

Chapter 10: Ordering Module

Overview

Introduction

The **Ordering** module allows you to enter and track configuration requests for your internet services, including:

- **IP Addressing** – Allows you to manage New IP Addressing, Return IP Addressing, Multiple Circuit IDs and SWIP (**Shared WhoIs Project**) Abuse.
 - **DNS** – Allows you to manage New DNS, Modify Existing DNS, Reverse DNS, Delete DNS, and check for DNS availability.
 - **Routing** – Allows you to add or delete routing configurations for your network.
 - **News Feeds** – Allows you to access a news server that will provide a feed to your accounts and configure the news feed Qwest provides your servers.
 - **Configuration Requests** – Allows you to track the status of your configuration requests.
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IP Addressing

Introduction

The IP Addressing screens allow you to request a new IP Address, request IP configurations for return IP addresses and begin the process of requesting additional circuits for your Internet service. The routing functionality is divided into four sections, including:

- **New IP Addressing**
- **Return IP Addressing**
- **Multiple IDs**
- **SWIP Abuse**

Note: The fields that appear on these screens are slightly different depending on whether you have selected the **New Service** or **Existing Service** radio button.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **New IP Addressing** ordering screens.

Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Sales Engineer E-mail Address	This field allows you to enter the email address for the sales engineer associated to your account. Note: This field is only available on the New Service screen.

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Confidential

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IP Addressing, continued

Fields and Descriptions

(continued)

Field Name	Description
Sales Representative E-mail Address	This field allows you to enter the email address for the Sales Rep associated to your account. Note: This field is only available on the New Service screen.
CORE Sales Order Number	This field allows you to enter the CORE identifier for your IP service. You should receive this number via e-mail after ordering your service. If you do not, please contact your Wholesale National Service Manager. Note: This field is only available on the New Service screen.
Circuit ID	This field allows you to enter the unique identifier for the IP circuit. Note: This field is only available on the Existing Service screen.
	This button allows you to save your entries and proceed to the next step of the process.
IP Requirements Screen	
Are you an ISP?	These radio buttons allow you to identify yourself as an Internet S ervice P rovider. Note: The requirements for new IP addresses are different for ISP's and Non-ISP's. The information displayed below these radio buttons changes depending on your selection.
	This button allows you to save your entries and proceed to the next step of the process.
General Information	
Type of Product	This drop-down list allows you select the type of service for your configuration request. Your options may include: <ul style="list-style-type: none"> • Internet Port – provides customer locations with connectivity to the Internet. • Private Port – provides WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point layer two connections or layers 2 MPLS services with template based quality of service traffic priorities.

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IP Addressing, continued

Fields and Descriptions

(continued)



Field Name	Description
How name usable additional IP addresses do you need?	This field allows you to enter the number of IP Addresses you are requesting.
Type of Routing	<p>These radio buttons allow you to indicate the type of routing you will use with the IP addresses. Your options may include:</p> <ul style="list-style-type: none"> • BGP (Border Gateway Protocol) – a protocol that routers employ in order to exchange appropriate levels of information. • Static - this allows you to send data from your route to the router you want to reach on the end location. Unlike BGP, the network is unable to re-route traffic automatically. <p>Note: BGP routing is available for Internet Port service only.</p>
What role will the new IP's service in your network?	These radio buttons allow you to specify the type of request you are submitting.
How many hosts will you have connected to this block today?	This field allows you to enter the number of host machines that currently connect to your IP address(es).
How many hosts in 3 months?	This field allows you to enter the number of host machines that you predict will connect to your IP address(es) in three months.
Customer SWIP Contact	
First Name	This field allows you to enter the first name of the person responsible for managing your organization's IP assignments.
Last Name	This field allows you to enter the last name of the person responsible for managing your organization's IP assignments.
Phone Number	This field allows you to enter the telephone number of the person responsible for managing your organization's IP assignments.
E-mail	This field allows you to enter the email address for the person responsible for managing your organization's IP assignments.
ARIN Handle	<p>This field allows you to enter an existing handle from ARIN.</p> <p>Note: If you supply this value, you do not have to complete the other Customer SWIP contact fields.</p>

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IP Addressing, continued

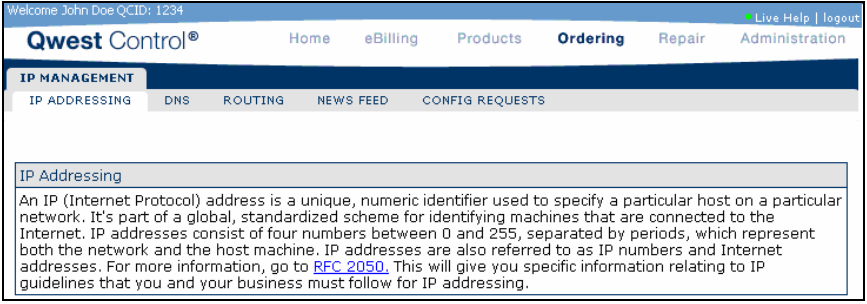
Fields and Descriptions

(continued)

Field Name	Description
Subnet Information	
Lines of Existing Subnets	This field allows you to enter the total number of IP addresses you currently have, including Qwest and other providers.
Lines for Requested Subnets	This field allows you to enter the total number of IP addresses you are requesting.
	This button allows you to enter a new value in the Lines for Existing Subnets or Lines for Requested Subnets fields. Note: The fields for Existing and Requested Subnets are the same.
IP Address	This field allows you to enter the IP address for each subnet you indicated.
CIDR Prefix	This drop-down list allows you to select the appropriate CIDR (Classless InterDomain Routing) prefix to indicate how many addresses are available within each subnet.
Hosts Today	This field allows you to enter the total number hosts currently using each subnet.
Hosts in 3 Months	This field allows you to enter the number of hosts you expect to use for each subnet in three months.
What is this subnet user for?	This drop-down list allows you to indicate the purpose for each subnet.
Additional Information	
Add Additional Comments	This field allows you to provide additional information for large or complex IP configurations to assist in facilitating your configuration request. Note: For Wholesale Partner/Customer representing an end-user in this Qwest Control [®] ticket, please provide end-user contact information in narrative form in the comments section. We require both your contact information in this section and the end-user contact information.
	This button allows you to send your IP configuration information to the system.

