



IMA Release 17.0 Enhancements

Overview Objectives

Upon completion of this lesson, you should be able to:

- Know the IMA 17.0 Release date
- Discuss the impacts of each enhancement
- Recognize changes to IMA GUI as a result of Release 17.0

Release Date

IMA Release 17.0

***Installation begins Saturday,
April 9, 2005***

***In Production on Monday,
April 11, 2005***

6:00 AM Mountain Time

IMA 17.0 Candidates

- Standardize ECCKT Format to Match on LSR and FOC Output
- Modify FBDL LSTR to Pre-populate Fields in Order with PreOrder Data
- TRO QPP Residential Credit USOCs & Feature Functionality
- Straight Line Directory Listing End State for ACT=V
- Port Service Form Used for UNE-P Requests in Place of Resale Form (RS)
- Allow Bulk Disconnections and Suspensions in IMA GUI

IMA 17.0 Candidates, Cont.

- New Qwest DSL Loop Qualification Response
- Add Check Box to LSR for FCC Lifeline Order Certification
- Allow Financial Suspend Order to Flow Through for WA, OR, and ID-N
- New USOCs and New Loop Qualification Responses for DSL Premier Tier
- New and Grandparented Qwest Choice Business Packages
- Remove Reject Codes prior to Release 15.0

Standardize ECCKT Format to Match on LSR and FOC Output

Standardize ECCKT Format to Match on LSR and FOC Output

With this enhancement, IMA now prohibits the ECCKT from being populated for the following products:

- Product (4) Unbundled Loop
- Product (22) UFL
- Product (23) UDL
- Product (41) UBL SPLIT

When the ACT=N or V, and LNA=N with a REQ TYP = AB, the ECCKT is prohibited.

NOTE: This candidate applies to Unbundled Loop LSRs (ACT=N or V, LNA=N only), in all regions.

Thought Provoking Questions

Standardize ECCKT Format to Match on LSR and FOC Output

1. Why is use of the ECCKT prohibited until Qwest makes the initial ECCKT assignment?

Modify FBDL LSTR to Pre-populate Fields in Order with PreOrder Data

Modify FBDL LSTR to Pre-populate Fields in Order with PreOrder Data

With this enhancement, orders will be significantly simplified for the CLEC by adding recap capability which will auto-populate existing listing data. This will include the following order types; Change, Delete, Migration and Move.

Caption listing orders (Change, Delete, Migration, and Move) will also be considerably easier to create since most of the listing information can be auto-populated using the recap function.

Modify FBDL LSTR to Pre-populate Fields in Order with PreOrder Data

With this enhancement, IMA will provide:

1. An LSTR and Recap button to the Directory Listing Request Screen
2. Update LSTR Multiple Match Screen – add new column for Local Main Listing (LML)
3. Provide a Listing Recap Selection Screen: Allows users to recap listing data and auto populate data from Listing Reconciliation (LSTR) to ORDER for the following FBDL Order Activity Types:
 - > Change (LSR ACT=C)
 - > Disconnect (LSR ACT=D)
 - > Conversion (LSR ACT=W)
 - > Move Orders (LSR ACT=T)

Modify FBDL LSTR to Pre-populate Fields in Order with PreOrder Data

4. Validate Listing Database for New Connect orders (LSR ACT=N). If an account/listing already exists, IMA will not allow the order to be submitted.
5. Validate Listing Database for Disconnect, Change or Migration orders (LSR ACT=D, C or W). If account/listing does not exist, IMA will not allow the order to be submitted.
6. Validate for duplicate Orders for New Connect (LSR.ACT=N) and Disconnect (LSR ACT=D). If an order with the same LSR ACT and Account Number has been submitted, IMA will not allow the order to be submitted on the same day.

Modify FBDL LSTR to Pre-populate Fields in Order with PreOrder Data

- 7. No changes are allowed when a listing has been recapped with:
 - > LSR ACT=D & LACT=O**
 - > ACT=C or T and LACT=O or Z**
 - > ACT=W and LACT=Z****

- 8. Changes are required when a listing has been recapped with:
 - > ACT=C or T and LACT=I****

- 9. IMA will perform account ownership validation for:
 - > LSR ACT=C**
 - > LSR ACT=T**
 - > LSR ACT=D****

May not migrate listing with same Company Code as Provider issuing order.

