Chapter 2: Home Module

| Overview | | |
|-----------------|---|------------------------|
| Introduction | The Qwest Control[®] Home module provides you access to system. This module provides you access to Qwest Contro Qwest News, access to Help & Training and a link to contact | I Products & Services, |
| In this Chapter | This chapter contains the following topics. | |
| | Торіс | See Page |
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Qwest Control Home Module

Introduction The Qwest Control home page provides you access to all the modules of the Qwest Control system. The Home page is divided into four main quadrants; including access to Qwest Control Products & Services, Qwest News, Access to Help and Training modules.

In addition to these quadrants, you can also access contacts from the Qwest Control Home page.

Sections and The table below describes the sections displayed on the **Home** module. **Descriptions**

| Section | Description |
|---|---|
| Welcome | The welcome message provides the First Name, Last Name and the Qwest Control Enterprise ID (QCID) for the |
| | user id that was entered when logging into the application. |
| Live Help | This functionality is not supported for Wholesale customers. |
| Logout | This link that is located in the top right section of the screen, allows you to log out of the Qwest Control system. |
| Main menu bar | The main menu bar allows you to access any of the Qwest Control modules, including (if applicable): Home Products eBilling Ordering Repair Administration Remote Control Simply click the module you want to see and the system will open it. |
| Qwest Contacts | This functionality is not supported for Wholesale customers. |
| Contacts | This functionality allows you to view or add a proactive notification contact list. |
| Qwest Control Products & Services | This section displays the company name and products available to you under your Enterprise ID via the Qwest Control system. Each product that is listed provides a link to the corresponding inventory screen. |
| | Note : If you have not been assigned access to your products/services in Qwest Control, please contact your company designated administrator to assign you privileges. |

Qwest Control Home Module, continued

| Section | Description |
|-----------------------|---|
| News Center | This section provides additional information about system enhancements, maintenance schedules and promotional details. |
| Need Help? | This section displays contact information for obtaining help by LAN line, internet or within the Qwest Control application. In addition, you can access the Qwest Control user guides from this section. |
| Training Resources | This section provides educational courses to help you manage your business in Qwest Control or Remote Control. |

Example

An example of the **Qwest Control Home** page appears below.

| /elcome John Doe QCID: 1234 | Live Help lo |
|--|---|
| Qwest Control® Home Products | eBilling Ordering Repair Administration Remote Control |
| QWEST CONTACTS CONTACT LIST IOF_TEST_CLIEN | т |
| (Qwest)Qwest Control Products & Services Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest service These links will enable you to access your qwest products registered in Qwest Control. • LD • Toll Free • iQ Net | News Center TimesofIndia <u>TimesofIndia</u> (01/15/2007) News Archive |
| leed Help? | Training Resources |
| Wholesale Help Qwest is committed to providing excellent customerservice. If you need to find your account contacts, ha question about a product or service, or are havin technical difficulty, we are here to help. Please refershe following contact details for assistance: Contact the Qwest Control Customer Care C at 1-800-291-7707 or 303-664-7309 Submit a Qwest Control National Care Ticket http://www.gwest.com/wholesale/nccc/index.html Help files are located in the upper right corner of mages. Help files are specific to each page. | ave ga you execute your business plan and to assist you in learning how to do business with Qwest, listed below you will find Web Based Training courses to assist you in your needs: <u>Qwest Control Web Based Training</u> <u>Remote Control Web Based Training</u> |
| bages, help lifes are specific to each page. | |

Accessing your Administrator

Procedure

Follow the steps in the procedure below to **access** the contact information for your **system administrator**.

| Step | Action | | | |
|------|--|--|--|--|
| 1 | From the Home module, locate the Qwest Control Products & Services section of the screen. | | | |
| | Example: | | | |
| | Welcome John Doe QCID: 1234 | | | |
| | Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control | | | |
| | QWEST CONTACTS CONTACT LIST | | | |
| | QWEST TEST ACCOUNT Qwest Control Products & Services Important You have not been assigned access to the product features for Qwest Control. Please contact <u>your</u> company designated administrator to assign you privileges to Qwest Control. News Center • TimesofIndia TimesofIndia (01/15/2007) News Archive | | | |

Accessing your Administrator, continued

|) | | Action | | |
|---|-------------------------|--|------------------------|----------|
| " | 'Please contact y | Control Products & Ser our company designated | l administrator" link. | |
| 1 | appears providing | A (Customer System Adr you contact information or your enterprise. | | een |
| | 🕙 CSA Users - Microsoft | t Internet Explorer provided by Qw | est | |
| | Customer system Ad | ministrator for your enterprise : | | <u>^</u> |
| | First Name | Last Name | Phone Number | |
| | 9846296csa | 9846296csa | 111111111111111 | |
| | | | | iii. |
| | | Close Window | 1 | |
| | | Close Window n will only display when t ed to your username. | there are no products | sor |

Accessing your Products

Procedure Follow the steps in the procedure below to **access** your **products** from the home page.

| Step | Action |
|------|--|
| 1 | From the Home module, locate the Qwest Control Products & Services section of the screen. |
| | Example: |
| | Welcome John Doe QCID: 1234 |
| | Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control |
| | QWEST CONTACTS CONTACT LIST |
| | (Qwest)Qwest Control Products & Services News Center |
| | Qwest Control provides a broad range of tools including biling, inventory, configuration statistics and repair, to help you control your Qwest services. These links will enable you to access your qwest products registered in Qwest Control. • Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) |
| | LD Toll Free i Q Net |
| | |