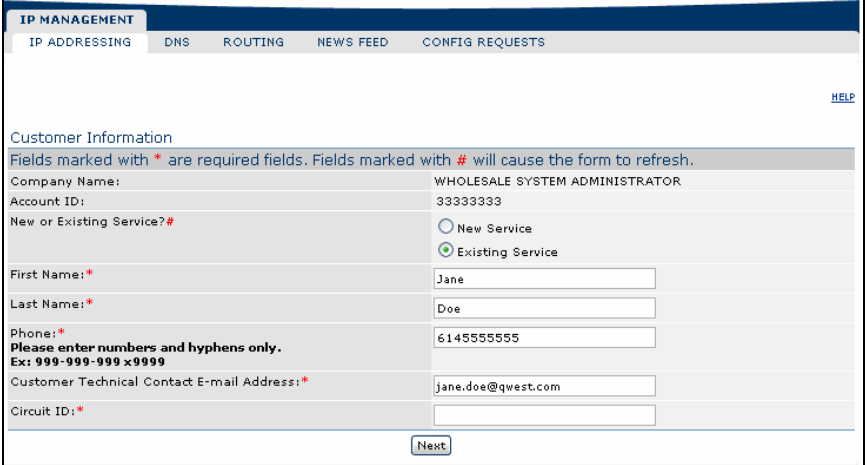
Accessing IP Management

Procedure Follow the steps in the procedure below to access the **IP Management** application.

Step	Action
1	<p>From the Home page, click on the Ordering module.</p> <p>Result: The IP Management application appears.</p>  <p>The screenshot displays the Qwest Control user interface. At the top, there is a navigation bar with the Qwest Control logo and links for Home, eBilling, Products, Ordering (highlighted), Repair, and Administration. Below this is a sub-menu for IP MANAGEMENT, with IP ADDRESSING selected. The main content area shows a section titled 'IP Addressing' with a text box containing the following information: 'An IP (Internet Protocol) address is a unique, numeric identifier used to specify a particular host on a particular network. It's part of a global, standardized scheme for identifying machines that are connected to the Internet. IP addresses consist of four numbers between 0 and 255, separated by periods, which represent both the network and the host machine. IP addresses are also referred to as IP numbers and Internet addresses. For more information, go to RFC 2050. This will give you specific information relating to IP guidelines that you and your business must follow for IP addressing.'</p>

Configuring IP Service(s) for ISPs


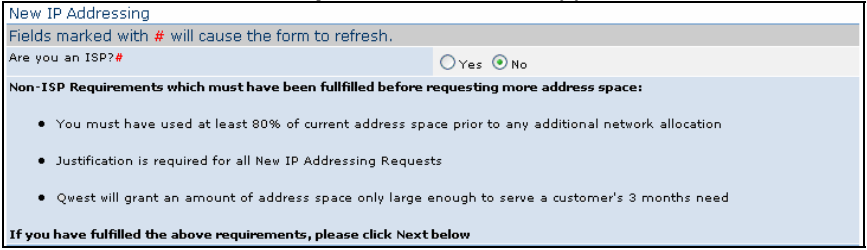
Procedure Follow the steps in the procedure below to configure a **New** or **Existing** IP service(s) for an ISP.

Step	Action
1	<p>From the IP Addressing menu, select New IP Addressing.</p> <p>Result: The Customer Information screen appears.</p>  <p>The screenshot shows the 'Customer Information' screen. At the top, there is a navigation bar with 'IP ADDRESSING', 'DNS', 'ROUTING', 'NEWS FEED', and 'CONFIG REQUESTS'. Below this, the 'Customer Information' section is displayed. It includes a header with a 'HELP' link and a note: 'Fields marked with * are required fields. Fields marked with # will cause the form to refresh.' The form contains the following fields: 'Company Name' (WHOLESALE SYSTEM ADMINISTRATOR), 'Account ID' (33333333), 'New or Existing Service?' (radio buttons for 'New Service' and 'Existing Service', with 'Existing Service' selected), 'First Name' (Jane), 'Last Name' (Doe), 'Phone' (6145555555), 'Customer Technical Contact E-mail Address' (jane.doe@qwest.com), and 'Circuit ID'. A 'Next' button is located at the bottom right of the form.</p>
2	From the New or Existing Service? radio buttons, select New or Existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Configuring IP Service(s) for ISPs, continued