May not migrate listing with non-FBDL Company Code (i.e., Qwest, Reseller).

Modify FBDL LSTR to Pre-populate Fields in Order with PreOrder Data

The following forms may be auto/pre-populated when LSTR is accessed prior to Order and the Recap functionality is used:

- > Local Service Request (LSR) Form
- > End User (EU) Form (Local Main Listing (LML) data used for auto-populate)
- > Directory Listing (DL) Form

NOTE: For a full list of all fields on the above forms that will auto-populate, please see the MS Word Training Overview document.

Thought Provoking Questions

Modify FBDL LSTR to Pre-populate Fields in Order with PreOrder Data

1. What is the main purpose of adding the Recap functionality to FBDL orders?
2. Which key screens will have data auto-populated when CLECs use Recap functionality?

TRO QPP Residential Credit USOCs & Feature Functionality

TRO QPP Residential Credit USOCs & Feature Functionality

With this enhancement, IMA will add an edit to ensure that the LAWUR USOC is added to residential end user accounts (TOS 2) only.

NOTE: This candidate applies to QPP POTS only; all regions.

Error message:

“If FEATURE contains LAWUR, TOS first character must be 2 (residential).”

Thought Provoking Questions

TRO QPP Residential Credit USOCs & Feature Functionality

1. What is the intent of this change?

Straight Line Directory Listing End State for ACT=V

Straight Line Directory Listing End State for ACT=V

With this enhancement, the CLEC will be able to have an 'end state' for listings on a full conversion. The purpose of this change is to support ACT = V migration scenarios.

CLECs want to be able to order any Directory Listing on the initial migration order for the customer regardless of what kind of directory listing the customer may have with Qwest as it states on the CSR. Qwest will reconcile any difference and provision the customer as stated on the LSR.

Straight Line Directory Listing End State for ACT=V

On a full conversion, Flow Through Rules will retain or create all listings mentioned on the LSR and remove all listings that exist on the CSR and not mentioned on the LSR.

This functionality will be allowed for UNE POTS (P or Star) QPP (product 25) when ACT = V only.

The STYC of SL (Straight line listing only), or SH (Straight line header) with the LACT = N only and the conversion request is for a full conversion.

Straight Line Directory Listing End State for ACT=V

When converting *existing* listings on an account, the CLEC must use the existing Qwest ALI code. If *new* listings are being set up as part of the conversion, the CLEC must use a new ALI code that is not already in use on the account. As part of the conversion, any listings that exist on an account that are not submitted by the CLEC will be removed.

For *new* listings set up by the CLEC, the code should start with “A” or CLEC desired letter. An ALI code that is already in use for an account *cannot* be reused. An ALI code associated with a listing to be deleted *cannot* be reused in the same request.

Thought Provoking Questions

Straight Line Directory Listing End State for ACT=V

1. What is the main purpose of this change?
2. Which products does this change apply to?

Port Service Form Used for UNE-P Requests in Place of Resale Form (RS)

Port Service Form Used for UNE-P Requests in Place of Resale Form (RS)

Currently, the Resale Service (RS) form is used to send administrative and service detail information along with the Local Service Request (LSR).

With the deployment of IMA Release 17.0, CLECs will begin using the Port Service (PS) form when ordering UNE POTS (P or STAR) or QPP Residential and Business (POTS) services. CLECs using the IMA GUI will be prompted to use the PS form when using the Order Form Scenario and Open LSR screens.

Port Service Form Used for UNE-P Requests in Place of Resale Form (RS)

CLECs will follow existing rules for UNE POTS (P or STAR) or QPP when requesting the service and all current edits will still apply, with the exception that they will now submit the PS form instead of the RS form.

Port Service Form Used for UNE-P Requests in Place of Resale Form (RS)

Only the PS Form will be available to the CLECs, the RS Form will no longer be an option.

The screenshot shows a software window titled "Order Information for New LSR / BRC". It contains several input fields and a table. The fields are: PON: Test, VER: (empty), REQTYP: M - UNE POTS (P OR STAR) and B - Firm Order, Activity: N - New Installation and/or Account, TOS: 1 - Business, and BAN: (empty). Below these is a table with columns "Form Name", "Required", and "Include". The "Port Service" row is highlighted with a blue box, and a blue arrow points to the "Include" column of the "Local Service Request" row.

