSSLOG (Work Request Log). The CCT-I completes any required electronic billing or rebates in WFA-C.

## **DISCONNECT**

### **1. Screen WFA-C for Order accuracy**

Screen OSSLST

Verify information on WORD document

Refer WORD document back to Designer if not accurate

Check for Co-Provider work locations involved on order

Enter note if Co-Provider involved on OSSCN

### **2. Contact Co-Provider**

Notify customer work is complete

Add pertinent notes to OSSCN screen

### **3. Complete order in WFA-C**

Check WFA-C OSSLST for critical events

Jeopardize and escalate to accommodate customer's needs

Add additional billing charges

Complete order in WFA-C

Perform required tests

**ACRONYM****DEFINITION**

<b>CCT-I</b>	<b>Customer Communication Technician-Implementor</b>
<b>CDOC</b>	<b>C1 Prep Document (Central Office version of the WORD document)</b>
<b>CORAC</b>	<b>Central Office Resource Allocation Center</b>
<b>COT</b>	<b>Central Office Technician</b>
<b>CRON</b>	<b>Automated order load in WFA-DI</b>
<b>CWL</b>	<b>Circuit Work Location (each Central Office location involved on the order)</b>
<b>DD</b>	<b>Due Date Critical Date</b>
<b>DITSC</b>	<b>An Installation or Trouble Work Request screen in WFA-DI</b>
<b>DOSOI</b>	<b>Service Order Installation screen in WFA-DO</b>
<b>DS I&amp;M Technician</b>	<b>Designed Services Installation and Maintenance Technician</b>
<b>DSX</b>	<b>Digital Services Cross-Connect</b>
<b>DVA</b>	<b>Designed, Verified, and Assigned Critical Date</b>
<b>I&amp;M</b>	<b>Installation and Maintenance field forces</b>
<b>ICDF</b>	<b>Interconnector Distributing Frame</b>
<b>LNO</b>	<b>Local Network Operation (typically includes the Central Office and I&amp;M work forces)</b>
<b>LRAC</b>	<b>Load Resource Administration Center</b>
<b>MDF</b>	<b>Main Distributing Frame</b>
<b>OCO</b>	<b>Overall Control Office</b>
<b>OSSCN</b>	<b>Circuit Notes screen in WFA-C</b>
<b>OSSCWL</b>	<b>Circuit Work Location screen in WFA-C</b>
<b>OSSLOG</b>	<b>Work Request Log screen in WFA-C</b>
<b>OSSLST</b>	<b>Order List screen in WFA-C</b>
<b>OSSOI</b>	<b>Order Installation screen in WFA-C</b>
<b>OWDDOC</b>	<b>WORD Document screen in WFA-C</b>
<b>SCR</b>	<b>Screener Critical Date</b>
<b>SDC</b>	<b>Service Delivery Coordinator</b>
<b>USW</b>	<b>U S WEST</b>
<b>WFA-C</b>	<b>Work Force Administration-Control Module</b>
<b>WFA-DI</b>	<b>Work Force Administration-Dispatch In Module</b>
<b>WFA-DO</b>	<b>Work Force Administration-Dispatch Out Module</b>
<b>WORD Document</b>	<b>Work Order Record Detail Document</b>

**TAB 128**

# RECENT CHANGE MEMORY ADMINISTRATION CENTER (RCMAC)

RCMAC has the responsibility for:

- Formatting and entering service orders requiring line translation activity into Stored Program Control Switches (DMS, 5E)
- Coordinates all line equipment transfers with the frame forces
- Formats and enters register assignments for subscriber line busy studies
- Formats and enters line changes as well as new office additions
- Re-enters data in the vent of a switch failure which resulted in the erasure of temporary recent change area
- Analyzes, investigates and resolves customer trouble reports involving features.

In addition, the RCMAC updates PIC (Primary Interexchange Carrier) information for those NON-SPC offices that provide Equal Access capabilities via adjunct technologies.

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

wd: RCMAC]

**Subject: Re: [Fwd: RCMAC]**

**Date:** Mon, 18 Dec 2000 13:56:41 -0600

**From:** Patti Donovan <pdonova@uswest.com>

**Organization:** U S WEST Communications, Inc

**To:** Denise Eoriatti <deoriat@uswest.com>

*BRI remain Times*

I ment 4 minutes for inward and 4 minutes for outward.

*Times still current  
4-2001.*

**TAB 130**

**INTERCONNECT SERVICE CENTER  
LOOP SERVICE REQUEST (LSR) PROCESS AND TIME ESTIMATES REVIEW  
MAY-JUNE 2001**

**SUBJECT MATTER EXPERTS PROVIDING INPUT TO REVIEW**

JOANNE GARRAMONE	STAFF MANAGER
LINDA MILES	STAFF MANAGER
SAMI HOOPER	STAFF MANAGER
MARLENE DIMANNA	STAFF MANAGER
MARK EARLY	STAFF MANAGER
CHERYLL GILLILAN	STAFF CONSULTANT - PROCESS
MARK ANDREWS	SERVICE DELIVERY COORDINATOR
MARY ANDERSON	SERVICE DELIVERY COORDINATOR
CRYSTAL SODERLUND	SERVICE DELIVERY COORDINATOR
DANIEL DEFFLEY	COST ANALYST

During May and June 2001 a number of conference calls were held to conduct a review of the Interconnect Service Center LSR (Loop Service Request) process and time to issue service orders. The purpose was to assure consistency with assumptions made when estimating times for processes that pertain to unbundled element products.

Key assumptions considered include:

Forward looking process, 12-18 months if possible.

Time estimate based on average that does not include internal order flow problem solving, system down  
Highly skilled experience level of subject matter experts making time estimates.

Time estimates should not include supplements to initial order.

IMA flow through was addressed and flow through percentage weightings have been applied for product that will have flow through.

DVD JUNE 2001

**Loop MUX Combination New  
PROCESS, TIME ESTIMATES, PROBABILITIES**

Date: 6-13-2001

From: Sami Hooper

Title: Staff Manager-Service Delivery

Interconnect Service Center

**INSTALL**

Work activity begins:	May include these tasks:	First (minutes)	Ea. Addl (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order)	3		100
	Verifies CFA or facility/circuit availability	1	1	100
	Exchange Info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address and validate end user address	4		100
	CPPD-lockup billing USOC's for co-provider	2		100
	Summary Bill List-Look up BTN#, tax code, and Bill date	2		100
	Analyzes request to determine the co-provider, type of order and installation option.	N/A		
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	N/A		100
	Determine if the end user has Qwest directory advertising	N/A		
	Determine if the end user has Qwest retail contract	N/A		100
	Determine critical dates	1		100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	N/A		
Customer Request Management (CRM)	Populate required fields	3	3	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3		100
Issue service order	Input order into service order processor (manually typing and formatting of all order for billing and provisioning )	10	5	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	3	100
Call Handling	Includes handling calls from other departments working the order.	5	1	60
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	5	1	60

**DISCONNECT**

Work activity begins:	May include these tasks:	Time used: (minutes)		
Receive LSR	Reviews LSR for completeness and accuracy, validate circuit belongs to the co-provider	3		100
	Verifies existing account (accesses CSR in BOSS/CARS) and obtains closing bill address if applicable	2		100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	2		100
Issue service order	Input disconnect order into the service order processor (manually typing and formatting of all order for billing and provisioning )	10	5	100
Customer Request Management (CRM)	Populate required fields	3	3	100

Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	3	100

**TAB 131**

## **DESIGN**

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

June 2001

UNE-COMBINATION LMC MUX, LOOP  
NONRECURRING COST STUDY ASSUMPTIONS

During product team meetings to discuss cost study development, subject matter experts representing the work centers involved indicated the service order processes are the same as EEL. Supporting documentation for EEL is used to support this product.

D. Deffley  
Cost Analyst

COST ELEMENT		COST ELEMENT		
ENHANCED EXTENDED LINK	DS0	% MANUAL PROB	DS1/DS3 LINK/MUX	% MANUAL PROB
<b>DESIGN</b>				
<b>WORK ACTIVITY</b>				
<u>INSTALL</u>				
ORDER HANDLING/SCREENING	5	0.20	5	0.20
GOC ORDER LOG	6	0.20	6	0.20
ENTER WA MASK	5	0.10	5	0.80
PREP LOOP INPUT/DRI	10	0.20	15	0.75
CIRCUIT DESIGN	20	0.10	30	1.00
DISTRIBUTE WORD DOC	2	0.05	2	0.90
<u>DISCONNECT</u>				
ORDER HANDLING/SCREENING	5	0.10	5	0.10
GOC ORDER LOG	6	0.10	6	0.10
ENTER WA MASK	5	0.10	5	0.10
DISCONNECT CIRCUIT	5	0.10	5	0.10
DISTRIBUTE WORD DOC	2	0.05	2	0.10
NOTE:				
The time estimates and probability percentages listed are forward-looking to year end 1998.				
These work activities are required to process a service request that falls out of the TIRKS system for mechanized design.				
These are average times. The times assume the technician will not encounter problems during the manual process necessary to process the service request.				
SOURCE:				
KATHY PLATTS				
DESIGN CENTER STAFF				
1/99				
APRIL 2000 Per Kathy Platts, these times and probabilities are appropriate for enhanced extended looporder processing.				

**TAB 132**

## **CENTRAL OFFICE**

Responsible for service connection in the central office and associated testing and administrative functions. Places cross-connects (jumpers), performs cross-office testing, and provides support to field installation and control center for circuit testing as required.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

June 2001

UNE-COMBINATION LMC MUX, LOOP  
NONRECURRING COST STUDY ASSUMPTIONS

During product team meetings to discuss cost study development, subject matter experts representing the work centers involved indicated the service order processes are the same as EEL. Supporting documentation for EEL is used to support this product.

D. Deffley  
Cost Analyst

Steve Hilleary L STAFF MANAGER  
MAY, 2000

**Central Office Technician**

**ENHANCED EXTENDED LOOP**

1. Analyze Order	5 min					
2. Complete Cross-connect	4 min					
3. Complete Loop Qualification	NA	NA	5 min	5 min	5 min	5 min
9. Perform Continuity Stress testing	10 min	10 min	15 min	15 min	15 min	15 min
Complete in WFA-DI	2 min					
8. Complete DD work status with CCTI	3 min	3 min	na	na	na	na

1. This assumes reuse of a qualified digital loop. Loop Qualification tests are performed for all loops not previously qualified for digital service.

**Central Office Technician**

**ALL LOOP TYPES**

1. Analyze Order	5 min	5 min				
2. Remove Cross-connect	2.3 min	2.3 min				
3. Complete work request in WFA-DI	2 min	2 min				

Disconnect Order

Each Additional

Enhanced Extended Loop - DS0 First

Enhanced Extended Loop - DS0 Ea Addl

Enhanced Extended Loop - DS1 First

Enhanced Extended Loop - DS1 Ea Addl

Enhanced Extended Loop - DS3 First

Enhanced Extended Loop - DS0 Ea Addl

**TAB 133**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

June 2001

UNE-COMBINATION LMC MUX, LOOP  
NONRECURRING COST STUDY ASSUMPTIONS

During product team meetings to discuss cost study development, subject matter experts representing the work centers involved indicated the service order processes are the same as EEL. Supporting documentation for EEL is used to support this product.