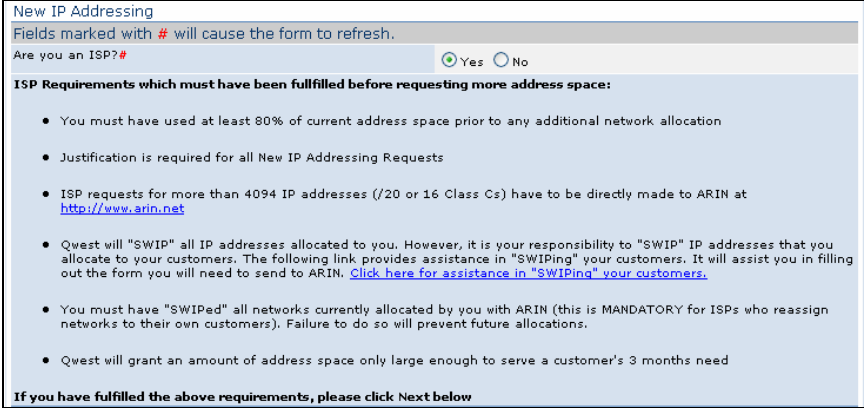

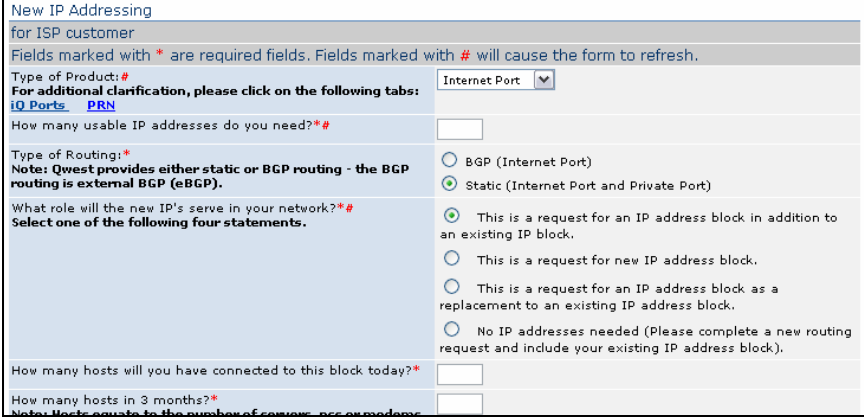
Procedure (continued)

Step	Action						
7	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1056"> <thead> <tr> <th data-bbox="597 457 1003 525">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 525">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 525 1003 653">An Existing service</td> <td data-bbox="1003 525 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1056">A New service</td> <td data-bbox="1003 653 1409 1056"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
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8	<p>Click  .</p> <p>Result: The Non-ISP Requirements screen appears.</p> 						

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Configuring IP Service(s) for ISPs, continued

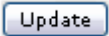
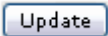
Procedure (continued)

Step	Action
9	<p>From the Are you an ISP? radio buttons, select Yes.</p> <p>Result: The ISP Requirements screen appears.</p> 
10	<p>Click .</p> <p>Result: The New IP Addressing for ISP Customer screen appears.</p> 
11	<p>From the Type of Product drop-down list, select the product for which you are requesting IP addresses.</p>
12	<p>In the How many usable additional IP addresses do you need? field, type the total number of IP addresses you are requesting.</p>
13	<p>From the Type of Routing radio buttons, select whether you need BGP or Static routing.</p>
14	<p>From the What role will the new IP's serve in your network? radio buttons, select the option that meets your request needs.</p>

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Configuring IP Service(s) for ISPs, continued


Procedure (continued)

Step	Action
15	In the How many hosts will you have connected to this block today? field, enter the total number of hosts that currently use your IP address bandwidth.
16	In the How many hosts in 3 months? field, enter a projection of the total number of hosts your IP address bandwidth may need in three months. Note: Hosts equate to the number of servers, PCs or modems that you have connected to the IP address block.
17	In the First Name field, enter the first name of your SWIP contact.
18	In the Last Name field, enter the first name of your SWIP contact.
19	In the Phone Number field, enter the telephone number for your SWIP contact.
20	In the E-mail field, enter the email address of your SWIP contact.
21	In the ARIN Handle field, enter your SWIP contact's unique ARIN identifier. Note: A valid ARIN should be XXnnnnnnn-ARIN (X-Letter, n-Number). Example: QS1234567-ARIN. Please enter two letters and 1-7 numbers only.
22	In the Number of Existing Subnets field, enter the total number of IP addresses you currently have and then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address, CIDR Prefix, Hosts Today, Hosts in 3 Months, and What is this subnet used for? fields.
23	In the IP Address field(s), enter your current IP address(es).
24	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
25	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
26	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
27	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
28	In the Number of Requested Subnets field, enter the total number of IP addresses you currently have, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address, CIDR Prefix, Hosts Today, Hosts in 3 Months, and What is this subnet used for? fields.

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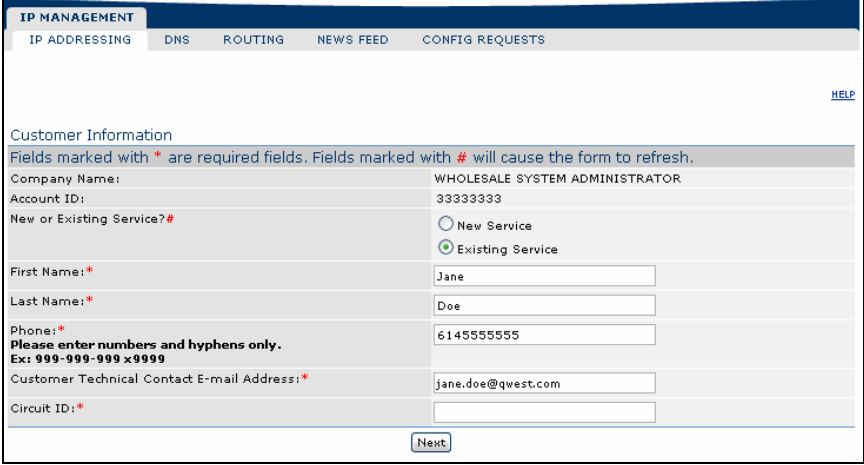
Configuring IP Service(s) for ISPs, continued

Procedure (continued)

Step	Action
29	In the IP Address field(s), enter your current IP address(es).
30	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
31	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
32	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
33	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
34	<p>In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.</p> <p>Note: For Wholesale Partner/Customer representing an end-user in this Qwest Control[®] ticket, please provide end-user contact information in narrative form in the comments section. We require both your contact information in this section and the end-user contact information.</p>
35	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 1140 1458 1325" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Configuring IP Service(s) for Non-ISPs


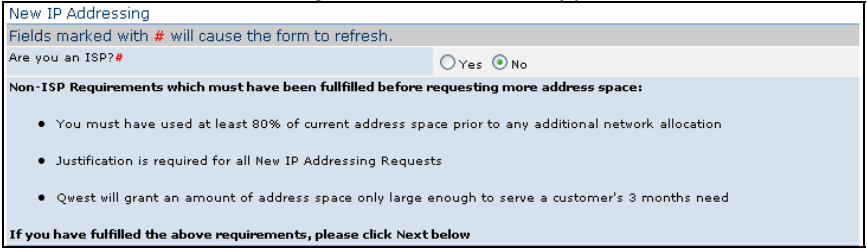
Procedure Follow the steps in the procedure below to configure a **New** or **Existing** IP service(s) for a Non-ISP.