Form Name	Required	Include
Local Service Request	Yes	<input checked="" type="checkbox"/> Yes
End User	Yes	<input checked="" type="checkbox"/> Yes
Port Service	Yes	<input checked="" type="checkbox"/> Yes
Listing Forms	Yes	<input checked="" type="checkbox"/> Yes

Buttons at the bottom: Edit Form, Clear All Forms

Port Service Form Used for UNE-P Requests in Place of Resale Form (RS)

The new fields have also been added to the Port Service (PS) Form:

1. NIDR
2. MEGACENTNM

Two buttons have also been added:

3. PreOrder
4. Recap

The screenshot shows the 'Port Service' application window. At the top, there are fields for PON, VER, AN (NNN-X99-999-999), PGTY, and ORD. Below this is a 'Service' tab with a 'Remarks' sub-tab. The main form area contains various fields: LOCNUM, LNUM, LNA, TNS, TERS, TLI, OTN, PIC, LPIC, TSP, SAN, NPI, CKR, EOCKT, and MEGACENTNM. There are also buttons for 'Add', 'Delete Current', 'Clear Current', and 'Delete All'. A 'Secondary TC' section is visible below, with fields for TC TO BEC, TC ID, and TC NAME, and buttons for 'Add', 'Delete Current', 'Clear Current', and 'Delete All'. At the bottom, there are buttons for 'OK', 'Print Preview', 'E-mail', 'PreOrder', 'Recap', 'Clear', 'Reset', and 'Cancel'. A context menu is open over the 'PreOrder' and 'Recap' buttons, listing options: 'Reserve Telephone Numbers', 'Facility Check', 'Validate CFA', 'Review Full CSR', 'Service Availability', and 'Raw Loop Data'. Annotations 1-4 are placed as follows: 1. NIDR field, 2. MEGACENTNM field, 3. PreOrder button, and 4. Recap button.

Port Service Form Used for UNE-P Requests in Place of Resale Form (RS)

Other functionality will keep the same basic look and utility when using the PS form and will not change substantially from those used with the RS form. This includes the following:

- > LSR Notice Inquiry screen
- > FOC
 - Confirmation Notice
 - Reject Notice

Thought Provoking Questions

Port Service Form Used for UNE-P Requests in Place of Resale Form (RS)

1. What is the main purpose of this change?
2. Does this change have any affect on existing edits?

Allow Bulk Disconnections and Suspensions in IMA GUI

Allow Bulk Disconnections and Suspensions in IMA GUI

With this candidate, CLECs can send bulk requests to disconnect, suspend, or deny *up to 100* POTS accounts via a single request. The requests are called Bulk Request to Create (BRC) (rather than an (LSR), and are submitted via IMA GUI ***only***.

IMA accepts the BRC and mechanically creates multiple LSRs, one LSR for each account shown on the BRC.

NOTE: Bulk requests apply at the account level only. Partial account activity is not allowed with BRCs.

Allow Bulk Disconnections and Suspensions in IMA GUI

Bulk Disconnects and Suspends are represented as a new product (#43).