Accessing your Products, continued

| tep | Action | | | | | | |
|-----|--|----------------------|-----------------|-------------------|----------|---------------|-------------|
| 2 | From the Qwe si desired product | | oducts & Ser | vi ces sec | tion, cl | ick on t | the |
| | Result: The in | nventory scre | een for the pro | duct you s | electe | d is dis | playe |
| | TOLL FREE DATA I | Q NET LD | | | | | |
| | INVENTORY | | | | | | |
| | | | | | | <u> </u> | OWNLOAD H |
| | Filters | Telephone Numbe | ers(1-4 of 4) | | | | |
| | Phone # | | | | Proje | ect Accountin | unting Code |
| | | Phone # 1 | Name | VNS Enabled | Туре | Digits | Index |
| | Phone Range | 614-222-2222 | 6142222222 | No | None | None | None |
| | From | 614-222-2222 | 6142222222 | No | None | None | None |
| | то | 614-222-2222 | 6142222222 | No | None | None | None |
| | | 614-222-2222 | 6142222222 | No | None | None | None |
| | Name | Telephone Numbe | ers(1-4 of 4) | | | | |
| | Proj Acc Code Type | | | | | | |
| | ▼ | | | | | | |
| | Proj Acc Code Index | | | | | | |
| | | | | | | | |
| | VNS Enabled | | | | | | |
| | VINS Enabled | | | | | | |
| | | - | | | | | |
| | Reset G | 0 | | | | | |

Accessing a News Announcement

Procedure Follow the steps in the procedure below to **access** a **new announcement**.

| Step | Action | | | | | |
|------|---|--|--|--|--|--|
| 1 | From the Home module, locate the News Center section of the screen | | | | | |
| | | | | | | |
| | Example: | | | | | |
| | Welcome John Doe QCID: 1234 Live Help logout | | | | | |
| | Qwest Control [®] Home Products eBilling Ordering Repair Administration Remote Control | | | | | |
| | QWEST CONTACTS CONTACT LIST | | | | | |
| | (Qwest)Qwest Control Products & Services News Center | | | | | |
| | Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest services. Theselinks will enable you to access your qwest products registered in Qwest Control. Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) | | | | | |
| | LD Toll Free io Net | | | | | |
| 2 | From the News Center section, click on the more link. Result : The system displays the entire content for the news | | | | | |
| | announcement selected. | | | | | |
| | 🐔 Home - Microsoft Internet Explo 🗐 🗆 🔀 | | | | | |
| | Content | | | | | |
| | Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of every month at 10:30 AM Mountain time. Click the link in the Training Resource section below to register for future Webinars. | | | | | |
| | Close | | | | | |
| 3 | Click on the Close button. | | | | | |

Accessing More News

Procedure Follow the steps in the procedure below to **access more news** announcements.

Note: The **More News** link will be provided on the home page of Qwest Control application when more than five announcements are posted. The **More News** link allows you to review the remaining announcements not visible on the home page.

| Step | Action |
|------|---|
| 1 | From the Home module, locate the News Center section of the screen. |
| | Example: |
| | Welcome John Doe QCID: 1234 Live Help logout |
| | Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control |
| | QWEST CONTACTS CONTACT LIST |
| | (Qwest)Qwest Control Products & Services News Center |
| | Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest services. Theselinks will enable you to access your qwest products registered in Qwest Control. Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) ID |
| | Tail Free i <u>O Net News Archive </u> |
| | |
| 2 | From the News Center section, click on the More News link. Result : The system displays any additional announcements not provided on the hone page. |
| | 街 Home - Microsoft Internet Explorer provided by Qwest |
| | News Center Image: Control Webinars and the Grad and the Close Close Image: Close and the Grad and the Gr |
| 3 | Click on the Close button. |

Accessing News Archive

Procedure Follow the steps in the procedure below to **access** news announcements that have been **archived**.

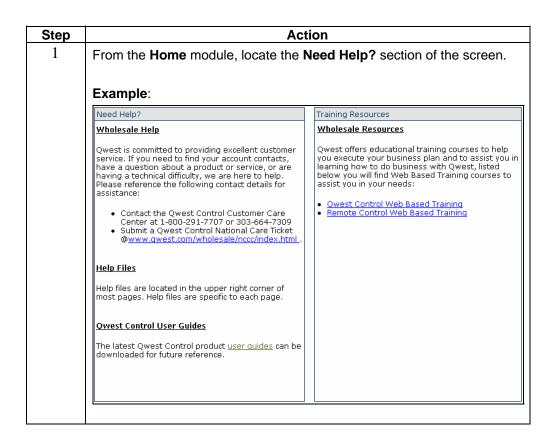
Note: Once a news announcement has expired it will be available in the **News Archive** for **60 days** for your review; after 60 days the announcement will be removed from the Qwest Control application.

| Step | Action |
|------|---|
| 1 | From the Home module, locate the News Center section of the screen. |
| | Example: |
| | Welcome John Doe QCID: 1234 Live Help logout |
| | Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control |
| | QWEST CONTACTS CONTACT LIST |
| | (Qwest)Qwest Control Products & Services News Center |
| | Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest services. These links will enable you to access your qwest products registered in Qwest Control. Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) Quest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) • LD • Toll Free • • • • • • • • • • • |
| | iQ Net News Archive |
| 2 | From the News Center section, click on the News Archive link. Result : The Archived News/Promos List screen appears. |
| | E) Home - Microsoft Internet Explorer provided by Qwest Archived News/Promos List |
| | Type: Content Type: Content Downtime, Qwest Control vIII not be available on Jan 22, 10 pm EST through Jan, 23 at 1 em EST. If you need AVY assistance during this time please contact BMD outcomer support at 877-726- |
| | Rev. Tokketing fundionality vill not be available on Hon. Jan 22nd from 10:00 pm to Tues, Jan 23nd 6:00 am 15T. If you need APC assistance during this time please contact MMG outcome support at 077-724-65 Archived News/Promos List |
| | |
| 3 | Click on the Close button. |

Accessing Qwest Control User Guides

Procedure

Follow the steps in the procedure below to **access** the Qwest Control **user guides**.