Step	Action
1	<p>From the IP Addressing menu, select New IP Addressing.</p> <p>Result: The Customer Information screen appears.</p> 
2	From the New or Existing Service? radio buttons, select New or Existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Configuring IP Service(s) for Non-ISPs, continued


Procedure (continued)

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If you want to New IP Addressing for...	Then...						
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8	<p>Click  .</p> <p>Result: The Non-ISP Requirements screen appears.</p> 						
9	<p>From the Are you an ISP? radio buttons, select No.</p>						

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Configuring IP Service(s) for Non-ISPs, continued

Procedure (continued)

Step	Action
10	<p>Click  .</p> <p>Result: The New IP Addressing for Non-ISP Customer screen appears.</p>
11	From the Type of Product drop-down list, select the product for which you are requesting IP addresses.
12	In the How many usable additional IP addresses do you need? field, type the total number of IP addresses you are requesting.
13	From the Type of Routing radio buttons, select whether you need BGP or Static routing.
14	From the What role will the new IP's serve in your network? radio buttons, select the option that meets your request needs.
15	In the How many hosts will you have connected to this block today? field, enter the total number of hosts that currently use your IP address bandwidth.
16	<p>In the How many hosts in 3 months? field, enter a projection of the total number of hosts your IP address bandwidth may need in three months.</p> <p>Note: Hosts equate to the number of servers, PCs or modems that you have connected to the IP address block.</p>
17	In the First Name field, enter the first name of your SWIP contact.
18	In the Last Name field, enter the first name of your SWIP contact.
19	In the Phone Number field, enter the telephone number for your SWIP contact.
20	In the E-mail field, enter the email address of your SWIP contact.

Continued on next page

Configuring IP Service(s) for Non-ISPs, continued


Procedure (continued)

Step	Action
21	In the ARIN Handle field, enter your SWIP contact's unique ARIN identifier. Note: A valid ARIN should be XXnnnnnnn-ARIN (X-Letter, n-Number). Example: QS1234567-ARIN. Please enter two letters and 1-7 numbers only.
22	In the Number of Existing Subnets field, enter the total number of IP addresses you currently have, then click <input type="button" value="Update"/> . Result: The system refreshes your browser window, displaying the appropriate number of IP Address , CIDR Prefix , Hosts Today , Hosts in 3 Months , and What is this subnet used for? fields.
23	In the IP Address field(s), enter your current IP address(es).
24	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
25	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
26	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
27	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
28	In the Number of Requested Subnets field, enter the total number of IP addresses you currently have, then click <input type="button" value="Update"/> . Result: The system refreshes your browser window, displaying the appropriate number of IP Address , CIDR Prefix , Hosts Today , Hosts in 3 Months , and What is this subnet used for? fields.
29	In the IP Address field(s), enter your current IP address(es).
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31	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
32	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
33	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).

Continued on next page

Configuring IP Service(s) for Non-ISPs, continued

Procedure (continued)

Step	Action
34	<p>In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.</p> <p>Note: For Wholesale Partner/Customer representing an end-user in this Qwest Control[®] ticket, please provide end-user contact information in narrative form in the comments section. We require both your contact information in this section and the end-user contact information.</p>
35	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 821 1458 1003" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Return IP Addressing

Introduction The **Return IP Addressing** screen allows you to request IP configuration for return IP addresses.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Return IP Addressing** ordering screens.




Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Sales Engineer E-mail Address	This field allows you to enter the email address for the sales engineer associated to your account. Note: This field is only available on the New Service screen.
Sales Representative E-mail Address	This field allows you to enter the email address for the Sales Rep associated to your account. Note: This field is only available on the New Service screen.

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Return IP Addressing, continued

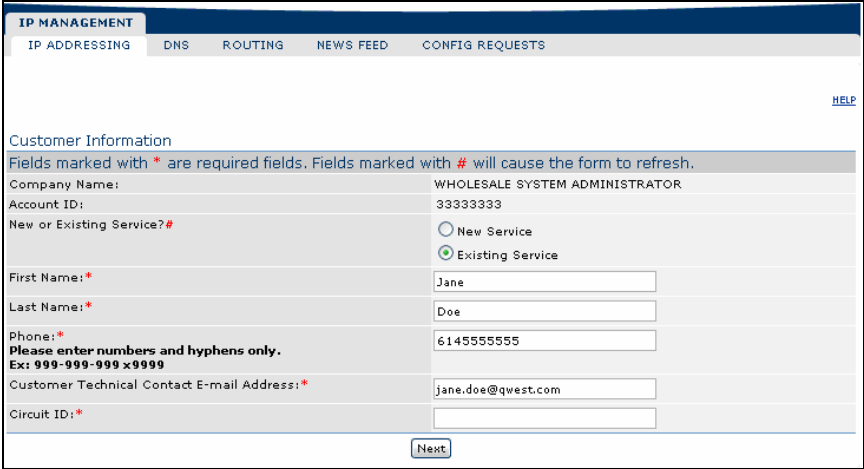
Fields and Descriptions

(continued)

Field Name	Description
CORE Sales Order Number	This field allows you to enter the CORE identifier for your IP service. You should receive this number via e-mail after ordering your service. If you do not, please contact your Wholesale National Service Manager. Note: This field is only available on the New Service screen.
Circuit ID	This field allows you to enter the unique identifier for the IP circuit. Note: This field is only available on the Existing Service screen.
	This button allows you to save your entries and proceed to the next step of the process.
General Information	
Type of Product	This drop-down list allows you select the type of service for your configuration request. Your options may include: <ul style="list-style-type: none"> • Internet Port – provides customer locations with connectivity to the Internet. • Private Port – provides WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point layer two connections or layers 2 MPLS services with template based quality of service traffic priorities.
Lines for Existing Customer IP Addresses	This field allows you to enter the total number of IP addresses you currently have, including Qwest and other providers.
	This button allows you to enter a new value in the Lines for Existing Customer IP Addresses .
IP Address	This field allows you to enter the IP address for each subnet you indicated.
CIDR Prefix	This drop-down list allows you to select the appropriate CIDR (Classless InterDomain Routing) prefix to indicate how many addresses are available within each subnet.
Add Additional Comments	This field allows you to provide additional information for large or complex IP configurations to assist in facilitating your configuration request.
	This button allows you to send your IP configuration information to the system.