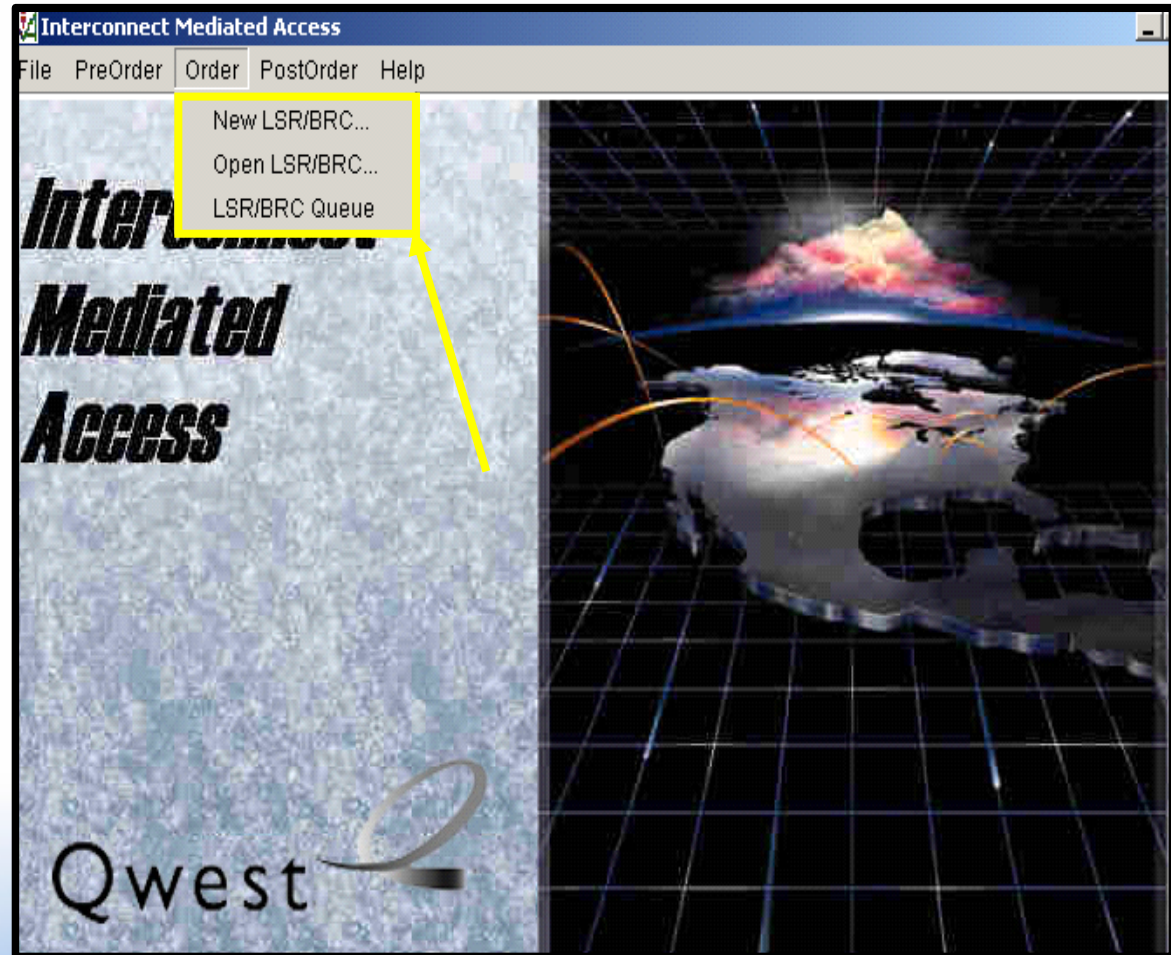
The following POTS CSR classes of service are eligible for a bulk request:

1FA, 1FB, 1FL, 1FR, 1MB, 1MR, 1SS, 1TM, 2FB, 2FE, 2FR, 2SS, 4FB, 4FR, 4SS, 8FB, 8FR, 8SS, A2Y, B1M, B4Q, FNN, FNQ, FNS, FNY, JRG, JRM, JRN, JRV, LMB, LW1, R1M, RCFVH, RCFVF, RCFVT, RCFVE, RCFVS, RCFWT, RCFWE, RCFWS, RCFVN, RCFRH, RCFRF, RCFRT, RCFRS, RCFRE, RCFRN, RD5, RD6, RUA, RUB, RVE, RVJ, RVM, RWG, RWH, RWV, SB1, SB4, SBB, U5F, U5R, UHR, and UHE1X.

Allow Bulk Disconnections and Suspensions in IMA GUI

The GUI menu selections now include references to the BRC in addition to LSR.

(PostOrder name changes have also occurred.)



Allow Bulk Disconnections and Suspensions in IMA GUI

By providing a list of working numbers from qualifying POTS CSRs using the new bulk Request Type (REQTYP=Z) and Type of Service (TOS=5), IMA will create single LSRs for each associated account. In other words, multiple line accounts can be disconnected by providing a single TN from the account.

Order Information for New LSR / BRC

PON: VER:

REQTYP:

Activity:

TOS:

BAN:

Form Name	Required	Include
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Edit Form Clear All Forms

Print Preview E-mail Save Submit Clear Reset Close

Allow Bulk Disconnections and Suspensions in IMA GUI

Multiple account activities ***are not allowed*** on a single BRC. All accounts will be disconnected, for instance, when the requested activity is D (Disconnect).