Accessing Qwest Control User Guides, continued

| Action |
|--|
| From the Qwest Control User Guides section of the Need Help? quadrant, click on the user guides link. |
| Result : The Qwest Control Overview Presentations & User Guides screen appears. |
| Qwest. Spirit of Service Qwest Control Overview Presentations & User Guides |
| Wholesale Markets – Qwest Control User Guides & Reference Materials |
| Wholesale Qwest Control User Guide |
| The Qwest Control User Guide is designed for resellers and carriers of Qwest Wholesale services who are responsible for managing accounts and service components. This manual also provides the user with the following information: |
| A general overview of the structure, navigation, modules, online help and functions (including Home, Products, eBilling, Ordering and Repair Modules) of the Qwest Control system. Detailed instructions on how to utilize the modules of the Qwest Control system. |
| The Qwest Control User Guide has been published in several individual documents for your convenience. |
| Introduction to Qwest Control Getting Started with Qwest Control Qwest Control Home Module |
| |

Accessing Qwest Control User Guides, continued

| 01 | | Andrea | | | |
|------|---|---|----------|--|--|
| Step | Action | | | | |
| 3 | Click on the link for each document you would like to review. | | | | |
| | Result: The | e document is opened in a PDF format. | | | |
| | Version 2.0 | Qwest Control Use | r Guide | | |
| | | Chapter 2: Home Module | | | |
| | Overview | | | | |
| | Introduction | The Qwest Control[®] Home module provides you access to all modul system. This module will provide you notices & updates, access to tra files and a link to contacts. | | | |
| | In this Chapter | This chapter contains the following topics. | | | |
| | | Торіс | See Page | | |
| | | Overview | 28 | | |
| | | Qwest Control Home Module | 29 | | |
| | | | | | |
| 4 | Once review | red, you may close the document file and the | | | |

Accessing Web Based Training

Procedure

Follow the steps in the procedure below to **access** the Qwest Control and Remote Control **web based training**.

| ер | Action | | | | | |
|----|--|--|---|--|---|-----------------------|
| 1 | From the Home mode screen. | ule, locate the | Traini | ng Resou | rces section | of the |
| | Example: | | | | | |
| | Need Help? | | | Training Resources | | |
| | Wholesale Help | | | esale Resource | <u>s</u> | |
| | Qwest is committed to providing excellent customer service. If you need to find your account contacts, have a question about a product or service, or are having a technical difficulty, we are here to help. Please reference the following contact details for assistance: • Contact the Qwest Control Customer Care | | you ex learnir below assist | Qwest offers educational training courses to hel you execute your business plan and to assist you learning how to do business with Qwest, listed below you will find Web Based Training courses assist you in your needs: <u>Owest Control Web Based Training</u> <u>Remote Control Web Based Training</u> | | ssist you , listed |
| | Center at 1-800-291-770 • Submit a Qwest Control N @ <u>www.qwest.com/whole</u> | National Care Ticket | | | | |
| | <u>Help Files</u> | | | | | |
| | Help files are located in the upp most pages. Help files are spec | | | | | |
| | | | | | | |
| | Owest Control User Guides | | | | | |
| | The latest Qwest Control product <u>user quides</u> can be downloaded for future reference. | | | | | |
| | | | | | | |
| | | | | | | |
| 2 | From the Training Ro training link. | esources sec | tion of 1 | he screen | , click on the | desir |
| | Result: The Wholes WHOLESALE Training & Notices | course Catalog | atalog | screen is | displayed. | CONTAC |
| | WHOLESALE Training & Notices Training | | _ | | | CONTAC |
| | WHOLESALE Training & Notices Training > Course Catalog > Course Schedule & | Course Catalog | ng to buil | d and updat | te skills. ings. If you would | CONTAC |
| | WHOLESALE Training & Notices Training > Course Catalog | Course Catalog Providing trainin Below is a listing of Q | ng to buil | d and updat | te skills. ings. If you would | CONTAC |
| | WHOLESALE Training & Notices Training > Course Catalog > Course Schedule & Registration | Course Catalog Providing trainir Below is a listing of Q like to view a course of | ng to buil west Whole lescription, Type of | d and updat sale course offer click on the title (Delivery | e skills. ings. If you would of the course. | CONTAC |

Accessing Web Based Training, continued

| Step | Action |
|------|--|
| 3 | From the Wholesale Course Catalog screen, click on the "Click Here to Register" for the desired web-based training course. |
| | Result: The Web Based Training Registration Form is displayed |
| | Web Based Training Registration Form |
| | Registration Information NOTE: * Indicates Required Field |
| | Step 1: Provide information about yourself First Last Name: Your Company: * |
| | Course: APL Frame Relay PIC Dispute Resolution CEMR High Speed Internet (HSI) Service Controx Systems IDSL via IMA Collocation IDMA GUI Permote Control DDS DS Resale VLT DS1 via IMA DS1 Line Sharing/Shared Loop SH4S DS3 Lis Trunking SFST DS3 Resale via IMA DSS Qrevest DSS Qrevest Feel via IMA EEL via IMA Feel Via IMA Control Control DSS Control Control SH4S DSS Control Control SH4S Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Cont |
| | Step 2: Click "Submit" |
| | SEARCH CO ABOUT OWEST CAREERS AT OWEST |
| 4 | From the Web Based Training Registeration Form, enter your First Name, Last Name and Your Company name: |
| 5 | From the Course radio buttons, select Qwest Control or Remote Control . |