Configuring Return IP Addressing



Procedure Follow the steps in the procedure below to configure a **new** or **existing** service for Return IP Addressing.

Step	Action
1	<p>From the IP Addressing menu, select Return IP Addressing.</p> <p>Result: The Customer Information screen appears.</p>  <p>The screenshot shows the 'Customer Information' screen with the following details: <ul style="list-style-type: none"> Company Name: WHOLESALE SYSTEM ADMINISTRATOR Account ID: 33333333 New or Existing Service?: Existing Service (selected) First Name: Jane Last Name: Doe Phone: 6145555555 Customer Technical Contact E-mail Address: jane.doe@qwest.com Circuit ID: (empty) </p>
2	From the New or Existing Service? radio buttons, select New or Existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Configuring Return IP Addressing, continued




Procedure (continued)

Step	Action						
7	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1056"> <thead> <tr> <th data-bbox="597 457 1003 520">If you want to Return IP Addressing for...</th> <th data-bbox="1003 457 1409 520">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 520 1003 653">An Existing service</td> <td data-bbox="1003 520 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1056">A New service</td> <td data-bbox="1003 653 1409 1056"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to Return IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to Return IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.						
8	<p>Click  .</p> <p>Result: The Return IP Addressing screen appears.</p> 						

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Configuring Return IP Addressing, continued

Procedure (continued)

Step	Action
9	From the Type of Product drop-down list, select the product for which you are requesting IP addresses.
10	In the Lines for Existing Customer IP Addresses field, enter the total number of IP addresses your Return IP addressing request, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address and CIDR Prefix fields.
11	In the IP Address field(s), enter each IP address that requires return addressing for your current IP address(es).
12	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
13	In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.
14	Click  . Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.  The screenshot shows a confirmation message with the following text: "Thank you", "Your request has been processed.", "You will receive a confirmation via e-mail to:", "pvemuri@qwest.com", and "If you would like to view this request, please click on the link to go to Config Requests ".

Multiple CORE Orders

Introduction The **Multiple CORE Orders** screen allows you to begin the process of requesting new internet circuit orders in the CORE system. From this screen, you indicate your ISP status, the number of CORE orders you need and the unique identifiers used for each order.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Multiple CORE Orders** screen.

Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Sales Engineer E-mail Address	This field allows you to enter the email address for the sales engineer associated to your account. Note: This field is only available on the New Service screen.

Continued on next page

Multiple CORE Orders, continued

Fields and Descriptions

(continued)

Field Name	Description
Sales Representative E-mail Address	This field allows you to enter the email address for the Sales Rep associated to your account. Note: This field is only available on the New Service screen.
CORE Sales Order Number	This field allows you to enter the CORE identifier for your IP service. You should receive this number via e-mail after ordering your service. If you do not, please contact your Wholesale National Service Manager. Note: This field is only available on the New Service screen.
<input type="button" value="Next"/>	This button allows you to save your entries and proceed to the next step of the process.
Multiple CORE Order IDs	
Are you an ISP or Non-ISP?	These radio buttons allow you to identify yourself as an ISP or Non-ISP provider.
Number of CORE Orders needed	This field allows you to enter the total number of CORE orders needed.
<input type="button" value="Update"/>	This button allows you to change the number of CORE Order ID fields displayed for each order you indicated.
CORE Order ID	This field(s) allows you to enter the unique identifier(s) for the Core Order ID(s) you are requesting.
<input type="button" value="Next"/>	This button allows you to submit your entries to the system and continue to the next stage of your circuit ID request. Note: Once you have click on this button, the system bridges you to either the New IP Addressing for ISP customer or New IP Addressing for Non-ISP customer screen, as appropriate.

Requesting Core Order IDs

Procedure





Follow the steps in the procedure below to submit a request for additional Internet Port Circuits for a **new** service.

Step	Action
1	<p>From the IP Addressing menu, select Multiple IDs.</p> <p>Result: The Customer Information screen appears.</p> <div data-bbox="597 590 1458 957" style="border: 1px solid black; padding: 5px;"> <p>Customer Information</p> <p>Fields marked with * are required fields. Fields marked with # will cause the form to refresh.</p> <p>Company Name: QCONTROL TEST</p> <p>Account ID: 33333333</p> <p>New or Existing Service?# <input checked="" type="radio"/> New Service <input type="radio"/> Existing Service</p> <p>First Name:* <input type="text"/></p> <p>Last Name:* <input type="text"/></p> <p>Phone:* <input type="text" value="6666666666"/> Please enter numbers and hyphens only. Ex: 999-999-999 x9999</p> <p>Customer Technical Contact E-mail Address:* <input type="text"/></p> <p>Sales Engineer E-mail Address:* <input type="text"/></p> <p>Sales Representative E-mail Address:* <input type="text"/></p> <p>CORE Sales Order Number:* <input type="text"/></p> </div>
2	From the New or Existing Service? radio buttons, select New service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.
7	In the Sales Engineer Email Address field, enter the email address for your sales engineer.
8	In the Sales Representative Email Address field, enter the email address for your Sales Rep.
9	In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.