D. Deffley  
Cost Analyst

	COST ELEMENT	COST ELEMENT	COST ELEMENT	OST ELEMEN	COST ELEMENT
ENHANCE EXTENDED LINK	DSO	DS1	DS1	DS3	DS3
	First& Ea Addl	First	Each Additional	First	Each Additional
IMPLEMENTOR					
WORK ACTIVITY					
<u>INSTALL</u>					
SCREEN WFA FOR CIRCUIT	15	15	15	15	15
VERIFY LNO COMPLETION	10	10	10	10	10
TEST CKT	15	35	35	35	35
NOTIFY CUSTOMER	F-5EA-0	5	0	5	0
COMPLETE CKT IN WFA/C	10	10	10	10	10
<u>DISCONNECT</u>					
SCREEN WFA FOR CIRCUIT	F-5EA-0	5	0	5	0
CONTACT CUSTOMER	F-5EA-0	5	0	5	0
COMPLETE CKT IN WFA/C	F-5EA-0	5	0	5	0
NOTE:					
The above information is estimated times for activities performed by the Implementor in the Designed Service Center to support the Dedicated Transport					
The times documented above are average estimates.					
They do not reflect times spent for supplement to the order.					
They do not reflect problems with the order or redesign issues.					
They do not reflect translations or programming problems.					
They do not reflect problems or trouble with systems or with the customer.					
All times are based on a service order with no problems encountered at test & turnup.					
All times represent one ckt per order.					
A full compliment of test are required on the DS3 and DS1. The Central Office Tech will perform these tests.					
The DSO tests will be performed by the Implementor.					
Attached are the functions associated with the steps performed by the Implementor.					
SOURCE: LINDA HENDRICKS - STAFF MANAGER					
DATE 03/08/01					
Review 3/01 Deni Toye, Marlene Mirian					

**TAB 134**

# **LOOP PROVISIONING CENTER (LPC)**

Utilizing the Facility Assignment Control System (FACS), ensures customer service order activity is provisioned with outside plant and central office facilities. FACS automatically processes the order with the facilities assignments.

Assignment Consultants are responsible for FACS component exception messages. A Request for Manual Assistance (RMA) is generated when all conditions for a customer service cannot be met. The assignment consultant resolves the RMA and the order is placed back into the system.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

May 10, 2001

TO: Dan Deffley

FROM: Jeanette S. Cain  
IT Development-FACS  
(402) 422-8319

RE: Loop Provisioning Center (LPC) Service Order Flow Through Rates and Error Resolution Times

The LPC is responsible for ensuring customer service order activity is provisioned with outside plant and central office facilities in a timely and accurate manner. The Facility Assignment Control System (FACS) which is comprised of components; Service Order Analysis and Control (SOAC), Position Analysis Workstation (PAWS), Loop Facilities Assignment and Control (LFACS) and SWITCH is the provisioning application supported by the LPC. Assignment Consultants are the employees responsible for FACS component exception messages.

Brief descriptions of the FACS components are;

**SOAC** - maintains control and status information on all service order requests, as well as the input image and certain data resulting from processing. This system interfaces with the service order processor (SOP) and the other service provisioning systems. SOAC generates assignment requests to LFACS for outside plant and to SWITCH for central office facilities. After assignments are made, SOAC receives responses from LFACS and SWITCH, merges and formats this data into a service order assignment section and automatically returns it to the SOP. SOAC sends the formatted assignments to Work Force Administration/Dispatch Out (WFA/DO). For switched customer service requests SOAC sends the telephone number, office equipment and features to MARCH for translation to the physical switch.

**PAWS** - a software system linked to SOAC to receive messages on service order activity. The primary function of PAWS is to distribute exception messages to Assignment Consultants for resolution.

**LFACS** - maintains a mechanized inventory of outside plant facilities (i.e., customer addresses, cables, cable pairs, cross box and customer serving terminals, assembled loops and loop makeup) and assigns the outside plant facilities to assignment requests received from SOAC. LFACS also generates work sheets for cable transfers and reconcentrations. These activities are updated mechanically upon notification of completion. In addition, LFACS is used to make repair changes to working customer service.

**SWITCH** - used to inventory and assign central office switching equipment and related facilities i.e., range extension equipment, tie pairs and bridge lifters. Assignment requests are received from SOAC after successful LFACS assignments are made.

When all conditions for a customer service request cannot be met by the FACS components a Request for Manual Assistance (RMA) is generated. An RMA indicates service order processing has been stopped. The RMA identifies the reason the service order cannot be automatically processed, the FACS component that failed processing and provides an image of the customer service request.

All RMAs are sent from SOAC to PAWS. PAWS places the RMAs into a 'next work package' queue. Assignment Consultants using an intelligent work station (IWS) terminal access PAWS to retrieve RMAs for resolution. Assignment Consultants are trained to resolve all RMA types for all

service requests. Meaning, they can resolve exception messages for POTS, non-designed specials, specials and Wholesale product/service(s) service order activity. The objective for RMA resolution per Assignment Consultant is forty (40) per day.

U S WEST has developed two (2) applications which utilize artificial intelligence to resolve various RMAs. The applications are ARMAR (Automatic RMA Resolution) and APP (Automated Provisioning Platform). ARMAR is used to resolve working left-in RMAs. APP resolves RMAs which are a result of; exact match for address cannot be found, no available/compatible cable facilities, restricted terminals and loop makeup not available. These applications have reduced the number of RMAs sent to Assignment Consultants for resolution. Assignment Consultants will get these RMAs only if the artificial intelligence applications cannot resolve.

FACS flow through objectives have been established for; total customer service requests, special service orders and artificial intelligence (mechanical) applications. The **overall flow through objective** is based on total service order volume that includes; POTS, non-designed specials, coin, specials, Wholesale product/service(s) and artificial intelligence applications. **Individual flow through objectives** have been established for Special Services (orders provisioned in TIRKS) and artificial intelligence RMA resolution. **No individual flow through objectives** have been established for POTS, non-designed specials, coin or Wholesale product/service(s). The flow through and RMA objectives consider all order activity types: inward, outward and change as well as, single and multi-line requests. There is a single objective for Assignment Consultant RMA resolution, this objective does not differentiate between type of customer service requests (inward, outward, change) or number of lines per requests.

The following summarizes the flow through (FT) and Assignment Consultant objectives for 2001:

	<u>2001</u>
Overall FT*	85%
Special Services FT	60%
Mechanical FT	85%
Assignment Consultant	40 RMA's per day
Avg clearing time per RMA**	11.25 min

\*POTS flow through is included in this objective, there is no individual objective for POTS.

\*\*Average clearing time per RMA includes all activity types; inward, outward and change as well as single and multi-line requests.

The flow through and Assignment Consultant objectives as well as average clearing time are based on all service order activity types; inward, outward and change. Specific objectives have not been established for inward/change or outward activity

**Subject: Re: Loop NRC Process**

**Date: Tue, 04 Dec 2001 11:20:22 -0600**

**From: Jeanette Cain <jcain@qwest.com>**

**Organization: Qwest Information Technologies**

**To: Daniel Deffley <ddeffle@qwest.com>, dgolleh@qwest.com**

**CC: rstrunk@qwest.com, jcain@qwest.com**

Dan  
Doug

Thought I'd send you an email of what I said on the call this morning;

When U S WEST (Qwest) began work on Competitive Provisioning of Unbundled Loops we first looked at what order flow, POTS vs Designed, would be the most efficient/effective. When the decision was made to use the Designed flow we then looked at the provisioning systems, (SOAC, LFACS & SWITCH) involved and used by the LPC, to determine if enhancements were needed to obtain optimum flow through. There was never an intent to have 100% flow through, this is literally impossible but, we wanted to make certain we could get as high a percent as possible. This is the same practice we use for Qwest retail product deployment.

No major software changes were needed in the provisioning applications. SOAC required modifications to support order writing and product deployment. The changes were in SOAC site tables, some of these tables are updated by Telcordia (six week turnaround) and others are updated by Qwest FACS SYAD, to add FIDs and USOCs. LFACS and SWITCH required no changes.

The main reasons for fallout in the provisioning applications are;

- 1) invalid input from the CLEC e.g., end user address or product request
- 2) no facilities available that meet the qualifications for the CLEC product requested e.g., CLEC requests loop with no bridge tap or load coil and spare facilities do not meet this criteria
- 3) no compatible, spare facilities available
- 4) compatible facilities are automatically assigned however, there is no available loop makeup for the loop assigned (loop makeup is such items as; cable gauge, length, bridge tap, loading)

Actions taken by LPC when these conditions occurred;

- 1) return the order to the ISC for verification with Co-Provider
- 2 & 3) attempt to locate compatible facilities using the 11 step delayed order process. If unable to locate then enter the order in RTT (Referral Tracking Tool) as a delayed order (held order)
- 4) the error is automatically routed to the Design Advisory Group (DAG) to enter the loop makeup for the loop assigned to the order. Once the DAG enters the information the order will automatically be re-started through the systems and continue on to design.

The LPC would follow the same processes for fallout with designed orders for Retail,

the only exception is verification on input errors (#1) would not go to ISC but, to a Qwest market unit. There is a web site that tracks volume associated with these errors unfortunately, cannot differentiate between Wholesale or Retail counts. Further, the LPC doesn't care whether the fallout is Wholesale or Retail their measurement is to resolve in today out today fallout. If volume of fallout exceeds what LPC can handle in a day then, the fallout is prioritized by due date.

Jeanette S. Cain  
(402) 422-8319

Daniel Deffley wrote:

> Attached is the file I referred to on my voice message.  
>  
> The conference call is scheduled for 10:00 central, Tue, Dec. 4  
> Call in # 877-591-8687  
> Conf. id # 325-1015  
> Your attendance or a representative from your center is critical.  
>  
> Once again, the critical need is to defend Qwest nonrecurring cost with  
> regard to service order processing and provisioning of unbundled loop  
> and other elements. At this time the focus is on centers that touch the  
> order due to fall out or other manual provisioning requirements. ISC  
> issues will be addressed separately.  
>  
> Dan Deffley  
> Cost Analyst  
> 402-422-7281 (currently voice message only)  
>  
> -----  
> Name: AZ NRC QWEST-ATT ANALYSIS.xls  
> AZ NRC QWEST-ATT ANALYSIS.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)  
> Encoding: base64

---

Jeanette Cain <[jcain@uswest.com](mailto:jcain@uswest.com)>  
Staff IT Analyst  
IT  
Software Development

**TAB 135**

# **LOCAL RESOURCE ADMINISTRATION CENTER (LRAC)**

Utilizes Work Force Administration/Dispatch Out (WFA/DO) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DO.

Re-loads and re-schedules service orders that cannot be completed.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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June 2001

**UNE-COMBINATION LMC MUX, LOOP  
NONRECURRING COST STUDY ASSUMPTIONS**

During product team meetings to discuss cost study development, subject matter experts representing the work centers involved indicated the service order processes are the same as EEL. Supporting documentation for EEL is used to support this product.

**D. Deffley  
Cost Analyst**



**TAB 136**

# INSTALLATION

Performs necessary filed work on new orders and changes to existing service including:

- Travel to customer premises
- Cross-connect activity at feeder plant to distribution plant field locations
- Customer premises work activities to connect circuit at the network interface
- Circuit testing as required
- Order completion with LRAC

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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D. Deffley  
Cost Analyst

	DS0, DS1, DS3 First	DS0, DS1, DS3 Each Additional	
<b>ENHANCED EXTENDED LINK</b>			
1. Travel to end user premises	21 min	0 min	
2. Complete AP/SAC Point wiring (20%)	13 min	13 min	
3. Contact CCT-I to work order	3 min	0 min	
4. Complete Performance/Conformance Testing	15 min	15 min	
5. Report Test Results to CCT-I	2 min	2 min	
6. Complete Cooperative Testing with Co-Carrier	NA	NA	
7. Complete work request with Load Specialist	3 min	1 min	
Time estimate review made during product team meetings.			
Subject matter experts representing field installation concurred			
these times are appropriate for Enhanced Extended Link service orders.			
Sources:			
Linda Hendricks - Staff Manager			
Cindy Buckmaster - Project Manager			
Ben Campbell - Product Manager			
Mar-00			

**TAB 137**

## INTERCONNECT SERVICE CENTER

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

### TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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## Enhanced Extended Loop (EEL) New