If other activities are desired for some accounts, they should be submitted on individual LSRs or as a separate group on another BRC.

Two forms are used to submit the BRC – Local Service Request (LSR/BRC) and End User (EU). The forms have been modified to accommodate BRC activity.

The contact tab on the LSR/BRC form ***must*** be completed for all BRCs.

Allow Bulk Disconnections and Suspensions in IMA GUI

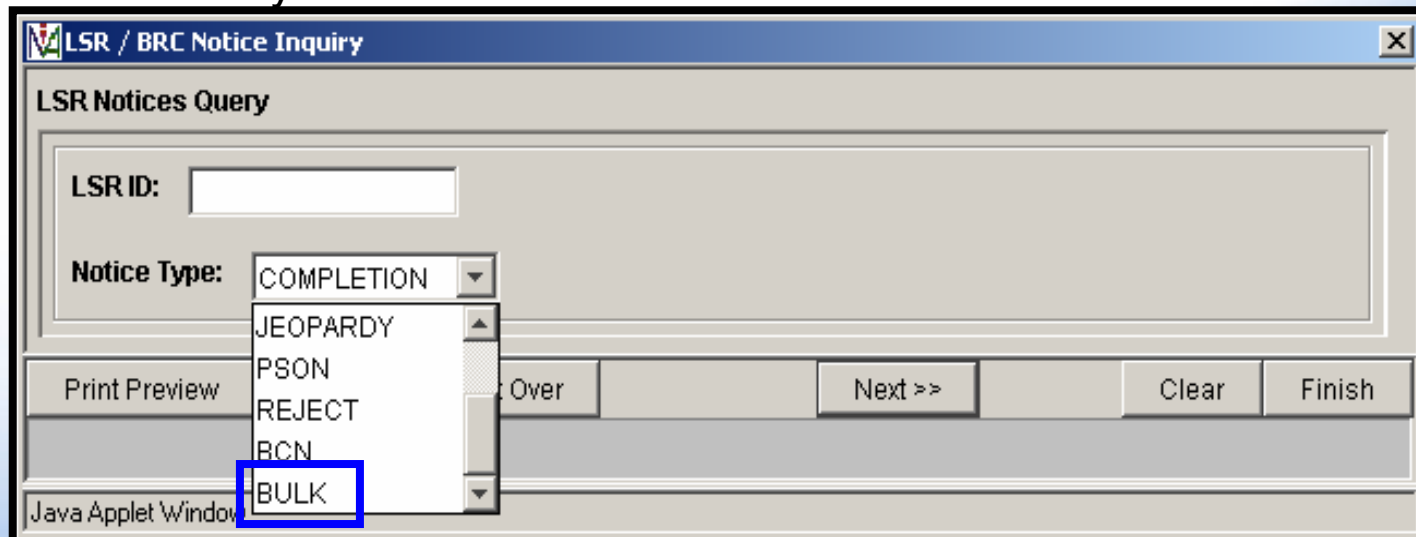
Intercept Services, Transfer of Calls or TC, are requested via the EU form Disconnect section on a BRC. TC can be requested on disconnects or seasonal suspends for individual TNs when desired. If TC is *not* selected the standard disconnect recording is applied.

For multi-line accounts, the CLEC ***must*** enter all lines that require TC. Since Bulk is used for account level transactions only, IMA assumes that all lines present on the CSR and not specified in the BRC will be disconnected or suspended.

Allow Bulk Disconnections and Suspensions in IMA GUI

A BRC confirmation notice can be obtained by querying the CCNA/PON or LSR ID assigned to the BRC on the LSR Status Inquiry screen. Selecting BULK status in the Post Order Status Updates filter and opening the BRC will also return the BRC confirmation notice.

The BRC confirmation notice contains the DDD entered on the LSR form. When different due dates are requested for any individual account on the BRC, those due dates will be communicated on the FOC associated with the LSR created by IMA.



Thought Provoking Questions

Allow Bulk Disconnections and Suspensions in IMA GUI

1. What is the intended purpose of this change?
2. How many accounts can be sent via the new BULK request functionality?
3. What are the REQTYP and TOS that are required when placing Bulk requests?