Continued on next page

Requesting Core Order IDs, continued



Procedure (continued)

Step	Action
10	<p>Click .</p> <p>Result: The Multiple CORE Orders screen appears.</p> 
11	<p>From the Are you an ISP or Non-ISP? list, select ISP or Non-ISP to identify your provider status.</p>
12	<p>In the Number of Core Orders needed field, enter the total number of CORE Order IDs you are requesting.</p>
13	<p>Click .</p> <p>Result: The system refreshes your browser window, displaying a CORE Order ID field for each line number you requested.</p>
14	<p>In the Core Order ID field(s), enter the unique identifier you want to assign to each circuit.</p>
15	<p>Click .</p> <p>Result: Depending on your selection in Step 11, the New IP Addressing for ISP Customer or New IP Addressing for Non-ISP customer screen appears.</p>
16	<p>From the Type of Product drop-down list, select the product for which you are requesting IP addresses.</p>
17	<p>In the How many usable additional IP addresses do you need? field, type the total number of IP addresses you are requesting.</p>
18	<p>From the Type of Routing radio buttons, select whether you need BGP or Static routing.</p>
19	<p>From the What role will the new IP's serve in your network? radio buttons, select the option that meets your request needs.</p>

Continued on next page

Requesting Core Order IDs, continued


Procedure (continued)

Step	Action
20	In the How many hosts will you have connected to this block today? field, enter the total number of hosts that currently use your IP address bandwidth.
21	In the How many hosts in 3 months? field, enter a projection of the total number of hosts your IP address bandwidth may need in three months. Note: Hosts equate to the number of servers, PCs or modems that you have connected to the IP address block.
22	In the First Name field, enter the first name of your SWIP contact.
23	In the Last Name field, enter the first name of your SWIP contact.
24	In the Phone Number field, enter the telephone number for your SWIP contact.
25	In the E-mail field, enter the email address of your SWIP contact.
26	In the ARIN Handle field, enter your SWIP contact's unique ARIN identifier. Note: A valid ARIN should be XXnnnnnnn-ARIN (X-Letter, n-Number). Example: QS1234567-ARIN. Please enter two letters and 1-7 numbers only.
27	In the Number of Existing Subnets field, enter the total number of IP addresses you currently have, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address, CIDR Prefix, Hosts Today, Hosts in 3 Months, and What is this subnet used for? fields.
28	In the IP Address field(s), enter your current IP address(es).
29	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
30	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
31	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
32	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
33	In the Number of Requested Subnets field, enter the total number of IP addresses you currently have, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address, CIDR Prefix, Hosts Today, Hosts in 3 Months, and What is this subnet used for? fields.

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Requesting Core Order IDs, continued


Procedure (continued)

Step	Action
34	In the IP Address field(s), enter your current IP address(es).
35	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
36	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
37	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
38	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
39	<p>In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.</p> <p>Note: For Wholesale Partner/Customer representing an end-user in this Qwest Control[®] ticket, please provide end-user contact information in narrative form in the comments section. We require both your contact information in this section and the end-user contact information.</p>
40	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 1136 1458 1325" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Multiple Circuit IDs

Introduction The **Multiple Circuit ID's** screen allows you to begin the process of requesting additional circuits for your internet service. From this screen you can indicate your ISP status, the number of circuits you need and the unique identifiers used for each circuit.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Multiple Circuit IDs** screen.



Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Circuit ID	This field allows you to enter the unique identifier for the IP circuit. Note: This field is only available on the Existing Service screen.
	This button allows you to save your entries and proceed to the next step of the process.

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Multiple Circuit IDs, continued

Fields and Descriptions

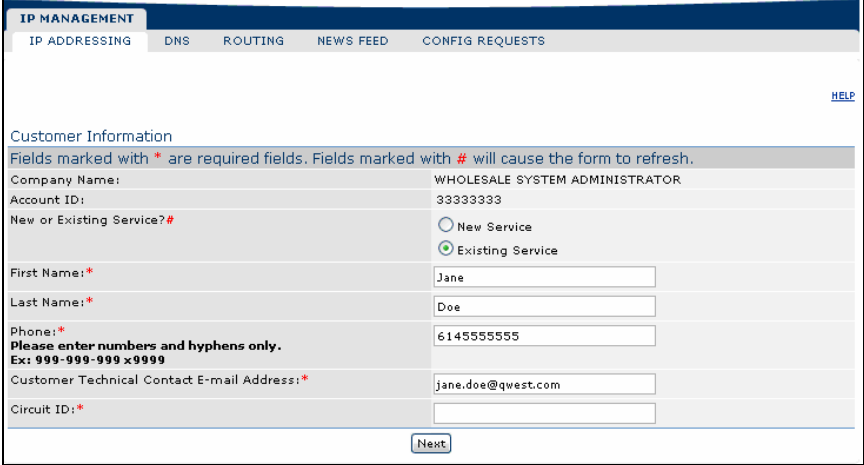
(continued)

Field Name	Description
Multiple Circuit IDs	
Are you an ISP or Non-ISP?	These radio buttons allow you to identify yourself as an ISP or Non-ISP provider.
Lines for Circuit ID's needed	This field allows you to enter the total number of circuits you are requesting.
	This button allows you to change the number of Circuit ID fields displayed for your request.
Circuit ID	This field(s) allows you to enter the unique identifier(s) for the circuit(s) you are requesting.
	This button allows you to submit your entries to the system and continue to the next stage of your circuit ID request. Note: Once you have click on this button, the system bridges you to either the New IP Addressing for ISP customer or New IP Addressing for Non-ISP customer screen, as appropriate.