## PROCESS, TIME ESTIMATES, PROBABILITIES

Date: 6-13-2001

From: Sami Hooper

Title: Staff Manager-Service Delivery

Interconnect Service Center

## INSTALL

Work activity begins:	May include these tasks:	First (minutes)	Ea. Addl (minutes)	Probability of occurrence (%)
Receive LSR	Reviews LSR for completeness and accuracy, contractual entries (analyze request to determine co-provider, type of order and installation option)	3		100
	Verifies CFA or facility/circuit availability	1	1	100
	Exchange Info-Obtain Central Office, name, address and office type, Access Telephone Address Guide to obtain the central office address and validate end user address	4		100
	CPPD-lookup billing USOC's for co-provider	2		100
	Summary Bill List-Look up BTN#, tax code, and Bill date	2		100
	Analyzes request to determine the co-provider, type of order and installation option.	N/A		
	Verify Qwest end user Customer Service Record to determine if order issuance is applicable to provide the product. If applicable, may include rejecting the LSR.	N/A		100
	Determine if the end user has Qwest directory advertising	N/A		
	Determine if the end user has Qwest retail contract	N/A		100
	Determine critical dates	1		100
Issue appropriate forms and/or orders	If there is either directory advertising or a retail contract or both, issue the order to remove the information from the account. An estimate of 50% of the accounts will have these.	N/A		
Customer Request Management (CRM)	Populate required fields	3	3	100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	3		100
Issue service order	Input order into service order processor (manually typing and formatting of all order for billing and provisioning )	10	5	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	3	100
Call Handling	Includes handling calls from other departments working the order.	5	1	60
Error on Service Order (ESOI)	Handling of problems on the LSR, provisioning issues such as conditioning, facility problems, cable & pair, and typing problems handled by the center.	5	1	60

## DISCONNECT

Work activity begins:	May include these tasks:	Time used: (minutes)		
Receive LSR	Reviews LSR for completeness and accuracy, validate circuit belongs to the co-provider	3		100
	Verifies existing account (accesses CSR in BOSS/CARS) and obtains closing bill address if applicable	2		100
Review FOC	Type, review and submit to customer the Firm Order Confirmation (FOC)	2		100
Issue service order	Input disconnect order into the service order processor (manually typing and formatting of all order for billing and provisioning )	10	5	100

Customer Request Management (CRM)	Populate required fields	3	3	100
Service Order Analysis & Control (SOAC/SOP)	Ensure order is successfully distributed to the systems and is ready for provisioning	3	3	100

**TAB 138**

# **LOOP PROVISIONING CENTER (LPC)**

Utilizing the Facility Assignment Control System (FACS), ensures customer service order activity is provisioned with outside plant and central office facilities. FACS automatically processes the order with the facilities assignments.

Assignment Consultants are responsible for FACS component exception messages. A Request for Manual Assistance (RMA) is generated when all conditions for a customer service cannot be met. The assignment consultant resolves the RMA and the order is placed back into the system.

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**Subject: LPC info**

**Date:** Wed, 16 May 2001 07:44:25 -0500

**From:** "Jeanette S. Cainjc" <jcain@uswest.com>

**To:** ddeffle@uswest.com

Dan,

Better late than never. Sorry this took so long - no excuses, just busy. Everything has been concurred in by Diane Diebel's staff (LPC Process) so, feel very comfortable with this letter. No changes to times/dollars, they felt the Specials flow through rate was still a good average even though they have some months that hit the low 70ties.

I've changed some of the text as we've done more automation of RMAs.

Good Luck,

Jeanette

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 lpc01.doc	<b>Name:</b> lpc01.doc <b>Type:</b> Winword File (application/msword) <b>Encoding:</b> base64
---	---

May 10, 2001

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**To: Daniel Deffley <ddeffle@qwest.com>, dgolleh@qwest.com**

**CC: rstrunk@qwest.com, jcain@qwest.com**

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---

Jeanette Cain <[jcain@uswest.com](mailto:jcain@uswest.com)>  
Staff IT Analyst  
IT  
Software Development

**TAB 139**

## **DESIGN**

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

# DESIGN

## Unbundled Network Elements Local Interconnection Service Time Estimate, Service Order Work Activities Process

Kathy Platts – Staff Manager in the Designed Services Center (Des Moines) is the Subject Matter Expert that compiled and provided the time estimates, probabilities, and work activity descriptions for the Designer.

Kay Gruebel – Staff Manger, Designed Services Center (Des Moines) compiled and provided the time estimates and work activity descriptions for LIS, Unbundled Switching, and CCSAC elements.

Conference calls with Staff Managers and interviews with Design Technicians were conducted to review the work activities, assign time estimates, and assign flow through percentages for unbundled network elements.

Latest review made January, 1999.

Subject Matter Experts contributing to results:

Kathy Platts – Staff Manager Designed Services, Des Moines

Dave Olson – Manger Designed Services Methods, Seattle

Denis Robison – Staff Manager Designed Services, Salt Lake City

Kay Gruebel – Staff Manager Designed Services, Des Moines

Design Technicians, Des Moines, Salt Lake City

ENHANCED EXTENDED LINK	ICOST ELEMENT		ICOST ELEMENT	
	DS0	% MANUAL PROB	DS1/DS3 LINK/MUX	% MANUAL PROB
<b>DESIGN</b>				
<b>WORK ACTIVITY</b>				
<u>INSTALL</u>				
ORDER HANDLING/SCREENING	5	0.20	5	0.20
GOC ORDER LOG	6	0.20	6	0.20
ENTER WA MASK	5	0.10	5	0.80
PREP LOOP INPUT/DRI	10	0.20	15	0.75
CIRCUIT DESIGN	20	0.10	30	1.00
DISTRIBUTE WORD DOC	2	0.05	2	0.90
<u>DISCONNECT</u>				
ORDER HANDLING/SCREENING	5	0.10	5	0.10
GOC ORDER LOG	6	0.10	6	0.10
ENTER WA MASK	5	0.10	5	0.10
DISCONNECT_CIRCUIT	5	0.10	5	0.10
DISTRIBUTE WORD DOC	2	0.05	2	0.10
<b>NOTE:</b>				
The time estimates and probability percentages listed are forward-looking to year end 1998.				
These work activities are required to process a service request that falls out of the TIRKS system for mechanized design.				
These are average times. The times assume the technician will not encounter problems during the manual process necessary to process the service request.				
<b>SOURCE:</b>				
KATHY PLATTS				
DESIGN CENTER STAFF				
1/99				
APRIL 2000 Per Kathy Platts, these times and probabilities are appropriate for enhanced extended looporder processing.				

## PRIVATE LINE SERVICES

Jan-99			
<b>SERVICE DELIVERY DESIGN ANALOG PROCESS</b>			
Work Activity Descriptions			
<b>INSTALL</b>			
<b>1. Order Handling/Screening</b>			
Check for Order Accuracy			
Check Service Order Analysis and Control (SOAC) for Request for Manual Assistance (RMA's)			
Verify A & Z Location in RDLOC			
Access Trunks Integrated Record Keeping System (TIRKS) for Circuit			
Check Order for Coordination Time (if not available)			
Call Order Originator to ask for Coordination			
<b>2. Generic Order Control (GOC) Order Logging</b>			
Access TIRKS (Work Authorization (WA), PCFLOW, GCNOTE)			
Verify Order in Service Processor			
Screen and Log GOC			
Put Remarks in GCNOTE Order Manually Logged			
<b>3. Enter WA Mask</b>			
Check Availability of Facilities in TIRKS			
Add Required Data to WA Screen			
Verify that WA Screen Matches Service Order			
Manually input WA Screen			
<b>4. Prepare Loop/Design Related Information (DRI) Screen</b>			
Verify that Loop Facilities Assignment and Control System (LFACS) Assignments & TIRKS Agree			
Check information on LPADM, DRI, LOOP2 and CD Screen			
Resolve Design Related Information (DRI) Errors			
Resolve Local Loop Errors			
Manually load the LPADM, DRI, LOOP2, and CD Screen			
<b>5. Circuit Design</b>			
Check GCNOTE or PCFLOW for error			
Resolve Facility, Assignment or Equipment Issues with Communications Processor (CP)			
Resolve Circuit Detail Errors			
Build Circuit Detail Document			
Jeopardize and Escalate Order			
<b>6. Distribute Word document</b>			
Distribute Design Document			
Resolve any Distribution Errors			
Issue Design Layout Record (DLR)			
Issue Word Document			
<b>DISCONNECT</b>			
<b>1. Order Handling/Screening</b>			
Check for Order Accuracy			
Check SOAC for RMA's			
Verify A & Z Location in RDLOC			
Access TIRKS for Circuit			
<b>2. GOC Order Logging</b>			
Access TIRKS (WA, PCFLOW, GCNOTE)			
Verify Order in Service Processor			
Screen and Log GOC			
Put Remarks in GCNOTE Order Manually Logged			

Jan-95

## SERVICE DELIVERY DESIGN DIGITAL PROCESS

### Work Activity Descriptions

#### 1. Order Handling/Screening

Access WFM (Work Effort Manager)  
Access Exact Screens (ICASR, ICACI)  
Resolve RMA's  
Verify A & Z Location in RDLOC  
Manual check for available IOF Facilities

#### 2. GOC Order Logging

Access Exact  
Access WFM  
Access TIRKS (WFA, PCFLOW, or GCNOTE)  
Resolve RMA's  
Verify Order in Service Processor  
Screen and Log GOC  
Put Remarks in GCNOTE Order Manually Logged

#### 3. Enter WA Mask

Check Availability of Facilities in TIRKS  
Add Required Data to WA Screen  
Verify that WA Screen Matches Service Order  
Manually input WA Screen

#### 4. Prepare HICAP Loop

(New only)  
Check LFACS for Available Entrance Facilities  
If Facilities are Available Design Circuit  
If no Facilities are Available Create RTT Ticket  
Submit RTT Ticket to Capacity Provisioning  
CP will Issue Job to Provide Entrance Facilities  
If Customer Provided Entrance Facility Contact Customer  
to Discuss Job and Expenses, Wait for Customer Decision  
If U S West Provided Entrance Facility Job Proceeds with  
Specific Ready For Service Date  
Once Job is Completed Design Circuit  
Check LFACS for HDSL, Repeated Pairs, Spare Pairs,  
or Cuts (LST, UDC)  
Build SCCXR, SCCR2 Screens  
Update CXRD, CXRH, CXRF  
(Reuse only)  
Check LFACS to Validate Circuit Information  
Build SCCXR, SCCR2 Screens  
Update CXRD, CXRH, CXRF

#### 5. Prepare Loop Input/DRI

Verify DRI, LPADM, LSPAN Screens  
Add Required Data to DRI  
Put Remarks on GCNOTE Screen  
Put Note Line on CD about XBOX & Terminal Information  
Build DRI, CD Screen  
Move PCLIST Entry to Net Work Position for Flow Through Processing

#### 6. Design Hicap Muxed Service

Determine Type of MUX Required  
Check for availability on MUX

**TAB 140**

## **CENTRAL OFFICE**

Responsible for service connection in the central office and associated testing and administrative functions. Places cross-connects (jumpers), performs cross-office testing, and provides support to field installation and control center for circuit testing as required.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include any maintenance or repair times.

**Subject: weightings**

**Date: Tue, 18 Apr 2000 08:48:37 -0600**

**From: "Benjamin Campbell" <bocampb@uswest.com>**

**To: ddeffle@uswest.com**

The DSO percent end to end is 51 and 49 go to DS1 mux  
on the DS1 40% go end to end and 60% go to a mux.

Ben Campbell

MAY, 2000

Central Office Technician		Enhanced Extended Loop - DS0 First	Enhanced Extended Loop - DS0 Ea Addl	Enhanced Extended Loop - DS1 First	Enhanced Extended Loop - DS1 Ea Addl	Enhanced Extended Loop - DS3 First	Enhanced Extended Loop - DS0 Ea Addl
		Enhanced Extended Loop - DS0 First	Enhanced Extended Loop - DS0 Ea Addl	Enhanced Extended Loop - DS1 First	Enhanced Extended Loop - DS1 Ea Addl	Enhanced Extended Loop - DS3 First	Enhanced Extended Loop - DS0 Ea Addl
<b>ENHANCE EXTENDED LOOP</b>							
1. Analyze Order		5 min	5 min	5 min	5 min	5 min	5 min
2. Complete Cross-connect		4 min	4 min	4 min	4 min	4 min	4 min
3. Complete Loop Qualification		NA	NA	5 min	5 min	5 min	5 min
9. Perform Continuity Stress testing Complete in WFA-1D)		15 min	15 min	15 min	15 min	15 min	15 min
8. Complete DD work status with CTT		2 min	2 min	2 min	2 min	2 min	2 min
		3 min	3 min	na	na	na	na
1. This assumes reuse of a qualified digital loop. Loop Qualification tests are performed for all loops not previously qualified for digital service.							
Central Office Technician		Disconnect Order	Each Additional				
<b>ALL LOOP TYPES</b>							
1. Analyze Order		5 min	5 min				
2. Disable Circuit		2 min	2 min				
3. Remove Cross-connect		2.3 min	2.3 min				
4. Complete work request in WFA-1D)		2 min	2 min				

**TAB 141**

# **LOCAL RESOURCE ADMINISTRATION CENTER (LRAC)**

Utilizes Work Force Administration/Dispatch Out (WFA/DO) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DO.