Accessing Web Based Training, continued

| 6 Cli | ck on the Submit button: | | | |
|-------|---|--|---------------|---|
| | | | | |
| Re | sult: The selected cours | se is displayed: | | |
| 🐔 h | ttp://www.qwest.com - Menu - Microsoft Internet | Explorer provided by Qwest | | _ |
| Q | West. Split af Service" | | References | |
| | Click on a Topic to beg | in, or Select this ' Start Course' link. | | |
| | Qwest Control Web-Based Training Help | Topics 💌 | | |
| | Module 1: Getting Started | Topics | | |
| | Module 2: Home Page | Topics | I | |
| | Module 3: Product Applications | Topics | | |
| | Module 4: Product Reports | Topics | ~ | |
| | Module 5: eBill | Topics | | |
| | Module 6: Ordering | Topics | | |
| | Module 7: Repair | Topics | | |
| | Module 8: Customer Administration | Topics | | |
| | Module 9: Remote Control | Topics | ~ | |
| | Module 10: Course Conclusion | Topics 💌 | | |
| | | | | |
| Сору | right © 2006 Qwest Legal Notices Privacy Policy | | Qwest Control | ® |
| | | | | |
| | | | | |
| | | | | |

Qwest Contacts

Introduction The Qwest Contacts (including Viewing Qwest Contacts, Searching for Accounts, Viewing Enterprise Support Team, Emailing a Contact, etc.) functionality is not supported for Wholesale customers; please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional guestions.

Contact List

Introduction The proactive notification Contact List application allows you to view or add a list of LIMS (Logical Inventory Management System) contacts. The screen is divided into three sections:

- The **Filters** section allows you to narrow the list of contacts. •
- The Functions section allows you to create a new contact. •
- The **Contacts** section displays a list of contacts to update or delete.

Note: In Qwest Control, the system will display the Contact List screen when the IQ Net (wholesale version known as DIA) product is available, if you do not have a DIA product this page will not display.

Fields and Descriptions The table below describes the fields and buttons displayed in the Contact List application.

| Field | Description |
|---------------|---|
| | Filters Section |
| Search Level | This optional field allows you to select one of the following to begin your search: Enterprise Customer Account Location Circuit Contact Name at All Levels |
| Customer Name | This <i>conditional</i> field allows you to enter the customer name associated to the contact. Note: If you selected the Customer Account option in the Search Level field, you will be required to select a Customer Name or Customer Account ID. |

Contact List, continued

Fields and

(continued)

Descriptions

| Field | Description |
|------------------------|---|
| Customer Account ID | This <i>conditional</i> field allows you to enter the customer account number associated to the contact. |
| | Note: |
| | If you selected the Customer Account option in the Search Level field, you will be required to select a Customer Account ID or Customer Name. If you selected the Location option in the Search Level field, you will be required to select a Customer ID. |
| Circuit ID | This <i>conditional</i> field allows you to enter the circuit |
| | identification associated to the contact or location. |
| | |
| | Note: If you selected the Circuit option in the Search Level |
| Country | field, you will be required to enter a Circuit ID.This optional field allows you to select the Country |
| Country | associated to the contact. |
| State | This optional field allows you to select the State associated |
| | to the contact. |
| City | This optional field allows you to select the City associated to |
| Contact Type | the contact. This optional field allows you to select one of the following |
| contact Type | Roles/Titles for the associated contact: |
| | Current Responsible Individual |
| | Maintenance |
| | Proactive Notification |
| | SWIP Abuse |
| | SWIP NOC |
| | SWIP ORG SWIP Descures Technical |
| | SWIP Resource Technical Sales Engineer |
| | Service Delivery Project Manger |
| | Site |
| | Technical |
| Contact Name | This <i>conditional</i> field allows you to enter the name of the contact. |
| | Note: If you selected the Contact Name at All Levels option in the Search Level field, you will be required to select a Contact Name . |
| 60 | This button allows you to apply the requested filter(s) entered for the account list. |

Contact List, continued

Fields and Descriptions

(continued)

| Field | Description | | |
|--------------------|---|--|--|
| Functions Section | | | |
| Create New Contact | This link allows you to open the Create New Contact | | |
| | screen. | | |
| | Contacts Section | | |
| Contact Name | This column displays the contact's first and last name. | | |
| Level/Value | This column displays the level/value associated to the contact. | | |
| Email | This column displays the email address for the contact. | | |
| Order of Contact | This column displays the contact priority. | | |
| Contact Type | This column displays the Role/Title of the associated contact. | | |

Viewing the Contact List

Procedure Follow the steps in the procedure below to view the **Contact List** application.

| Step | Action | | | | | |
|------|---|-------------------------------------|------------------------------------|-------------------|---------------------|-----------------|
| 1 | From the Home module, click on the Contact List application. | | | | | |
| | Result: The proactive notification Contact List screen appears. | | | | | |
| | Filters | Contacts (1-1 o | of 1) | | | HELP |
| | Search Level | Contact Name | Level/Value | E-mail | Order Of Contact | Contact Type |
| | Enterprise 💌 | 🛅 Jane Doe | Enterprise/9834730 | janedoe@qwest.com | PRIMARY | TECH |
| | Customer Name | Contacts (1-1 o * Please enter a | of 1) at least three characters | | | |

Filtering the Contact List

Procedure Follow the steps in the procedure below to **filter** your list of existing **Contacts**.