Requesting Circuit IDs

Procedure


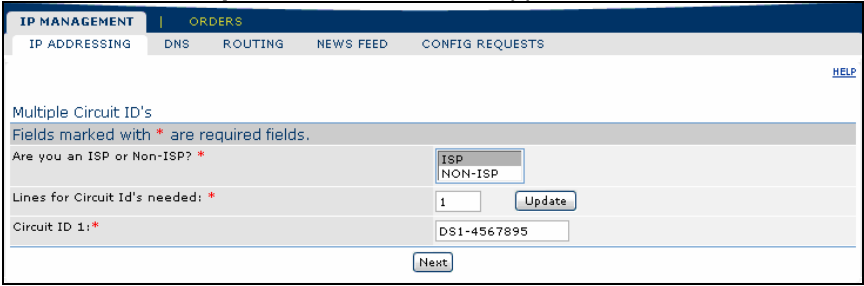


Follow the steps in the procedure below to submit a request for additional Internet Port Circuits for an **existing** service.

Step	Action
1	<p>From the IP Addressing menu, select Multiple IDs.</p> <p>Result: The Customer Information screen appears.</p> 
2	From the New or Existing Service? radio buttons, select Existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.
7	In the Circuit ID field, enter the unique identifier of the circuit for your request.

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Requesting Circuit IDs, continued



Procedure (continued)

Step	Action
8	<p>Click  .</p> <p>Result: The Multiple Circuit IDs screen appears.</p> 
9	<p>From the Are you an ISP or Non-ISP? list, select ISP or Non-ISP to identify provider status.</p>
10	<p>In the Line for Circuit IDs needed field, enter the total number of circuit IDs you are requesting.</p>
11	<p>Click  .</p> <p>Result: The system refreshes your browser window, displaying a Circuit ID field for each line number you requested.</p>
12	<p>In the Circuit ID field(s), enter the unique identifier you want to assign to each circuit.</p>
13	<p>Click  .</p> <p>Result: Depending on your selection in Step 9, the New IP Addressing for ISP Customer or New IP Addressing for Non-ISP customer screen appears.</p>
14	<p>From the Type of Product drop-down list, select the product for which you are requesting IP addresses.</p>
15	<p>In the How many usable additional IP addresses do you need? field, type the total number of IP addresses you are requesting.</p>
16	<p>From the Type of Routing radio buttons, select whether you need BGP or Static routing.</p>
17	<p>From the What role will the new IP's serve in your network? radio buttons, select the option that meets your request needs.</p>

Continued on next page

Requesting Circuit IDs, continued


Procedure (continued)

Step	Action
18	In the How many hosts will you have connected to this block today? field, enter the total number of hosts that currently use your IP address bandwidth.
19	In the How many hosts in 3 months? field, enter a projection of the total number of hosts your IP address bandwidth may need in three months. Note: Hosts equate to the number of servers, PCs or modems that you have connected to the IP address block.
20	In the First Name field, enter the first name of your SWIP contact.
21	In the Last Name field, enter the first name of your SWIP contact.
22	In the Phone Number field, enter the telephone number for your SWIP contact.
23	In the E-mail field, enter the email address of your SWIP contact.
24	In the ARIN Handle field, enter your SWIP contact's unique ARIN identifier. Note: A valid ARIN should be XXnnnnnnn-ARIN (X-Letter, n-Number). Example: QS1234567-ARIN. Please enter two letters and 1-7 numbers only.
25	In the Number of Existing Subnets field, enter the total number of IP addresses you currently have, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address, CIDR Prefix, Hosts Today, Hosts in 3 Months, and What is this subnet used for? fields.
26	In the IP Address field(s), enter your current IP address(es).
27	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
28	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
29	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
30	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
31	In the Number of Requested Subnets field, enter the total number of IP addresses you currently have, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address, CIDR Prefix, Hosts Today, Hosts in 3 Months, and What is this subnet used for? fields.

Continued on next page

Requesting Circuit IDs, continued

Procedure (continued)

Step	Action
32	In the IP Address field(s), enter your current IP address(es).
33	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
34	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
35	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
36	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
37	In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.
38	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 982 1458 1171" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

SWIP

Introduction

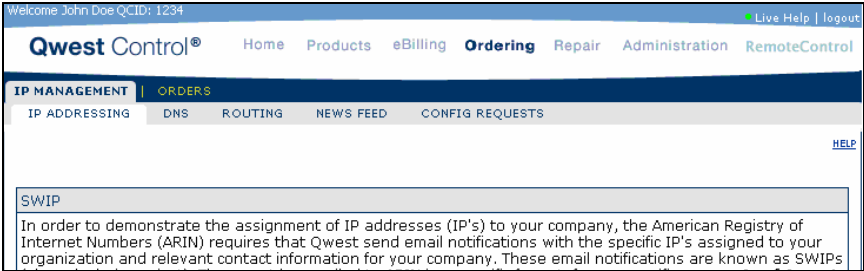
In order to demonstrate the assignment of IP addresses (IP's) to your company, the American Registry of Internet Numbers (ARIN) requires that Qwest send email notifications with the specific IP's assigned to your organization and relevant contact information for your company. These email notifications are known as SWIPs. They must be emailed to ARIN in a specific format, from a specific source.

The **SWIP** screen explains what SWIP is and why SWIP notices are necessary. This screen provides links to allow you to access more detailed information, provide brief instructions on what you need to do and email links if you need more assistance.

Accessing SWIP Abuse

Procedure

Follow the steps in the procedure below to view the **SWIP Abuse** screen.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select SWIP Abuse from the IP Addressing menu.</p> <p>Result: The SWIP screen appears.</p> 

DNS

Introduction

Domain Name Hosting, called **DNS (Domain Name Service)** allows you to associate an easily-remembered fully qualified domain name with your IP address(es).

The **DNS** screens allow you to request, modify or delete routing for your domain hosting services. The routing functionality is divided into four sections, including

- **New DNS**
- **Modify DNS**
- **Reverse DNS**
- **Delete DNS.**

Fields and Descriptions

The table below describes the fields and buttons displayed on the DNS screens.


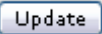
Field Name	Description
Customer Information Screen	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Sales Engineer E-mail Address	This field allows you to enter the email address for the sales engineer associated to your account. Note: This field is only available on the New Service screen.