Re-loads and re-schedules service orders that cannot be completed.

## **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

**Subject:** [Fwd: More for Unlb loop Apr 6 1:00 CDT call]

**Date:** Mon, 01 May 2000 13:43:35 -0700

**From:** "Carolyn Mills" <camills@uswest.com>

**Organization:** U S WEST

**To:** "Deffley, Daniel" <ddeffle@uswest.com>

Daniel

The information for the LRAC & CORAC information is located under the same tab

Thank You  
Carolyn Mills  
502 665-4863

---

LRAC TIMES

EEL	
1. Screen Order	2 min
2. Load work request to Technician	5 min
3. Closeout work request with Technician	3 min
SOURCE:	
Carolyn Mills - Staff Manager	
May-00	

**TAB 142**

# INSTALLATION

Performs necessary field work on new orders and changes to existing service including:

- Travel to customer premises
- Cross-connect activity at feeder plant to distribution plant field locations
- Customer premises work activities to connect circuit at the network interface
- Circuit testing as required
- Order completion with LRAC

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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**TAB 143**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

	COST ELEMENT	COST ELEMENT	COST ELEMENT	COST ELEMEN	COST ELEMENT
ENHANCE EXTENDED LINK	DSO	DS1	DS1	DS3	DS3
	First & Ea Addl	First	Each Additional	First	Each Additional
IMPLEMENTOR					
WORK ACTIVITY					
<u>INSTALL</u>					
SCREEN WFA FOR CIRCUIT	15	15	15	15	15
VERIFY LNO COMPLETION	10	10	10	10	10
TEST CKT	15	35	35	35	35
NOTIFY CUSTOMER	5	5	0	5	0
COMPLETE CKT IN WFA/C	10	10	10	10	10
<u>DISCONNECT</u>					
SCREEN WFA FOR CIRCUIT	5	5	0	5	0
CONTACT CUSTOMER	5	5	0	5	0
COMPLETE CKT IN WFA/C	5	5	0	5	0
NOTE:					
The above information is estimated times for activities performed by the Implementor in the Designed Service Center to support the Dedicated Transport					
The times documented above are average estimates.					
They do not reflect times spent for supplement to the order.					
They do not reflect problems with the order or redesign issues.					
They do not reflect translations or programming problems.					
They do not reflect problems or trouble with systems or with the customer.					
All times are based on a service order with no problems encountered at test & turnup.					
All times represent one ckt per order.					
A full compliment of test are required on the DS3 and DS1. The Central Office Tech will perform these tests.					
The DSO tests will be performed by the Implementor.					
Attached are the functions associated with the steps performed by the Implementor.					
SOURCE: LINDA HENDRICKS - STAFF MANAGER					
DATE 03/08/01					
Review 3/01 Deni Toye, Marlene Mirian					

PRIVATE LINE SERVICES

Dec-96
<b>VICE DELIVERY IMPLEMENTOR</b>
Work Activity Descriptions
<b>TALL</b>
Screen Work Force Administration (WFA) for circuit
Opening OSSLST
Verify information on Work Order Record Detail (WORD) Doc
Return Work Order Record and Details (WORD) Doc back to Designer if not accurate
Check for co-provider work locations involved on ticket :
Verify note if co-provider involved on OSSCN
Check for remote test capability and hand-off to Designer or LNO if appropriate
Check to see if item loaded in WFA DI/DO :
Verify critical dates
Verify name and number on DOISWR
Verify LNO (CO) Completion for circuit
Contacting LRAC for assistance
Remove jeopardy through escalation completion
Verify hand-off provisioning assist ticket if item not already in WFA DI/DO
Contacting Co-provider
Follow-up for Design Verified and Assigned (DVA) completion by LNO (CO)
Enter entries in necessary OSSLOG
<b>Test Circuit</b>
Verify OSSLST for cal events
Verify status of Operations Processing System/Intelligent Network Element (OPS/INE) to determine if cross connect transmittal has been sent
Verify INE and status code is correct
Verify OPS/INE database
Verify to Designer for Communications Processor (CP) analysis
Verify remote testing
Verify hand-off to LNO to resolve problems
Verify size and escalate
Verify contacting LRAC
Verify Work Force Administration - C (Time Reporting System) (WFA/C) OSSRMK
Verify contacting with co-provider
Verify testing Frame Continuity Date (FCD) on OSSOI screen
Verify testing Plant Test Date (PTD)
Verify activate loopback for testing
Verify entries in necessary OSSLOG
Verify entries in necessary OSSCN
<b>Contact Customer</b>
Verify customer work is complete
Verify entries in necessary OSSCN
Verify former is not available enter following information on the OSSD12 screen:
Verify customer Contact
Verify phone Number Called
<b>Complete Circuit in WFA/C</b>
Verify opening WFA/C OSSLST for critical events
Verify ISP or PRE status
Verify contacting and escalating to accommodate customer needs
Verify additional billing charges
Verify remove circuit in WFA/C
Verify required tests
Verify Designer if required

# PRIVATE LINE SERVICES

CONNECT
Screen WFA for circuit :
Printing OSSSLST
Print information on WORD Doc
Print WORD Doc back to Designer if not accurate
Check for co-provider work locations involved on ticket
Note if co-provider involved on OSSCN
Check for remote test capability and hand-off to Designer or LNO if appropriate
Check to see if item loaded in WFA DVDO :
Print critical dates
Print name and number on DOISWR
Contact Customer
Customer work is complete
Print notes in necessary OSSCN
Customer is not available enter following information on the OSSD12 screen:
Customer Contact
Phone Number Called :
Complete Circuit in WFA/C
Print WFA/C OSSSLST for critical events
DISP or PRE status
Printing and escalating to accommodate customer needs
Print additional billing charges
Print circuit in WFA/C
Print required tests
Print Designer if required

**TAB 144**

UPS

ATM Interface

Port

# INTERCONNECT SERVICE CENTER

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

**Subject: SDC Times**

**Date: Fri, 9 Mar 2001 07:56:20 -0700**

**From: "Mark Early" <mearly@uswest.com>**

**To: "Denise A Eoriatti" <deoriat@uswest.com>**

Denise,

I apologize for the long delay, please go ahead and use the times noted in the spreadsheets for your costing work. Again, I apologize for the delay. If you have any questions please let me know.

Thanks,

Mark

<input type="checkbox"/> PKT SWITCHING SDC TIMES DS1.xls	<b>Name:</b> PKT SWITCHING SDC TIMES DS1.xls <b>Type:</b> Microsoft Excel Worksheet (application/vnd.ms-excel) <b>Encoding:</b> base64 <b>Description:</b> Microsoft Excel 97
--	---

**ISC**

**UNBUNDLED SWITCHING**

**UPS PACKET SWITCHING ATM INTERFACE PORT (DS1/DS3)**

**Work Activity Description - SDC Functions**

**INWARD**

<b>Activity Begins When</b>	<b>Includes these tasks</b>	<b>Time Used</b>	<b>Notes</b>
Receives LSR from CLEC	Analysis of request to determine type of service, desired service level, directory listings, CLEC specific entries (ZCID, contact numbers, etc.)	5 min	Per Port
	Validate CFA, NC/NCI	2 min	Per Port
	Name CLF & establish FEPS model	10 min	Per Port
	Determine Critical Dates	5 min	Per Port
	Confirm (FOC) LSR	5 min	Per Port
	Issue Service Order	15 min	Per Port
	Check for SOAC errors	5 min	Per Port
	Order Completion	5 min	Per Port

<b>GLOSSARY</b>	
<b>CFA</b>	Connecting Facility Arrangement
<b>NC/NCI</b>	Network Channel/Network Channel Interface
<b>TGN</b>	Trunk Group number
<b>RTI</b>	Route Index number
<b>FOC</b>	Firm Order Confirmation
<b>LSR</b>	Local Service Request
<b>CLF</b>	Common Language Facility
<b>FEPS</b>	Facility Equipment Planning System
<b>TIRKS</b>	Trunk Intergrated Record Keeping System
<b>SOAC</b>	Service Order Access Controller

Times provided by Mark Early - ICS Process Specialist March 2001

**UNBUNDLED SWITCHING  
 UPS PACKET SWITCHING ATM INTERFACE PORT (DS1/DS3)  
 Work Activity Description - SDC Functions  
 OUTWARD**

Activity Begins When	Includes these tasks	Time Used	Notes
Receives LSR from CLEC	Analysis of request for accuracy	5 min	Per Port
	Verify existing account activity and obtain closing bill information	2 min	Per Port
	Check for SOAC errors	5 min	Per Port
	Order Completion	5 min	Per Port
	Issue Service Order	5 min	Per Port

<b>GLOSSARY</b>	
CFA	Connecting Facility Arrangement
NC/NCI	Network Channel/Network Channel Interface
TGN	Trunk Group number
RTI	Route Index number
FOC	Firm Order Confirmation
LSR	Local Service Request
CLF	Common Language Facility
FEPS	Facility Equipment Planning System
TIRKS	Trunk Intergrated Record Keeping System
SOAC	Service Order Access Controller

Times provided by Mark Early - ICS Process Specialist March 2001



**TAB 145**

## **DESIGN**

- Overall responsibility for RID (Record Issue Date) completion.
- Upholding Qwest design standards
- Assigns interoffice facilities and equipment at the circuit level
- Prepares and distributes WORD (Work Order Record Detail) including DLR (Design Layout Record).
- Ensures that TIRKS (Trunks Integrated Record Keeping System) designs meet the customer expectations.
- Escalates as necessary to ensure pre-RID dates are met.
- Advises Qwest sales forces or order originators of jeopardies as they are discovered.
- Maintains TIRKS database integrity by making design changes as they occur (i.e. cable pair changes, etc.)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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Re: Design flow

**Subject: Re: Design flow**  
**Date: Thu, 08 Mar 2001 10:43:19 -0600**  
**From: Kathy Platts <kplatts@qwest.com>**  
**Organization: Qwest Communications International, Inc.**  
**To: Denise Eoriatti <deoriat@uswest.com>**

I am pretty sure we can use the same time as Lori's. This is just another transport facility.

Kathy

Denise Eoriatti wrote:

> Thank you very much. What about the UPS - ATM Interface Port, which times do I apply  
> for that, the Facility times that Lori sent?

>  
> Kathy Platts wrote:

>  
> > Yes you would divide the time by 24, we would rarely see anything less than 24.

> >  
> > Kathy

> >  
> > Denise Eoriatti wrote:

> >  
> > > One more thing, on the times that Lori provided, when I am costing out a Basic  
> > > In Only DSS trunk, would the times that she sent us, for Trunk (Per 24 trunks),  
> > > be applied at Order handling 10 mins, would I take that 10 mins and divide it by  
> > > 24 trunks or would the whole time apply to the Basic In Only trunk? Thanks

> > >  
> > > Denise

> > >  
> > > Kathy Platts wrote:

> > >  
> > > > Hi Denise,  
> > > > You would need to use the Private Line times for PRI, BRI, and DID the  
> > > > same as we have for the regular DSO PRI and BRI and DID. As far as DSS we  
> > > > could use the same times as Lori.