New Qwest DSL Loop Qualification Availability Response

New Qwest DSL Loop Qualification Availability Response

With this change, Facility Check Loop Qualification can return a new response for all DSL qualified products (i.e. Resale Qwest DSL, UNE-P with Qwest DSL, Shared Products, Etc.). This response will indicate that the TN *may* be eligible for a line move, UDC removal.

The message on the new response will be similar to the following:

“Local Loop MAY support Qwest DSL service. Issue order following CONDITIONAL loop qualification process. Dispatch is Required.”

When the new Provisional Loop Qualification response is returned, the service order will be given the standard interval for that product based on the Standard Interval Guide (SIG).

New Qwest DSL Loop Qualification Availability Response

PreOrder Impact

CLECs will receive a new loop qualification response in IMA PreOrder for a *Provisional Qualification* response. The message will be:

“Provisional qualification, additional investigation is required. Submit the order.”

Order Impact

For Shared Products, no new impact. Use current process in place.

For Qwest DSL, CLECs will be required to submit the order with the SCA field populated with a “Y”. An IMA BPL edit *will not* allow the LSR to be submitted without this entry for a Provisional Loop Qualification response.

Thought Provoking Questions

New Qwest DSL Loop Qualification Availability Response

1. What is being changed when using Facility Check Loop Qualification?

Add Check Box to LSR for FCC Lifeline Order Certification

Add Check Box to LSR for FCC Lifeline Order Certification

The FCC recently adopted an Order in the Lifeline and Link Up docket that amends previous rules.

In particular, the FCC now requires Qwest and other Eligible Telecommunications Carriers to maintain records that document compliance with state and federal rules governing the Telephone Assistance Plan (TAP; a low-income assistance program for subsidized phone service) programs, and provide documentation upon request.

FCC requires that in the case of resold Lifeline services, ***Qwest must obtain certification from the resellers*** that Qwest is complying with the Commission's requirements.

Add Check Box to LSR for FCC Lifeline Order Certification

This solution will be implemented in two phases in IMA:

1) On April 1, 2005: Qwest will begin collecting responses from CLECs/Resellers as a result of notices being distributed to Customers in the first quarter of 2005. The notices will describe the reason and associated actions required by the CLECs. These collected responses will be used to update the Corporate User Profile.

2) Starting June 1, 2005: IMA edits will be 'turned-on' to prevent the CLECs from using certain Telephone Assistance Plan, TAP (low income assistance program for subsidized phone service) USOCs if they have not responded and updated their CUP, effectively certifying their compliance to the TAP/Lifeline rules. IMA will be able to identify related USOCs on the LSR and automatically check the Corporate User Profile for a positive TAP compliance indicator.

Add Check Box to LSR for FCC Lifeline Order Certification

Use the Interconnect Functions screen to access the System Administration section, select View Corporate User Profile and scroll down to locate the following CLEC/TAP Lifeline Guideline Compliance screen.

The Wholesale Systems Help Desk will collect these certification responses and add them to the Corporate User Profile following the 17.0 release in April.

CLEC TAP/Lifeline Guideline Compliance	
<input checked="" type="checkbox"/> Certified	
by CLEC authorized officer:	<input type="text"/>
on date:	<input type="text" value="2005-02-09"/>
ticket #:	<input type="text" value="12345"/>
Updated:	2005-02-09 10:31:13.0

Add Check Box to LSR for FCC Lifeline Order Certification

CLECs will receive notification that they *must* take action between April 1 and May 31, 2005 by contacting the Wholesale Systems Help Desk to acknowledge their understanding and compliance with Federal and State rules governing TAP/Lifeline services.

CLECs that *do not* respond to our request for certification acknowledgement will have TAP related LSRs rejected after June 1, 2005, and will continue to be unable to submit such requests until they do respond with their acknowledgement. The reject will be an upfront edit, effectively disallowing submission of related requests.

NOTE: PCATs and other pertinent documentation will reflect these changes.

Thought Provoking Questions

Add Check Box to LSR for FCC Lifeline Order Certification

1. What is the main purpose of this change?
2. What are the two critical dates involved in this change?

Allow Financial Suspend Order to Flow Through for WA, OR, and ID-N

Allow Financial Suspend Order to Flow Through for WA, OR, and ID-N

With this enhancement, financial suspends via LSR can be submitted in a consistent manner across all regions for Resale POTS and UNE POTS (P or Star) QPP service. Financial suspends for the Western region will flow through as appropriate and according to PUC requirements.