Note: The filtering fields are provided in the left-hand navigation area of the screen; enter your filtering criteria as needed.

| Step | Action | | | | |
|------|--|--|--|--|--|
| 1 | From the proactive notification Contact List screen, select the Search | | | | |
| | Level (if applicable) from the provided drop down menu for your filter. | | | | |
| 2 | From the Customer Name field (if applicable), enter the desired | | | | |
| | customer name for your filter. | | | | |
| | | | | | |
| | Note: If you selected the Customer Account option in the Search | | | | |
| | Level field, you will be required to enter a Customer Name or | | | | |
| 3 | Customer Account ID. From the Customer Account ID field (if applicable); enter the desired | | | | |
| 3 | account number for your filter. | | | | |
| | | | | | |
| | Note: | | | | |
| | • If you selected the Customer Account option in the Search | | | | |
| | Level field, you will be required to enter a Customer Account | | | | |
| | ID or Customer Name. | | | | |
| | If you selected the Location option in the Search Level field, | | | | |
| | you will be required to enter a Customer ID . | | | | |
| 4 | In the Circuit ID field (if applicable); enter your Qwest Circuit ID for the | | | | |
| | circuit you want to filter. | | | | |
| | Note: If you selected the Circuit option in the Search Level field, you | | | | |
| | will be required to enter a Circuit ID . | | | | |
| 5 | From the Contact Type drop down menu (if applicable), select the | | | | |
| | desired contact type for your filter. | | | | |
| 6 | In the Contact Name field (if applicable), enter the contact name for the | | | | |
| | contact you want to filter. | | | | |
| | | | | | |
| | Note: If you selected the Contact Name at All Levels option in the Search Level field, you will be required to select a Contact Name . | | | | |
| 7 | Click Go to filter the Contact List information. | | | | |
| ' | | | | | |
| | Result: The Contact List is filtered based on your selected criteria. | | | | |
| | QWEST CONTACTS CONTACT LIST | | | | |
| | нер | | | | |
| | Filters Contacts (1-1 of 1) | | | | |
| | Search Level Contact Level/Value E-mail Order Of Contact Contact Type | | | | |
| | Customer Account V III EMMA JONES Customer Account/66699955 emmajones@qwest.com PRIMARY TECH | | | | |
| | Customer Name Contacts (1-1 of 1) WHOLESALE TEST ACCOUNT * Please enter at least three characters | | | | |
| | Customer Account ID | | | | |
| | 66699955 | | | | |
| | | | | | |

Create a New Contact

Introduction The Create a New Contact screen allows you to create a new contact in the Qwest Control system.

Fields and Descriptions The table below describes the fields and buttons displayed in the **Create a New Contact** screen.

| Field | Description | | | |
|------------------------|--|--|--|--|
| Create Contact Section | | | | |
| Customer Account Name | This field allows you to select the Customer Account Name that will be associated to the contact. | | | |
| Customer Account ID | This field allows you to select the Customer Account ID that will be associated to the contact. | | | |
| Location | This field displays the full address of the physical location that will be related to the contact. | | | |
| Get Customer Locations | This button allows you to select the Location that will be associated to the contact. | | | |
| Qwest Circuit ID | This field allows you to enter the Qwest Circuit ID to search for. | | | |
| Search Qwest CircuitID | This button allows you to search for the Circuit ID entered in the Qwest Circuit ID field. | | | |
| Contact Level | This field allows you to select the Contact Level that will be associated to the contact. | | | |
| Add Contact | This button takes you to the step 2 of the Create Contact wizard. | | | |
| Cancel | This button allows you to undo your changes on the create user screen and returns you to the Contact List screen. | | | |
| C | ontact Details Section | | | |
| Contact Name | This <i>required</i> field allows you to enter the first and last name of the contact. | | | |
| Category | This <i>required</i> field allows you to select the Category that will be associated with the contact. | | | |
| Email | This required field allows you to enter the Email address that will be associated to the contact. | | | |
| SWIP Handle | This optional field allows you to enter you the SWIP Handle that will be associated to the contact. | | | |
| Time Zone | This required field allows you to select the Time Zone that will be associated to the contact. | | | |
| Contact Type | This required field provides you a list of Roles/Titles available to associate to your contact. | | | |
| Order of Contact | This required field allows you to select the contact priority. | | | |

Fields and Descriptions

(continued)

| Field | Description | | | |
|-----------------------------|--|--|--|--|
| Contact Information Section | | | | |
| Country Code | This required field allows you to select the Country | | | |
| | that will be associated to the contact. | | | |
| IDDD City Code | This <i>optional</i> field allows you to enter the City Code value. | | | |
| Office Phone Number | This <i>conditional</i> field allows you to enter the 10-digit Phone number and extension (if available) for the contact. | | | |
| | Note: This field will be required if the Preferred Method of Contact is Office Phone Number. | | | |
| Fax Number | This <i>conditional</i> field allows you to enter the 10-digit Fax number (if available) for the contact. | | | |
| | Note: This field will be required if the Preferred Method of Contact is Fax Number. | | | |
| Home Phone Number | This <i>conditional</i> field allows you to enter the 10-digit Home number (if available) for the contact. | | | |
| | Note: This field will be required if the Preferred Method of Contact is Home Phone Number. | | | |
| Cell Phone Number | This <i>conditional</i> field allows you to enter the 10-digit Cell phone (if available) for the contact. | | | |
| | Note: This field will be required if the Preferred Method of Contact is Cell Phone Number. | | | |
| Numeric Pager Number | This <i>conditional</i> field allows you to enter the 10-digit Pager number (if available) for the contact. | | | |
| | Note: This field will be required if the Preferred Method of Contact is Numeric Pager Number . | | | |
| Email Pager (Cell Text) | This <i>conditional</i> field allows you to enter the Email address for a text messaging device. | | | |
| | Note: This field will be required if the Preferred Method of Contact is Email or Text Pager. | | | |
| | ed Method of Contact Section | | | |
| Business Hours | This <i>conditional</i> section allows you to define the contact method during normal business hours. | | | |
| | Note : If the option for numeric or text pager is selected, then the phone number field is not required. | | | |

Fields and Descriptions (continued)

| Field | Description |
|----------------------|---|
| After Business Hours | This <i>conditional</i> section allows you to define the contact method for after business hours. |
| | Note : If the option for numeric or text pager is selected, then the phone number field is not required. |
| Submit | This button allows you to save your entries in the Create a New Contact screen. |
| Cancel | This button allows you to undo your changes and returns you to the Contact List screen. |