> > > >  
> > > > Kathy

> > > >  
> > > > Denise Eoriatti wrote:

> > > >  
> > > > > Kathy,  
> > > > >  
> > > > > I am trying to put some costs together for new UNE-P products, PRI, BRI  
> > > > > and DSS and DID trunks. You told me to use what Dan has but you didn't  
> > > > > tell me which ones specifically. Do I use the Private Line design times  
> > > > > that you provided Dan on 5-7-1999 for BRI and PRI. Dan received some  
> > > > > new times from Lori Buckett for Trunks that I was going to use for the  
> > > > > DID and DSS. Would these assumptions be correct. I need to clear this  
> > > > > up today as these studies are due Friday. Let me know if you need me to  
> > > > > send you what Dan has.

> > > > >  
> > > > > Thanks

> > > > >  
> > > > > Denise

**Subject: Switched Design Costing**

**Date: Mon, 22 Jan 2001 13:15:27 -0600**

**From: Lori Burchett <leckard@qwest.com>**

**Organization: Qwest Communications International, Inc.**

**To: "Deffley, Daniel" <ddeffle@uswest.com>**

**CC: "Mirian, Marlene" <mmirian@uswest.com>**

Dan,

I have totally reformatted the data. I was not comfortable messing with your document so I did my own, of which you can take and place in yours.

I really tried to streamline it. Let me know what you think before I copy it to those it pertains to.

Marlene is going to use my same format also.

Lori

---

 <u>Costing.doc</u>	<b>Name:</b> Costing.doc <b>Type:</b> Microsoft Word Document (application/msword) <b>Encoding:</b> base64
--	--

## Design-Switched

Includes data for Feature Group, LIS, Wireless Type II, CCSAC, Link trunks DSS Trunks and associated Facilities. *UPS DSI/DS3 ATM Interface Port*

\*Switched Service orders include Trunks and Facilities on one ASR

Note: 1. Times are estimates. Percentages or for manual.

2. Even though a step is mechanical it may require manual verification. Those times are indicated in ( ).

3. Time spent on supplements, redesigns or problems on an order are not indicated.

SOURCE: LORI BURCHET - STAFF MANAGER - DESIGN  
1/22/01

### Adds/Rearranges

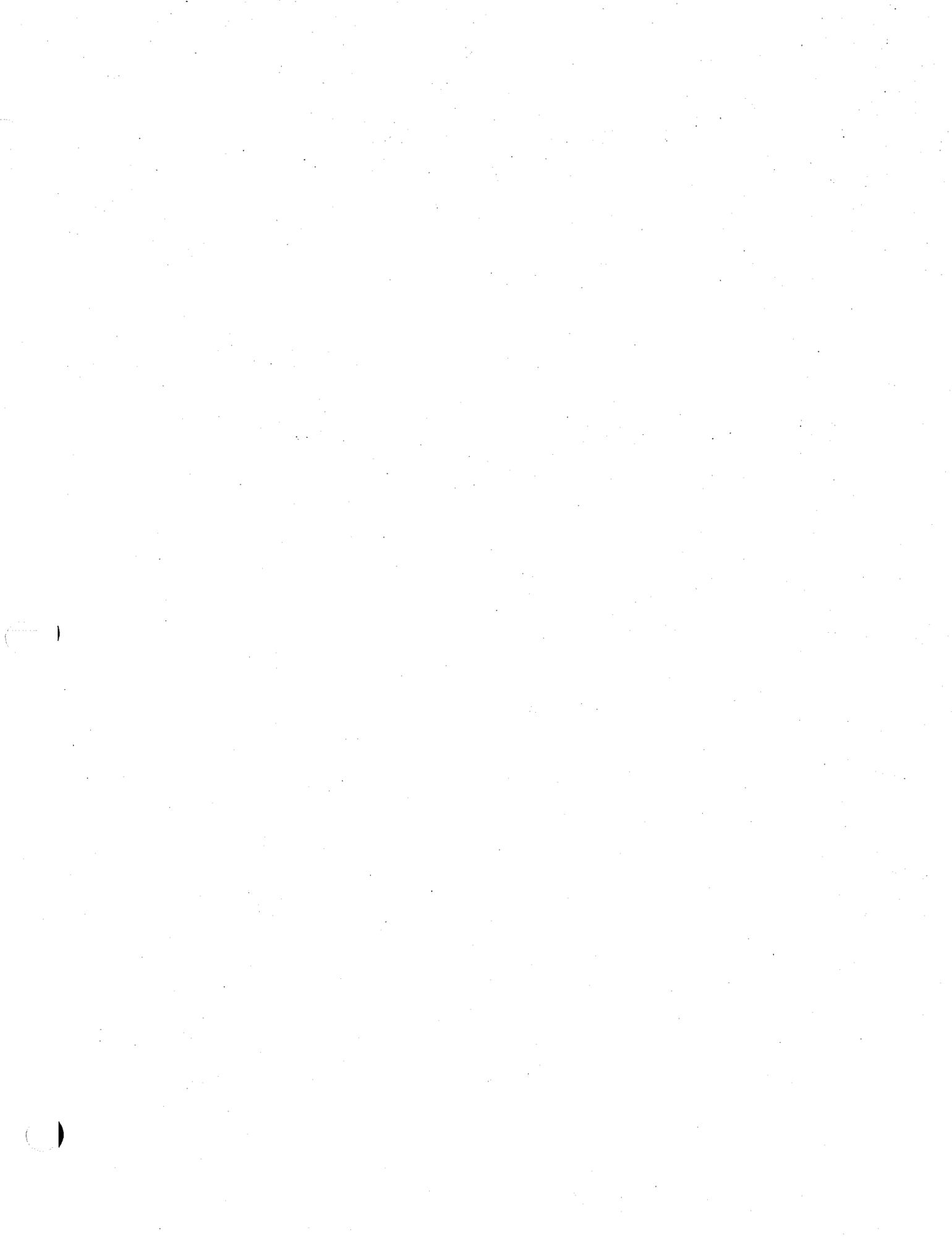
Task	Facility (Per 1 facility)	% of Manual Probability Facility
Order Handling/Screening. (Per ASR) A. Access WFM B. Check Exact C. Assign and Log	Included with trunks	100%
Log/Verify Facility A. Bank Codes B. PDAC C. Check Facilities D. Design E. FEYXA F. SCCXR G. GCOCCA	45 (25 working it mechanically)	5%
Build/Validate DRI & WA A. Populate DRI B. Check CFA on DRI against EXACT C. Populate WA	6 (3 to validate)	5%
Build/Verify CD A. Locate Spare facilities and switch equipment B. Build & Post CD C. Perform RTAD	15 (5 to validate)	20%
Distribute Documents A. Verify/populate CXRH B. Distribute/Verify distributed C. Note Exact	4	100%
TAS A. Populate/Verify TASTGN, TASASG, RCICIT, RCICIC & ZRGRP	NA	NA
PCList Trunks-after facility has been distributed, C-Mate then should mechanically populate GCOCCA, SCCXR & SCCXR2. DRI, WA, CD. If successful it will return with a "Remove Hold" message on the WA.	NA	NA

Task
<b>Order Handling/Screening.</b> (Per ASR) A. Access WFM B. Check Exact C. Assign and Log
<b>PCList Trunks</b> A. C-Mate should mechanically populate GCOOMA, SCCXR & SCCXR2, WA, CD. If successful it will return with a "Remove Hold" message on the WA.
<b>Log/Verify Facility</b> A. Determine facility name. B. Check CXRS C. SCCXR D. GCOCCA
<b>Build/Validate WA</b> A. Populate WA
<b>Build/Verify CD</b> A. Build/post/verify CD
<b>Distribute Documents</b> A. Distribute/Verify distributed B. Note Exact

Disconnects

Facility (Per 1 facility)	% of Manual Probability Facility
Included with trunks	100%
NA	NA
8 (3 working it mechanically)	5%
5 (2 to validate)	5%
3 (2 to validate)	5%
2	100%

January 2001



**TAB 147**

## **IMPLEMENTOR**

Has overall control responsibility for provisioning, maintaining, coordination and testing of designed services.

Contacts other centers/technicians for the coordinated effort to complete service order activity requirements.

Tests with central office, field installation personnel as necessary.

Provides test results to customer.

Notify customer of work completed

Complete order in required systems (Work Force Administration)

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

**UBS**

<b>PKS ATM INTERFACE PORT - DS1/DS3</b>	<b>install</b>
<b>PKS ATM INTERFACE PORT - DS1/DS3</b>	
1. Screen WFA for Circuit	5 min
2. Verify LNO Completion	5 min
3. Monitor performance testing	15 min
4. Notify Co-Provider of work completion	5 min
5. Post Order Complete in WFA-C	10 min

<b>DISCONNECT</b>	<b>Out</b>
1. Screen WFA-C for order accuracy	5 min
2. Contact Co-Provider	5 min
3. Complete order in WFA-C	5 min

Mar-01  
Marlene Mirian

## **CCT-I TASK DESCRIPTION FOR UPS DS1/DS3 ATM INTERFACE PORT**

### **1. Screen WFA-C for Circuit**

The CCT-I accesses the WFA-C OSSLST (Order List) screen to examine and prioritize order load by Critical Date.

The CCT-I access the WORD document on the OWDDOC (WORD document) Screen to examine work request.

The CCT-I locates the WORD document and determines if additional work steps must be created for the Central Office Technician (i.e., DD work activities)

The CCT-I examines the Circuit Details portion of the WORD document for circuit design completeness.

The CCT-I sets any other pertinent Calendar (CAL) events on the WFA-C OSSLST (Order List) screen.

The CCT-I completes the SCR Critical Date on the WFA-C OSSOI (Order Installation) screen.

### **2. Verify LNO completion**

The CCT-I verifies the COT has completed the physical work required on the work request for DVA and DD. Typically, DVA will post automatically at the item level once all of the DVA dates have been met at the Circuit Work Location (CWL) level.

If CWLs have not been completed by the DVA date, the CCT-I notifies the Central Office to complete the CWLs.

If the physical work cannot be completed, the CCT-I posts a jeopardy against the DVA date. The current Designed Services jeopardy process is then followed.

If the work cannot be completed on DD because the Co-Provider is not ready, the CCT-I places a "C" code jeopardy against the order. The current Designed Services Jeopardy process is then followed.

If the work cannot be completed on DD because of a Qwest problem, the CCT-I will post the appropriate jeopardy code against the DD. The current Designed Services Jeopardy process is then followed.

The CCT-I makes the appropriate remark entries into the WFA-C OSSLOG (Work Request Log)

**3. Monitor Performance/Conformance Testing**

The CCT-I monitors and records the test results on the WFA-C OSSCN (Circuit Notes) screen. These test results are obtained by the Central Office technician testing the newly provisioned circuit.

**4. Notify Co-Provider of work completion**

The CCT-I notifies the Co-Provider that the work request is completed. The CCT-I informs the Co-Provider of any additional charges that will apply. The CCT-I provides required test result information to the Co-Provider. The CCT-I records the Co-Provider order completion contact information on the WFA-C OSSLOG (Work Request Log).

**5. Post Order Complete in WFA-C**

The CCT-I posts the Due Date complete on the WFA-C OSSOI (Order Installation) screen. The CCT-I completes any additional remarks on the WFA-C OSSLOG (Work Request Log). The CCT-I completes any required electronic billing or rebates in WFA-C.