Financial suspends requested for Washington, Oregon and Northern Idaho can *only* be one-way originating suspends for Resale POTS type service.

DMS100 and DMS10 switches are allowed two-way financial suspends for Resale POTS.

UNE POTS (P or Star) QPP services are allowed *both originating and terminating suspension*, when a financial suspend is required by the CLEC for any switch type.

Thought Provoking Questions

Allow Financial Suspend Order to Flow Through for WA, OR, and ID-N

1. What is the intent of this change?
2. Which products does this change affect?

New USOCs and New Loop Qualification Responses for DSL Premier Tier

New USOCs and New Loop Qualification Responses for DSL Premier Tier

Qwest will introduce a new DSL product called Qwest Choice DSL Premier. This will include new Qwest DSL USOCs and speeds of 3 Mbps, 5 Mbps & 7 Mbps.

Along with this offering will be two new Qwest DSL speeds for repair in the event the current 1.5M Qwest DSL speed cannot be provisioned.

New USOCs and New Loop Qualification Responses for DSL Premier Tier

Facility Check DSL Loop Qualification

Below are the Loop Qualification responses for the Qwest Choice DSL Premier product and the Repair speeds:

- Qwest Choice DSL Premier (up to 7M/896k)
- Qwest Choice DSL Premier (up to 5M/896k)
- Qwest Choice DSL Premier (up to 3M/640k)
- Qwest Choice DSL Deluxe (repair) (up to 1.5M/640k)
- Qwest Choice DSL Deluxe (repair) (up to 640k/256k)

IMA PreOrder Loop Qualification will return new responses once the new product has been fully implemented.

Thought Provoking Questions

New USOCs and New Loop Qualification Responses for DSL Premier Tier

1. What is the new product name that will be available via Loop Qualification?

New and Grandparented Qwest Choice Business Packages

New and Grandparented Qwest Choice Business Packages

Effective April 11, 2005, all current Qwest Business feature packages and Resale Centrex 21 products will be grandparented. Three new business packages will be introduced to replace the ones being grandparented.

The following packages will no longer be available for Feature Activity (FA) of N-Add. Existing packages may be retained on existing accounts, however they will no longer be available if the end user moves or disconnects.

- Call Manager Connection – Business
- Custom Choice® for Business Package
- Qwest Business Line Plus
- Qwest Choice™ Business
- SmartSet™

New and Grandparented Qwest Choice Business Packages

The following new business packages will be available on April 11, 2005. The Qwest Choice™ Business package is being reintroduced. New Product Catalogs (PCATs) will be published in conjunction with the availability of these new packages that explain the feature options of each.

- Qwest Choice™ Business (In Colorado, this package is known as Qwest Choice™ Business Pick 3)
- Qwest Choice™ Business Plus
- Qwest Choice™ Business Add-A-Line

New and Grandparented Qwest Choice Business Packages

Resale Centrex 21 products are being grandparented in the Tariffs effective April 11, 2005. The following terms and conditions apply to this grandparented product:

- All Month-to-Month accounts are ineligible for new connect, outside move, or change requests
- For unexpired Rate Stabilized term agreements, only the following activities are allowed:
 - Adding new lines
 - Disconnecting lines
 - Rearrangement of features

Thought Provoking Questions

New and Grandparented Qwest Choice Business Packages

1. Which three new packages will be introduced on April 11th?
2. Which packages will be Grandparented on April 11th?

Remove Reject Codes prior to Release 15.0

Remove Reject Codes prior to Release 15.0

With the deployment of Release 17.0, functionality from Release 14.0 will be removed from IMA. This includes removing Reject Codes (900 series) and associated descriptions that applied to releases prior to Release 15.0.

Only Reject Codes introduced in Release 15.0 and later will be displayed.

Older records may reflect 900 series Reject Codes.

NOTE: Please see the tables in the IMA 17.0 training document for complete lists of reject codes being removed, and a list of codes retained from IMA Release 15.0.

Thought Provoking Questions

Remove Reject Codes prior to Release 15.0

1. Reject Codes from which IMA Release will be used from this release forward?

Remember!!

IMA 17.0 - 04/11/2005

6:00 AM Mountain Time