Procedure Follow the steps in the procedure below to create a New Contact.

| tep | Action | | | |
|-----|---|---|--|--|
| | From the proactive notification Col New Contact List function. | tact List screen, click on the Crea | | |
| | Result: The Create New Contact | Step 1 of 2 wizard screen appears | | |
| | | act- <i>Step 1 of 2</i> IDD CONTACT, else click CANCEL to exit this wizard. | | |
| | Create New Contact | | | |
| | Customer Account Name: | • | | |
| | Customer Account ID: | | | |
| | Location: Get Customer Locations |] | | |
| | Qwest Circuit ID: | Search Qwest CircuitID | | |
| | Contact Level: Enterprise 💌 | and Canad | | |
| | Add Contact Cancel | | | |
| | create your contact: | | | |
| | create your contact: If you want to create | Then | | |
| | create your contact: If you want to create An Enterprise or Customer | Then Select the desired contact | | |
| | create your contact: If you want to create | Then | | |
| | create your contact: If you want to create An Enterprise or Customer | Then Select the desired contact | | |
| | create your contact: If you want to create An Enterprise or Customer | Then Select the desired contact level. Note: The Contact Level | | |
| | create your contact: If you want to create An Enterprise or Customer Level contact A contact associated with the | Then Select the desired contact level. Note: The Contact Level default value is Enterprise. Select the Customer Account | | |
| | If you want to create An Enterprise or Customer Level contact A contact associated with the Customer Account Name A contact associated with a specific Customer Account | Then Select the desired contact level. Note: The Contact Level default value is Enterprise. Select the Customer Account Name from the drop-down list. Select the Customer Account | | |
| | If you want to create If you want to create An Enterprise or Customer Level contact A contact associated with the Customer Account Name A contact associated with a specific Customer Account ID A contact for a specific | Select the desired contact level. Note: The Contact Level default value is Enterprise. Select the Customer Account Name from the drop-down list. Select the Customer Account ID from the drop-down list. Click Get Customer Locations to select the | | |

Procedure

(continued)

| Step | Action |
|------|---|
| 3 | Click Add Contact. |
| | Result: The Create New Contact Step 2 of 2 wizard screen appears. |
| | QWEST CONTACTS CONTACT LIST |
| | Create Contact- Step 2 of 2 Enter contact information then continue with SUBMIT, else click CANCEL to exit this wizard. |
| | Create New Contact - Create at Location level for 6000 PARKWOOD PL DUBLIN OH USA^1 Contact Details (Required fields marked with '*') |
| | Contact Name:* |
| | Category: Specific Person |
| 4 | In the Contact Name field, enter the first and last name of the contact. |
| 5 | From the Category drop down menu, select the appropriate contact category. |
| 6 | In the Email field, enter the contact's email address. |
| 7 | In the SWIP Handle field (if applicable), enter your SWIP value. |
| 8 | From the Time Zone drop down menu, select the contact's time zone. |
| 9 | From the Contact Type list box, select the appropriate contact type. |
| 10 | From the Order of Contact drop down menu, select the appropriate contact priority. |
| 11 | From the Country Code drop down menu, select the contact's country. |
| 12 | In the IDDD City Code field (if applicable), enter the appropriate city code. |
| 13 | In the Office Phone Number and Extension fields (if applicable), enter the contact's office telephone number. |
| 14 | In the Fax Number (if applicable), enter the contact's fax number. |
| 15 | In the Home Phone Number (if applicable), enter the contact's home telephone number. |
| 16 | In the Cell Phone Number (if applicable), enter the contact's cellular telephone number. |

Procedure

(continued)

| Step | Action | | | | | | |
|------|---|--|---------|------------------------|-----------------|-----------|---------|
| 17 | In the Numeric Pager Number (if applicable), enter the contact's pager number. | | | | | | |
| 18 | In the Related Email (if applicable), enter the contact's email address for a text messaging device. | | | | | | |
| 19 | Select the check Business Hours | | the pr | eferred m | nethod of conta | ct during | J |
| 20 | Select the check Business Hours | | the pr | eferred m | nethod of conta | ct during | J After |
| 21 | Click ^{Submit} . Result: The sy | /stem returns | s a su | ccessful i | message. | | |
| | More Details Contact Detail Functions Update Contact Add Contact Type Add Contact Phone | Contact was Successfully Added! Information For: Jane Doe Contact Details Name: Jane Doe Contact Details Name: Jane Doe Contact Details Name: Jane Doe Contact Details Image: Jane doe@qwest.com E-mail: GMT -05:00 (Eastern Standard Time) Status: Contact Type Contact Type Contact Type Contact Phones Contact Phones Phone Number Phone Type Phone Ext/PIN Related E-mail IDDD Country Contact Phones S555 GetL S555 GetL S555 Gott S555 Gott S5555 <td cols<="" th=""><th>sility sH</th></td> | | <th>sility sH</th> | sility sH | | |
| | | Image: 614) 555- 5555 OFFICE 5555 001 Image: 614) 555- 5555 PAGER 001 Image: 614) 555- 5555 PAGER 001 Image: 700 million C145555555@vtext.com 001 | | | | | |
| | | | | | Done | | |
| 22 | Click ^{Done} . Result: The sy | /stem returns | s you 1 | to the Co | ntact List scre | en. | |