**DISCONNECT**

**1. Screen WFA-C for Order accuracy**

Screen OSSLST

Verify information on WORD document

Refer WORD document back to Designer if not accurate

Check for Co-Provider work locations involved on order

Enter note if Co-Provider involved on OSSCN

**2. Contact Co-Provider**

Notify customer work is complete

Add pertinent notes to OSSCN screen

**3. Complete order in WFA-C**

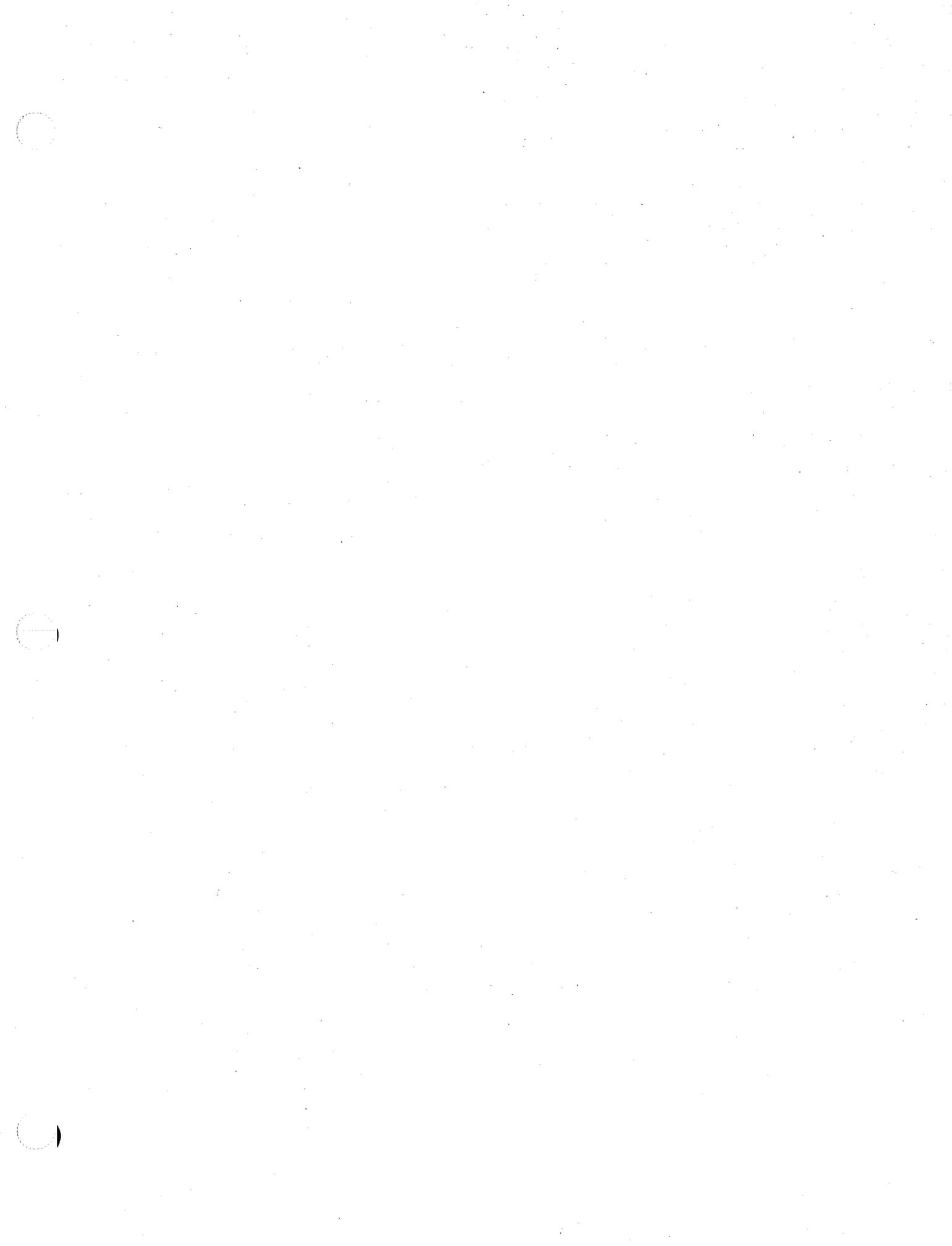
Check WFA-C OSSLST for critical events

Jeopardize and escalate to accommodate customer's needs

Add additional billing charges

Complete order in WFA-C

Perform required tests



**TAB 148**

UPS -

CRIST Channel

Documentation

# INTERCONNECT SERVICE CENTER

Serves as the primary order provisioning contact for Competitive Local Exchange Carrier (CLEC) customers who purchase unbundled network elements products and services (i.e. Number Portability, Unbundled Loop, Unbundled Lineside Port, Resale) from Qwest.

The center provides end-to-end order coordination from request through order completion and serves as the primary liaison for the customer for all downstream organizations.

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates and probability of occurrence are forward-looking. If possible, a 12-18 month time horizon should be considered. Anticipated process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.
- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

from Linda Hill  
updated 4-01

SUBLOOP  
UDL TIME ALLOCATION

3 minutes LSR-Verify all required fields are filled in and populated correctly for request

2 minutes Call CLEC-Inform CLEC LSR is in process of being worked

2 minutes Exchange Info-Obtain CO name, address, office type

5 minutes CPPD-Look up billing USOC's for co-provider

2 minutes Resale Summary List-Look up BTN #, tax code and BAPC

10 minutes Swift/SOP-Issue orders

2 minutes IMA-FOC to CLEC

3 minutes CRM-Populate required fields

6 minutes SOAC Ensure at least 2 success's

2 minutes SOP-Ensure PD or RL. File in drawer

5 minutes ESOI's-Generated from LPC

5 minutes Call Handling-Followup calls from Implementers/LPC etc

ADD'L LOOP REQUESTED AT THE SAME TIME

10 minutes Swift/SOP-Issue orders

2 minutes IMA-FOC to CLEC

3 minutes CRM-Populate required fields

6 minutes SOAC Ensure at least 2 successes

2 minutes SOP-Ensure PD or RL. File in drawer

5 minutes ESOI's-Generated from LPC

5 minutes Call Handling-Followup calls from Implementers/LPC etc

**SUBLOOP DISCONNECT**

**3 minutes LSR-Verify all required fields are filled in and populated correctly for request**

**2 minutes Call CLEC-Inform CLEC LSR is in process of being worked**

**10 minutes Swift/SOP-Issue orders**

**2 minutes IMA-FOC to CLEC**

**3 minutes CRM-Populate required fields**

**6 minutes SOAC Ensure at least 2 successes**

**2 minutes SOP-Ensure PD or RL. File in drawer**



**TAB 149**

## **LOCAL RESOURCE ADMINISTRATION CENTER (LRAC)**

Utilizes Work Force Administration/Dispatch Out (WFA/DO) to build installation daily service order logs. Monitors and logs service order progress and completion in WFA/DO.

Re-loads and re-schedules service orders that cannot be completed.

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

ITEM	LOAD SPECIALIST DISTRIBUTION SUBLOOP WORK ACTIVITY	TIME ESTIMATES	
		SUBLOOP PER ORDER	PROBABILITY OF OCCURRENCE
	<u>INSTALL</u>		
1	SCREEN ORDER	2	20%
2	LOAD WORK REQUEST/TECH LOAD SYSTEM	2	20%
3	CLOSE-OUT ORDER WITH TECH	3	5%

**ASSUMPTIONS**

The process and time estimates are forward-looking to year end 2000.  
 The times documented above are average estimates. The times are in minutes.  
 The times represent a U S West average.  
 They do not reflect times spent for a supplement to the order  
 They do not reflect problems with the order or redesign issues  
 They do not reflect problems or trouble at test, with systems or with the customer.  
 All times are based on a service order and no problems encountered at test & turnup.  
 Attached are the functions associated with the steps performed by the Load Resource Specialist.

**TIME ESTIMATE SOURCES - Subject Matter Experts**  
**TERRY MEEHAN - STAFF MANAGER**

**PROFILE COMPLETED 2/2000 -**



**TAB 150**

# INSTALLATION

Performs necessary filed work on new orders and changes to existing service including:

- Travel to customer premises
- Cross-connect activity at feeder plant to distribution plant field locations
- Customer premises work activities to connect circuit at the network interface
- Circuit testing as required
- Order completion with LRAC

## TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

Instructions provided to the SME's for the determination of time, estimates and probability of occurrence include the following key assumptions:

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- The time estimates are based on an average that does not include problems encountered during the work activities to process the service order. System downtime or times spent resolving internal order flow procedures are examples of time that is excluded.
- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

ITEM	FIELD INSTALLER DISTRIBUTION SUBLOOP WORK ACTIVITY	SUBLOOP FIRST	TIME ESTIMATE
			PROBABILITY OF OCCURRENCE
<u>INSTALL</u>			
1	INITIAL TRAVEL TO FCP & END USERS PREMISES	21	100%
2	SAI - FIELD CONNECTION POINT ACTIVITY	13	100%
3	PERFORM PREMISES ACTIVITIES	35	30%
4	TESTING AND TURNUP *	20	30%
5	CLOSE ORDER in field access system/wfado	3	100%
<u>DISCONNECT</u>			
FIELD TECH NOT DISPATCHED ON DISCONNECT ORDERS			

#### ASSUMPTIONS

The process and time estimates are forward-looking to year end 2000.

The times documented above are average estimates. The times are in minutes.

The times represent a U S West average.

They do not reflect times spent for a supplement to the order.

They do not reflect problems with the order or redesign issues.

They do not reflect problems or trouble at test, with systems or with the customer.

All times are based on a service order and no problems encountered at test & turnup.

Attached are the functions associated with the steps performed by the Installer

\* Item 3 assumes 70% of orders will be for re-use (existing customers)

\* Item 4 includes additional travel to and from field connection point and end user premises to perform continuity testing.

TIME ESTIMATE SOURCES - Subject Matter Experts  
TERRY MEEHAN - STAFF MANAGER

PROFILE COMPLETED 2/2000

ITEM	FIELD INSTALLER SHARED-DISTRIBUTION SUBLOOP WORK ACTIVITY	SHARED SUBLOOP PER LOOP	TIME ESTIMATES
			PROBABILITY OF OCCURRENCE
<u>INSTALL</u>			
1	TRAVEL TO SAI/FCP	21	100%
2	SAI - FIELD CONNECTION POINT ACTIVITY	15	100%
3	TESTING AND TURNUP	5	100%
4	CLOSE ORDER in field acces system/wfado	3	100%
<u>DISCONNECT</u>			
FIELD TECH NOT DISPATCHED ON DISCONNECT ORDERS			

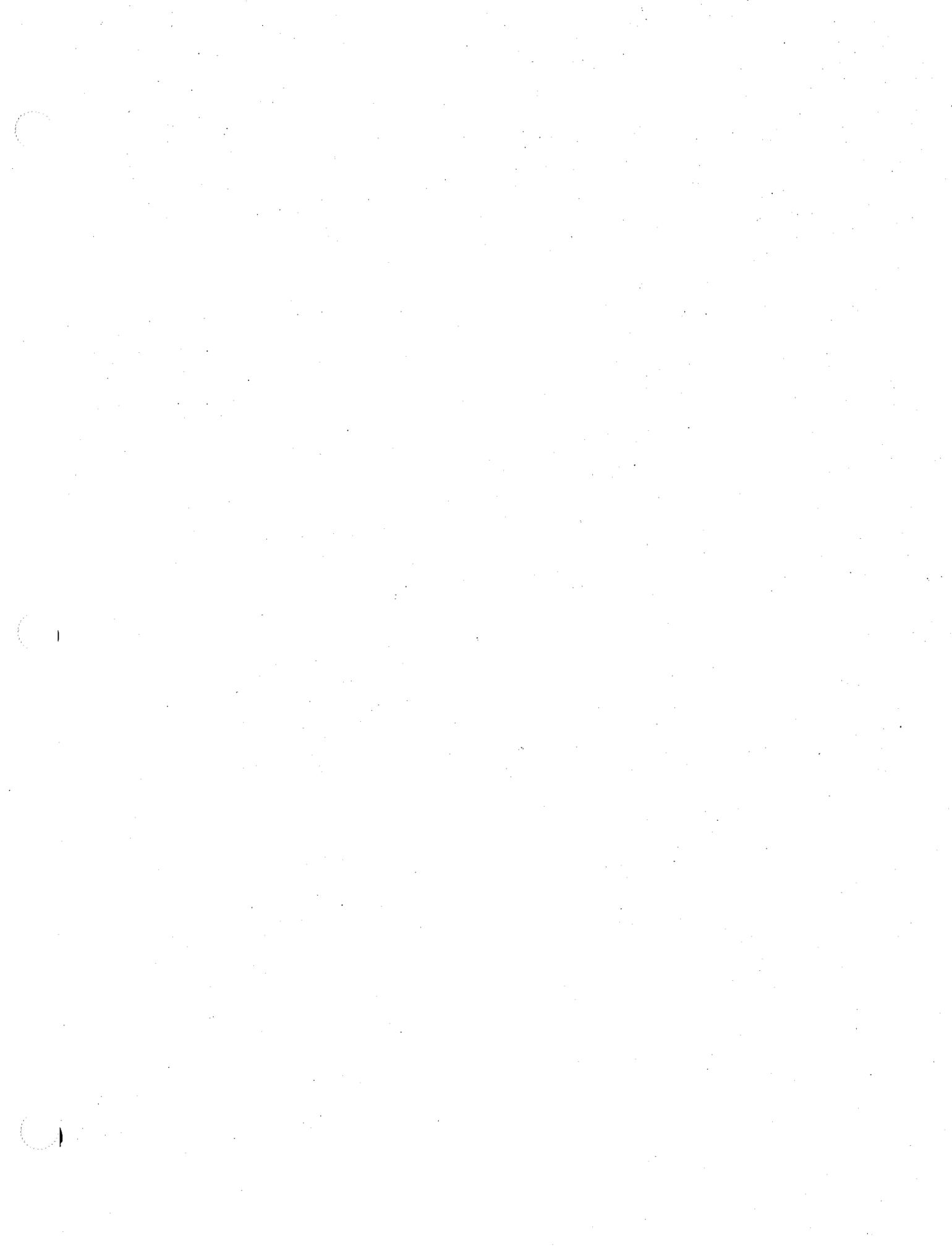
#### ASSUMPTIONS

The process and time estimates are forward-looking.  
 The times documented above are average estimates. The times are in minutes.  
 The times represent a Qwest average.  
 They do not reflect times spent for a supplement to the order.  
 They do not reflect problems with the order or redesign issues.  
 They do not reflect problems or trouble at test, with systems or with the customer.  
 All times are based on a service order and no problems encountered at test & turnup.  
 Attached are the functions associated with the steps performed by the Installer

TIME ESTIMATE SOURCES - Subject Matter Experts  
 TERRY MEEHAN - STAFF MANAGER  
 March-01

PROFILE COMPLETED 2/2000

Mar-01							
<b>FIELD INSTALLER</b>							
<b>Work Activity Descriptions</b>							
<b>INSTALL</b>							
<b>1. Travel to End User's Premises</b>							
Travel time, including time enroute to a Access Point or Serving Area Control location.							
<b>2. AP/SAC Point Work</b>							
Physically place necessary cross-connect.							
<b>3. Testing</b>							
Test with Implementor or COT as necessary to assure working circuit.							
<b>4. Close Order with Load Specialist</b>							
Contact Dispatch to close out order.							
<b>DISCONNECT</b>							
No installer time charged to order activity for disconnect.							
If dispatched, purpose is to retrieve equipment.							
Time charged to x codes.							



**TAB 151**

# **COMPLEX TRANSLATIONS**

## **NROC (Network Reliability Operations Center)**

Complex translations has the responsibility for:

- Administrating switching machines
- Validating update data, line equipment, central office translations, traffic patterns usage (maintenance-design)
- Coordinates monitoring machine growth jobs

### **TIME ESTIMATES AND PROBABILITIES OF OCCURRENCE**

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- The time estimates do not include supplements to the initial order.
- The time estimates do not include any maintenance or repair times.

## **ENTERPRISE - NOC (NETWORK OPERATIONS CENTER)**

Translation times includes work on RADSL and ATM.

<b>RADSL – Service act and testing</b>	<b>25 mins</b>
<b>Translations</b>	<b>10 mins</b>

Time estimates provided by John Gonner and Gordon Pagel  
On 3/15/01

**10%**  
Fallout percent of 10% by Steve Bartholet  
On 2/25/99



**TAB 153**

NOVEMBER 2001

A series of meetings were held to review the process time estimates for Poles, Ducts, & Right-Of-Way service elements. The processes and times were discussed during conference calls on November 1, 12, and 16 for each group and worksheets were assembled during these meetings. The attached worksheets contain the work activities and time estimates.

**Participants included:**

**Steve Nelson - Product Management**

**Brooke Bale - Network Staff**

**James Christian - Network Staff**

**Clyde Nowels - Network Staff**

**Bruce McCulloch - Network**

**Bob Kennedy - Witness**

**Terri Million - Witness**

**Jeff Hubbard - Witness**

**Lisa Anderl - Regulatory Staff**

**Dan Deffley - Cost Analyst**

**Subject:** [Fwd: PDR Pricing Explanations]  
**Date:** Thu, 15 Nov 2001 12:53:47 -0800  
**From:** Steve Nelson <scnelso@qwest.com>  
**Organization:** Qwest Services Corporation  
**To:** Dan Deffley <ddeffle@qwest.com>

Dan

This is the last input piece we are missing.

Can I assume you will have an update to everyone for Friday morning's meeting?

Steve Nelson

---

**Subject:** PDR Pricing Explanations  
**Date:** Wed, 14 Nov 2001 17:07:14 -0700  
**From:** "Brooke Bale" <bbale@qwest.com>  
**Organization:** Qwest Corporation  
**To:** Stephen Nelson <scnelso@uswest.com>  
**CC:** James Christian <jxchri2@uswest.com> , Steve Spear <sxspear@qwest.com>

Steve,

Attached is a document containing the CPMC PDR Pricing explanations that you requested yesterday. If you need anything further, don't hesitate to give me a holler.

Thanks,  
Brooke

---

 PDR Pricing1.doc	<b>Name:</b> PDR Pricing1.doc <b>Type:</b> Winword File (application/msword) <b>Encoding:</b> base64
--	--

**Subject: Update to PDR pricing for Washington**

**Date:** Wed, 14 Nov 2001 16:29:59 -0800

**From:** Steve Nelson <scnelso@qwest.com>

**Organization:** Qwest Services Corporation

**To:** Dan Deffley <ddeffle@qwest.com>

Dan

I am having trouble inserting into your doucement.

Attached is stuff from Bruce McCulloch and Clyde Nowels.

Steve Nelson

---

 MH_Inspection_Time.doc	<b>Name:</b> MH_Inspection_Time.doc <b>Type:</b> Winword File (application/msword) <b>Encoding:</b> base64
--	--

 PDR 14 STATE NRC WORKPAPERS 3-2001.xls	<b>Name:</b> PDR 14 STATE NRC WORKPAPERS 3-2001.xls <b>Type:</b> Microsoft Excel Worksheet (application/vnd.ms-excel) <b>Encoding:</b> base64
--	---

PDR Pricing Breakdown  
CPMC

*INQUIRY*  
Innerduct Inquiry Fee- Per Mile:

***Review for completeness resolve discrepancies 60min:*** During this we must print out all emails associated and save all attachments. Then we must print out all attached forms and review. Discrepancies can range from problems on the forms to incorrect information or maps. We are not provided with the CLLI code for the wirecenter, therefore we must be able to search our OSP FM records, using the attached map, to find the CLLI and to insure that all of the information is correct. This can take some time.

***Create log in database with appropriate dates 30min:*** In this we must pull up the database by following the correct steps on the computer. We need to then create a new job, which is assigned a data base number, and fill in all information and dates associated with the job. This includes all BAN information, CLEC information and dates received and due.

***Review route requested in database, print copies, prepare flatline and return to Service Support Team 120min:*** When the information we receive has been validated and deemed correct, we then go to the OPS FM records to search for the route in question. This includes a standard query search and a review of the manholes that lie within the route, or in a four-block area. When we find that the route will meet the customers needs, we build a rough draft of the flatline. This process includes filling out a spreadsheet that requires all manhole numbers, the distance between each manhole, and the location of the manhole as it sits on the route according to the street intersections. This can take anywhere from 30 minutes to 2 or 3 hours (depending on the size of the route). In most cases it takes around an hour. Then the information needs to be transferred to an electronic copy of the flatline. We must save a template of the flatline into the correct file and then build all the information from the rough draft to the electronic form. This also can range from 30 minutes to hours. In most cases this takes around an hour.

*INQUIRY*  
Pole Inquiry Fee- Per Mile:

***Review for completeness resolve discrepancies 30min:*** During this we must print out all emails associated and save all attachments. Then we must print out all attached forms and review. Discrepancies can range from problems on the forms to incorrect information or maps.

***Create log in database with appropriate dates 20min:*** In this we must pull up the database by following the correct steps on the computer. We need to then create a new job. That new job is assigned a data base number. We then populate all information and dates associated with the job. This includes all BAN information, CLEC information, and

due dates. There are not as many fields to fill in for the Pole section of the database. Therefore it does not require as much time.

***Based on information provided determine and verify field engineering contacts 15min:***

This consists of a search in the Wirecenter Information Finder web tool for the correct names and phone numbers for our field engineers. We log into the tool and search by wirecenter or state and print out a list of all OSP contacts in the area. All log-in, search and printing it takes 15 minutes on average.

***Make copies for appropriate work groups and distribute 60min:*** To send this job out to the field for verification we must create appropriate packets and send them out to the field. We log into our Q-office files through the computer and find the appropriate templates. All needed template sheets are to be saved into the corresponding file. Then we must fill out all sheets with the information from the job. When they are complete we then save them into a personal drive so we can distribute. We need to e-mail or overnight all information, forms, and packets out to the correct field people and call to make sure they have received everything correctly.

***Act as point of contact between engineering and acct exec for any issues 60min:*** During the span of this stage we contact and act as a single point of contact for the field as well as service support. We deal with questions and issues that can take a large amount of time. On average we spend at least an hour answering questions or getting answers through this stage.

***Track and escalate as required to ensure that time frames are met 60min:*** We continuously make status calls to the field and at times have to escalate to make sure a job is complete. This consists of many e-mails and phone conversations.

***Send Service Support Team field engineer name and phone # via email:*** We always send a quick e-mail over to the Service Support Team with the field engineer's information.

**Right-Of-Way Inquiry:**

***Review for completeness resolve discrepancies 30min:*** During this we must print out all emails associated and save all attachments. Then we must print out all attached forms and review. Discrepancies can range from problems on the forms to incorrect information or maps.

***Create log in database with appropriate dates 20min:*** In this we must pull up the database by following the correct steps on the computer. We need to then create a new job. That new job is assigned a data base number. We then fill in all information and dates associated with the job. This includes all BAN information, CLEC information, and due dates. As in the Pole section of the database there are not as many fields to populate in the R.O.W section, therefore it does not require as much time.

***Based on information provided determine and verify field engineering contacts 15min:***

This consists of a search in the Wirecenter Information Finder web tool for the correct names and phone numbers for our field engineers. We log into the tool and search by wirecenter or state and print out a list of all OSP contacts in the area. All log-in, search and printing it takes 15 minutes on average.

***Make copies for appropriate work groups and distribute 60min:*** To send this job out to have the R.O.W work done we must create appropriate packets and send them out to the R.O.W. Engineer. We have to log into our Q-office files through the computer and find the appropriate templates. We save all needed template sheets into the corresponding file. Then we must fill out all sheets with the information from the job. This takes a lot of time. When they are complete we then save them into a personal drive so we can distribute. We need to e-mail or overnight all information, forms, and packets out to the correct people and call to make sure they have received everything correctly.

***Act as point of contact between engineering and acct exec for any issues 60min:*** During the span of this stage we contact and act as a single point of contact for the field as well as service support. We can be working with questions and issues for a great amount of time. On average we spend at least an hour answering questions or getting answers through this stage.

***Track and escalate as required to ensure that time frames are met 60min:*** We constantly make status calls to the field and at times have to escalate to make sure a job is complete. This consists of many e-mails and phone conversations.