Contact Details

| Introduction Fields and Descriptions | The Contact Details screen allows you to view the details or update information for each contact selected. The screen is divided into four sections: The Functions section provides links to Update Contact, Add Contact Type and Add Contact Phone screens. The Contact Details section displays the information about the contact selected from the contact list. The Contact Types section displays the details and allows you to delete or update the information. The Contact Phones section displays the details and allows you to delete or update the information. | | | |
|--|--|--|--|--|
| | Field | Description | | |
| | | Functions Section | | |
| | Update Contact | This function allows you to update existing contact information for the selected contact. | | |
| Add Contact TypeThis function allows existing contacts. | | | | |
| | Add Contact Phone This function allows you to add additional telephone deta to your existing contacts. | | | |
| | | Contact Details Section | | |
| | Name | This field displays the name of the contact. | | |
| | Category | This field displays the category associated with the contact. | | |
| | Email | This field displays the email address for the associated contact. | | |
| | Time Zone | This field displays the time zone for the associated contact. | | |
| | Status | This field displays the current status of the contact (Active or Inactive). | | |
| | | Contact Types Section | | |
| | Contact Type | This field provides a list of roles associated to each contact. | | |
| | Order of Contact | This field displays a priority of contacts and who should be contacted first. | | |
| | Availability | This field displays when the contact is available either Business Hours (BH) or After Business Hours (ABH). | | |
| | Preferred Method | This field displays the best method to reach the contact. | | |
| | | Note: If the option for numeric or text pager is selected, then the phone number field is not required and defaults to (111)222-3333. | | |
| | Preferred Method Availability | This field displays the best way to reach each contact. | | |
| | <u> </u> | This icon allows you to delete the selected contact. | | |
| | 4 | This icon allows you to update the selected contact. | | |

Contact Details, continued

Fields and Descriptions (continued)

| Field | Description |
|-------------------|--|
| | Contact Phones Section |
| Phone Number | This field displays the telephone number in which the contact can be reached. |
| Phone Type | This field allows you to identify the kind of phone information being added. |
| Phone Ext./PIN | This field displays the extension or pin number to use with the phone number on the same line. |
| Related Email | If the type selected is Text Pager or Email Pager then this field displays the email address for the device. |
| IDDD Country Code | This field displays the IDDD Country Code for the country associated to the contact. |
| IDDD City Code | This field displays the IDDD City Code for the City associated to the contact. |
| Done | Click this button to return to the previous screen. |
| | This icon allows you to delete the selected contact. |
| 2 | This icon allows you to update the selected contact. |

Viewing the Contact Details

Procedure Follow the steps in the procedure below to **view** the **Contact Details** screen.

| ep I | Action | | | | | | |
|---------|---|---|---------------|--------------------|--------------------|--------------------|-------------------------------|
| | From the proad Contact Name Result: The I | e hyperlink. | | | | | he |
| | QWEST CONTACTS C | ONTACT LIST | | | | | |
| | More Details Contact Detail Functions | Information For: Ja Contact Details Name: | ine Doe | Jane Do | - | | 1 |
| | Update Contact Add Contact Type Add Contact Phone | Category: Network Management Services E-mail: janedoe@qwest.com Time Zone: GMT -09:00 (Alaska Standard Time) Status: Active Contact Types | | | | | |
| | | Contact Type | 01 | der Of Contact | Preferred M | lethod | ferred Method Availability |
| | | Technical Technical | | PRIMARY PRIMARY | CEL | | вн |
| | | Contact Phones Phone Number | Phone Type | Phone Ext./PIN | Related E- mail | IDDD Count Code | ry IDDD Cit Code |
| | | (614) 666- 6666 | CELL | | | 001 | |
| | | 🗊 볼 (614) 555- 5555 | OFFICE | | | 001 | |
| | | | | Do | ne | | |
| | | | | | | | |
| | Click Done to | o return to the p | oreviou | us screen. | | | |

Update Contact

Procedure Follow the steps in the procedure below to **update** a **Contact**.

| Step | Action | | | | |
|------|---|-------------------------|---------------|---|--|
| 1 | From the Infor function. | rmation for: "Us | ser" s | creen, click on the Update Contac | |
| | Result: The L | Jpdate Contact | scree | n appears. | |
| | QWEST CONTACTS C | ONTACT LIST | | 1 | |
| | More Details | Information For: Jane D | Doe | | |
| | Contact Detail | Update Contact (Requir | ed fields | s marked with '*') | |
| | Functions | Contact Name:* | Jane | Doe | |
| | Update Contact Add Contact Type | Category:* | Netv | vork Management Services 💌 | |
| | Add Contact Phone | E-mail:* | jane | doe@qwest.com | |
| | | Time Zone: | GMT | -09:00 (Alaska Standard Time) 💌 | |
| | | Status: | Acti | ve 💌 | |
| | | | Submit Cancel | | |
| | | 1 | | | |
| 2 | Update the contact information, as needed. | | | | |
| | If you want to update the Then | | Then | | |
| | Contact N | ame | | Enter the first and last name for the selected contact. | |
| | Category | | | Select the new Category from the drop-down list. | |
| | Email | Email | | Type the full Email Address . | |
| | Time Zone | 16 | | Select the new Time Zone from the drop-down list. | |
| | Status | | | Select the new Status from the drop-down list. | |
| 3 | | to update the se | lecte | d Contact Type information. | |
| 4 | Click Cancel to return to the previous screen without committing your | | | | |

Add Contact Type

Procedure Follow the steps in the procedure below to **add** a **Contact Type**.