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	POLE INQUIRY FEE - PER INQUIRY						
1001	ADD							
1	GROUP	SERVICE SUPPORT TEAM						
1	WORKITEM	Receive request from CLEC via email	5	1	0	0	0	02
2	WORKITEM	Identify BAN#, return to CLEC with form 1A	10	1	0	0	0	02
3	WORKITEM	Receive form 1A completed by CLEC with electronic map, review for completeness	10	1	0	0	0	02
4	WORKITEM	Forward package to CPMC	5	1	0	0	0	02
1	GROUP	COLLOCATION PROJECT MANAEMENT CENTER - CPMC						
1	WORKITEM	Review for completeness and resolve discrepancies	30	1	0	0	0	43
2	WORKITEM	Create log in database with appropriate dates.	20	1	0	0	0	43
3	WORKITEM	Based on information provided, determine and verify field engineering contacts	15	1	0	0	0	43
4	WORKITEM	Make copies for appropriate work groups and distribute	45	1	0	0	0	43
5	WORKITEM	Act as point of contact between engineering and acct exec for any issues	60	1	0	0	0	43
6	WORKITEM	Track and escalate as required to ensure that time frames are met	75	1	0	0	0	43
6100	GROUP	OUTSIDE PLANT ENGINEERING - FIELD ENGR. (OSP)						
1	WORKITEM	Review route requested in database. Prepare to meet with co-provider to do field verify	72	1	0	0	0	34

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	INNERDUCT INQUIRY FEE - PER INQUIRY						
1001	ADD							
1	GROUP	SERVICE SUPPORT TEAM						
1	WORKITEM	Receive request from CLEC via email	5	1	0	0	0	0 02
2	WORKITEM	Identify BAN#, return to CLEC with form 1A	10	1	0	0	0	0 02
3	WORKITEM	Receive form 1A completed by CLEC with electronic map, review for completeness	10	1	0	0	0	0 02
4	WORKITEM	Forward package to CPMC	5	1	0	0	0	0 02
1	GROUP	COLLOCATION PROJECT MANAEMENT CENTER - CPMC						
1	WORKITEM	Review for completeness and resolve discrepancies	60	1	0	0	0	0 43
2	WORKITEM	Create log in database with appropriate dates.	30	1	0	0	0	0 43
3	WORKITEM	Review route requested in database, print copies, prepare/return to service support team	120	1	0	0	0	0 43

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	RIGHT-OF-WAY INQUIRY PER INQUIRY						
0	ADD							
1	GROUP	COLLOCATION PROJECT MANAEMENT CENTER - CPMC						
1	COMMENT							
1	WORKITEM	Review for completeness and resolve discrepancies	30	1	0	0	0	43
2	WORKITEM	Create log in database with appropriate dates.	20	1	0	0	0	43
3	WORKITEM	Based on information provided, determine and verify field engineering contacts	15	1	0	0	0	43
4	WORKITEM	Make copies for appropriate work groups and distribute	60	1	0	0	0	43
5	WORKITEM	Act as point of contact between engineering and acct exec for any issues	75	1	0	0	0	43
6	WORKITEM	Track and escalate as required to ensure that time frames are met	45	1	0	0	0	43
	GROUP	RIGHT OF WAY MANAGER						
1	WORKITEM	OSP staff manager receives request from CPMC, forwards to state row manager	15	1	0	0	0	34
1	WORKITEM	State ROW manager gathers easement documents, forwards back to CPMC	120	1	0	0	0	34

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	RIGHT-OF-WAY DOCUMENT PREPARATION						
0	ADD							
0	GROUP	RIGHT OF WAY MANAGER						
1	WORKITEM	Prepare Quit Claim deed when requested by CLEC	120	1	0	0	0	34

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
1001	ADD	FIELD VERIFICATION FEE - POLES PER POLE						
6100	GROUP	OUTSIDE PLANT ENGINEERING - FIELD ENGR. (OSP)						
1	WORKITEM	Make field visit, identify pole number, street code, ownership. Document forms.	20	1	0	0	0	34

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	FIELD VERIFICATION FEE - MANHOLES PER MANHOLE						
1001	ADD							
3	GROUP	CONSTRUCTION MANAGEMENT CENTER (CMC)						
1	COMMENT	Probability represents 15 manholes per job. 1/15=.067						
1	WORKITEM	Receive job for osp engr, schedule Net. Tech., open job and route to construction forces	87	0.067	0	0	0	11
0	GROUP	NETWORK TECHNICIAN - SPLICER						
1	WORKITEM	Load truck, travel set up area, ventilate, test, pump, enter manhole, remove area protection, depart	90	1.000				11
6100	GROUP	OUTSIDE PLANT ENGINEERING - FIELD ENGR. (OSP)						
1	WORKITEM	Make field visit, verify/identify issues at the proposed location.	20	1.000	0	0	0	34
2	WORKITEM	Draw notes of existing facilities, send information to tactical planner	70	1.000	0	0	0	34

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	PLANNER VERIFICATION Per Manhole						
0	ADD							
0	GROUP	TACTICAL PLANNING						
1	WORKITEM	Records Review for manhole verification	15	1	0	0	0	13

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
0	ADD							
0	GROUP	OUTSIDE PLANT ENGINEERING - FIELD ENGR. (OSP)						
1	WORKITEM	Inspector time during manhole verification	90	1	0	0	0	34

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
	HEADER	MANHOLE MAKE-READY INSPECTOR Per Manhole						
0	ADD							
0	GROUP	OUTSIDE PLANT ENGINEERING - FIELD ENGR. (OSP)						
1	WORKITEM	Inspector time during manhole innerduct placement	240	1	0	0	0	0 34

## ***RIGHT-OF-WAY DOCUMENT PREPARATION***

**\*ADD\***

### **-RIGHT-OF-WAY MANAGER**

Prepare Quit Claim deed when requested by CLEC

The quitclaim form has been created by the Qwest legal department. It is given to the requesting CLEC. It includes: the legal name of both parties; the legal description of the location requested; signature of a Qwest manager with the authority and delegation powers to execute the document; and proper notarization. This document must be recorded at the appropriate county and is also input into our ROW Document Retention System.

SOURCE: BRUCE MCCULLOCH  
14-Nov-01

Minutes

120

Line Num	Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Prob #3	Prob #4	Labor Code
1001	HEADER ADD	PDR Transfer of Responsibility Fee						
1	GROUP	SERVICE SUPPORT TEAM						
1	WORKITEM	Receive request from CLEC via email	10	1				02
2	WORKITEM	Validate contracts for both transferring and assuming CLECs	5	1				02
3	WORKITEM	Send Electronic LOA and PDR Transfer of Responsibility Application form to CPMC via email	2	1				02
4	WORKITEM	Complete Qwest Transfer of Responsibility Consent Form	5	1				02
5	WORKITEM	Notice CLEC, CPMC and joint Use Group of date to complete trans via Qwest Trans of Resp Consent Form	5	1				02
6	WORKITEM	File records completion notice from CPMC	2	1				02
7	WORKITEM	Notice Assuming CLEC that PDR Transfer has been completed	5	1				02
0	COMMENT							
1	GROUP	COLLOCATION PROJECT MANAGEMENT CENTER - CPMC						
1	WORKITEM	Receive and review electronic LOA and PDR Transfer of Responsibility Application from the SSC.	2	1				43
2	WORKITEM	Validate BAN Number(s)	5	1				43
3	WORKITEM	Receive email from Deb Marshall to verify that payment has been received	2	1				43
4	WORKITEM	Receive completed Qwest Transfer of Responsibility Consent form from the SSC.	3	1				43
5	WORKITEM	Determine OSP Field Engineer using Wire Center Information program	2	1				43
6	WORKITEM	Compose and forward cover sheet with Request documents to OSP Field Engineer	8	1				43
7	WORKITEM	Create CPMC job file, electronic folder, and enter into tracking system	10	1				43
8	WORKITEM	Shared time for common phone calls, meetings, reports	3	1				43
9	WORKITEM	Receive notice that records changes have been completed	3	1				43
10	WORKITEM	Forward records completion notice to SSC	2	1				43
11	WORKITEM	Update and close CPMC job file, electronic folder, and tracking system	5	1				43
0	COMMENT							
5	GROUP	OUTSIDE PLANT ENGINEERING - FIELD ENGR. (OSP)						
1	WORKITEM	Receive notice of required records changes and due date	3	1				34
2	WORKITEM	Access OSPFM or Cimage Database	5	1				34
3	WORKITEM	Navigate OSPFM or Cimage Database	10	1				34
4	WORKITEM	Update appropriate records in OSPFM or Cimage Database	5	1				34
5	WORKITEM	Close OSPFM or Cimage Database	5	1				34
6	WORKITEM	Send notice to CPMC of OSP record update completion	3	1				34
MATT ROSSI - PM								
01-Mar-02								

**TAB 152**

	A	B	C	D	E	F	G
1	<b>QWEST CUSTOM LABOR RATES FOR 2003 (Based on 12/02 issue of labor rates using Yr 2001 actuals &amp; forecasted to Yr 2003)</b>						
2	(Requested by Denise Eoriatti)						
3							
4	The Premium component has been removed (from the Directly Assigned rates) to calculate the following rates.						
5	11.50% (Occupational) & 10.88% (Management) has been added for additional taxes & savings plan to the overtime rates.						
6							
7							
8	<b>QWEST RATES</b>		<b>2003 RATES</b>	<b>2003 HALF HOUR RATES</b>			
9	<b>L10 - LOCAL ASSIGNMENT &amp; DISPATCH</b>	STRAIGHT TIME RATE	40.93	20.47			
10		TIME & HALF RATE	54.03	27.01			
11		DOUBLE TIME	67.12	33.56			
12							
13							
14	<b>6623.1 CUSTOMER SVC &amp; SERVICE ORDERS</b>	STRAIGHT TIME RATE	41.73	20.87			
15	(This is a combination of the previous rates for	TIME & HALF RATE	52.99	26.49			
16	6623.11 & 6623.123. This rate includes all	DOUBLE TIME	64.24	32.12			
17	service order work, incl. Interexch. & interconnection)						
18							
19							
20							
21	<b>COMBINED L10 + 6623.1</b>						
22	<b>L10</b>	STRAIGHT TIME RATE	41.33	20.67			
23	<b>6623.1</b>	TIME & HALF RATE	53.51	26.75			
24		DOUBLE TIME	65.68	32.84			
25							
26							
27							
28	<b>PROVIDED BY: DOREEN SMITH - LABOR RATE SPECIALIST</b>						
29	<b>12/18/2002</b>						

: 6623.1 Labor Rates per half hr.

**Subject: L10 & 6623.1 Labor Rates per half hr.**

**Date:** Wed, 18 Dec 2002 08:53:31 -0600

**From:** "Doreen Smith" <dcsmith@qwest.com>

**Organization:** U S WEST Communications, Inc

**To:** Denise Eoriatti <deoriat@uswest.com>

Denise,

This file includes both the L10 and 6623.1 rates per half hr.

Doreen

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[ ] eoriatti_Yr 2003.xls	<b>Name:</b> eoriatti_Yr 2003.xls <b>Type:</b> Microsoft Excel Worksheet (application/vnd.ms-excel) <b>Encoding:</b> base64
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**TAB 154**

## MEMORANDUM

TO: Dan Deffley  
FROM: Laurie Eide  
DATE: September 24, 1999  
SUBJECT: Bona Fide Request Feasibility  
Average work hours

The following is a revised breakdown by activity for the time it takes technical and other personnel to determine Bona Fide Request (BFR) feasibility. The primary groups involved are the Infrastructure Availability Center (IAC) and Interconnection Planning (IP).

**BFR receipt and preliminary review: 1.5 Hours**

IAC: Includes composing and disbursing BFR related documents, such as determining due dates, appropriate SMEs; logging and tracking dates and activities, establishing file for each request, project tracking. (.5 hour)

IP: Review the documentation and determine if request qualifies under the Telecom Act; determine if there is an existing Network IP Strategy for request. (1 hour)

**BFR-Specific Project Plan: 8 Hours**

IAC / IP: Input to 30-day project plan via calls / meetings with Account Mgmt, Product Mgmt, to review request, clarify information, identify missing data, determine necessary additional information required, and obtain appropriate SMEs for project. (4 hours each group)

**Feasibility Analysis: 4 Hours**

IP: Detailed research and analysis with any or all of the following SMEs: Systems, Architecture, Models and Configuration, Network Strategies, New Services Planning, Engineering, Product Management, Legal And Public Policy.

**Technical Feasibility Recommendation: 12.5 Hours**

IP: Develop written strategy paper or recommendation based on the results of the feasibility analysis. Circulate for cross-group concurrence. Obtain director or executive-level approval. Deliver to IAC and BFR Manager and participate in review sessions as needed. (12 hours)

IAC: Provide the AMC group with a copy of the IP Strategy / Recommendation and complete tracking dates and file in folder. (.5 hours)