| Step | Action | | | |
|------|---|--|--|--|
| 1 | From the Information for: "User" screen, click on the Add Contact Type function. Result: The Add Contact Type screen appears. | | | |
| | QWEST CONTACTS C | DNTACT LIST | HELP | |
| | More Details | Information For: Jane | | |
| | Contact Detail | | uired fields marked with '*') | |
| | Functions Update Contact Add Contact Type | Contact Type:* | Account Consultant Account Executive Alternate | |
| | Add Contact Phone | Order of Contact:* | × | |
| | | Preferred Method of Co | ontact (Select at least one method!) | |
| | | Business Hours: (8 a.m to 5 p.m, M-F) | E-mail Office Phone Home Phone FAX Cell Phone | |
| | | After Business Hours: | E-mail Office Phone Home Phone FAX Cell Phone | |
| | | | Submit Cancel | |
| | | | | |
| 2 | From the Cont | act Type list bo | , select the desired contact type. | |
| 3 | From the Orde priority. | er of Contact dro | p-down, select the desired contact | |
| 4 | From the Preferred Method of Contact section, select all the applicable checkboxes for Business Hours . | | | |
| 5 | From the Preferred Method of Contact section, select all the applicable checkboxes for After Business Hours . | | | |
| 6 | Click Submit to add the Contact Type information. | | | |
| 7 | Click Cancel changes. | to return to the p | revious screen without committing your | |

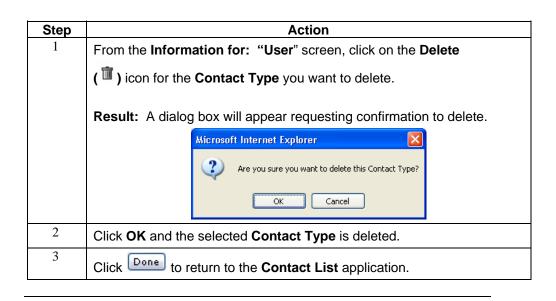
Add Contact Phone

Procedure Follow the steps in the procedure below to **add** a **Contact Phone**.

| Step | Action | | |
|------|--|--|--|
| 1 | From the Information for: "User" screen, click on the Add Contact Phone function. Result: The Add Contact Phone screen appears. | | |
| | QWEST CONTACTS CONTACT LIST | | |
| | More Details Information For: Jane Doe Contact Detail Add Contact Phone Functions Phone Type: Update Contact Counter Counter Code: | | |
| | Add Contact Type UNITED STATES V 001 Add Contact Phone IDDD City Code: Phone Number/Extension: × Related Email: Ex: 6142155455@messaging.com | | |
| | Submit Cancel | | |
| 2 | From the Phone Type drop down menu, select the desired phone type. | | |
| 3 | From the Country drop-down menu, select the desired country/country code. Note : The system will propagate the IDDD country code. | | |
| 4 | In the IDDD City Code (if applicable), enter the desired city code. | | |
| 5 | In the Phone Number/Extension , enter the contact's telephone number and extension (if applicable). | | |
| 6 | If you chose a phone type of Text Pager or Email Pager , then enter the associated email address in the Related Email Address field (example: NPANXX1234@domain.com) | | |
| 7 | Click Submit to add the Contact Phone information. | | |
| 8 | Click Cancel to return to the previous screen without committing your changes. | | |

Delete a Contact Type

Procedure Follow the steps in the procedure below to **delete** a **Contact Type**.



Delete a Contact Phone

Procedure Follow the steps in the procedure below to **delete** a **Contact Phone**.

| Step | Action | | | |
|------|--|--|--|--|
| 1 | From the Information for: "User" screen, click on the Delete | | | |
| | (¹) icon for the Contact Phone you want to delete. | | | |
| | Result: A dialog box will appear requesting confirmation to delete. | | | |
| | Microsoft Internet Explorer | | | |
| | Are you sure you want to delete this phone? | | | |
| | OK Cancel | | | |
| 2 | Click OK and the selected Contact Phone is deleted. | | | |
| 3 | Click Done to return to the Contact List application. | | | |

Update a Contact Type

Procedure Follow the steps in the procedure below to **update** a **Contact Type**.

| Step | Action | | |
|------|--|--|--|
| 1 | From the Information for: "User" s | | |
| | QWEST CONTACTS CONTACT LIST | Detail screen appears. | |
| | More Details Information For: Jane Doe Contact Detail Update Contact Type Detail (Required fields marked with '*') Functions Contact Type: Update Contact Technical Order of Contact: * PRIMARY ▼ Add Contact Type Preferred Method of Contact (Select at least one method!) Business Hours: E-mail ♥ Office Phone Home Phone FAX After Business Hours: E-mail ♥ Office Phone Home Phone FAX Submit Cancel Submit Cancel | | |
| 2 | Update the contact type information | , as needed. | |
| | If you want to update the Contact Type | Then The Contact Type field is read-only and is not editable. | |
| | Order of Contact | Select the desired value from the Order of Contact drop- down menu. | |
| | Business Hours | Select the check box(es) next to the desired method from the Business Hours options. | |
| | After Business Hours | Select the check box(es) next to the desired method from the After Business Hours options. | |
| | | | |
| 3 | Click Submit to update the selected Contact Type information. | | |
| 4 | Click Cancel to return to the previous screen without committing your changes. | | |

Update a Contact Phone

Procedure Follow the steps in the procedure below to update a Contact Phone.

| Step | Action | | | | |
|--------|---|---|--|--|--|
| 1 1 | From the Information for: "User" screen, click on the Update () icon for the Contact Phone you want to update. | | | | |
| | Result: The Update Contact Phone Detail screen appears. | | | | |
| | IDDD City Code: | Submit Cancel | | | |
| 2 | Update the contact phone information | on, as needed. Then | | | |
| | Phone Number | Enter the desired value in the Phone Number field. | | | |
| | Related Email | Enter the desired value in the Related Email address field. | | | |
| | Phone Type | Select the desired value from the Phone Type drop down menu. | | | |
| | Country/Country Code | Select the desired value from the Country/Country Code drop down menu. | | | |
| | IDDD City Code | Enter the desired value in the IDDD City Code field. | | | |
| | | | | | |
| 3 | Click Submit to update the selected Contact Phone information. | | | | |
| 4 | Click Cancel to return to the previo changes. | us screen without committing your | | | |