Continued on next page

DNS, continued

Fields and Descriptions

(continued)

Field Name	Description
Sales Representative E-mail Address	This field allows you to enter the email address for the Sales Rep associated to your account. Note: This field is only available on the New Service screen.
CORE Sales Order Number	This field allows you to enter the CORE identifier for your IP service. You should receive this number via e-mail after ordering your service. If you do not, please contact your Wholesale National Service Manager. Note: This field is only available on the New Service screen.
Circuit ID	This field allows you to enter the unique identifier for the IP circuit. Note: This field is only available on the Existing Service screen.
	This button allows you to save your entries and proceed to the next step of the process.
New/Modify DNS	
Type of Product	This drop-down list allows you select the type of service for your configuration request. Your options may include: <ul style="list-style-type: none"> • Internet Port – provides customer locations with connectivity to the Internet. • Private Port – provides WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point layer two connections or layers 2 MPLS services with template based quality of service traffic priorities.
Choose the set of Name Servers applicable to your DNS service	These radio buttons allow you to select the DNS servers you want to use for your new domain name hosting service.
How many Domain Names?	This field allows you to enter the number of domain names for your hosting service.
	This button allows you to change the number of Domain Name field(s) displayed for your request.
Indicate Domain Name Service(s) you want....for this domain	These radio buttons allow you to indicate whether you want both Primary and Secondary DNS or Secondary only.
Domain Name	This field(s) allows you to type the fully-qualified domain name(s) you want to associate with your IP address.
Primary Server Host name	This field displays the name assigned to the primary DNS server for your new domain name.

Continued on next page

DNS, continued

Fields and Descriptions

(continued)

Field Name	Description
Primary Server Net address	This field displays the IP address of the primary DNS server for your new domain name.
Secondary Server Host name	This field displays the name assigned to the secondary DNS servers for your new domain name.
Secondary Server Net address	This field displays the IP address of the secondary DNS server for your new domain name.
How many mail exchange (MX) records?	This field allows you to enter the total number of mail exchange records for your new domain name.
<input type="button" value="Update"/>	This button allows you to change the number of Mail Exchange (MX) Host Name and Mail Exchange (MX) 1 Preference field(s) displayed for your request.
MX Host name	This field(s) allows you to enter the name(s) of the mail exchange server(s) for your new domain name.
MX Preference (0-999)	This field(s) allows you to indicate the order in which the domain name server will use your mail exchange servers.
How name Host Name records?	This field allows you to enter the number of host name records you want to associate with your new domain name.
<input type="button" value="Update"/>	This button allows you to change the number of Host Name , Resource Record Type and Record Argument field(s) displayed for your request.
Host Name	This field(s) allows you to enter the name(s) you want associated with the hosts for your domain name.
Resource Record Type	This field(s) allows you to indicate the type of resource the host(s) will have for your domain name. Your options are A or C.
Record Argument	This field(s) allows you to enter the argument(s) accepted for the host(s). Note: If you entered a Resource Record Type of A, this value will be the IP Address. If you entered a Record Type of C, this value will be the CNAME.
Add Additional Comments	This field allows you to provide additional information for your domain name to assist in facilitating your request.
<input type="button" value="Submit"/>	This button allows you to send your New DNS request.

Continued on next page

DNS, continued

Fields and Descriptions

(continued)


Field Name	Description
Reverse DNS	
Type of Product	This drop-down list allows you select the type of service for your configuration request. Your options may include: <ul style="list-style-type: none"> • Internet Port – provides customer locations with connectivity to the Internet. • Private Port – provides WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point layer two connections or layers 2 MPLS services with template based quality of service traffic priorities.
Choose the set of Name Servers applicable to your DNS service	These radio buttons allow you to select the DNS servers you want to use for your new domain name hosting service.
Do you want Qwest to provide?	These radio buttons allow you to select the type of reverse DNS you want to use for your service. Note: The fields appearing on the screen will vary depending on the radio button you select.
Primary Server Host name	This field displays the name assigned to the primary DNS server for your new domain name. Note: This field will display for Primary and Secondary Reverse DNS services.
Secondary Server Host name	This field displays the name assigned to the secondary DNS servers for your new domain name. Note: This field will display for Primary and Secondary Reverse DNS services.
Primary Server Net address	This field displays the IP address of the primary DNS server for your new domain name. Note: This field will display for Primary and Secondary Reverse DNS services.
Secondary Server Net address	This field displays the IP address of the secondary DNS server for your new domain name. Note: This field will display for Primary and Secondary Reverse DNS services.

Continued on next page

DNS, continued

Fields and Descriptions

(continued)

Field Name	Description
How many Host Names?	This field allows you to enter the number of host name records you want to associate with your new domain name. Note: This field will display for Primary and Secondary Reverse DNS services.
	This button allows you to change the number of IP Address and Host Name field(s) displayed for your request.
IP Address	This field(s) allows you to enter the IP addresses you want to associate with your domain name(s). Note: This field will display for Primary and Secondary Reverse DNS service.
Host Name	These fields allow you to type the domain name(s) for which you want Reverse DNS. Note: This field will display for Primary and Secondary Reverse DNS service.
Customer Primary Name Server	This field allows you to enter the host name associated with your primary DNS server. Note: This field will display for Delegation of Reverse & Delegation and Secondary Reverse DNS services.
IP Address	This field allows you to enter the IP address assigned to your primary DNS server. Note: This field will display for Delegation of Reverse & Delegation and Secondary Reverse DNS services.
Optional Customer Secondary NS	This field allows you to enter the host name associated with your secondary DNS server, if applicable. Note: This field will display for Delegation of Reverse & Delegation and Secondary Reverse DNS services.
IP Address	This field allows you to type the IP address assigned to your secondary DNS server, if applicable. Note: This field will display for Delegation of Reverse & Delegation and Secondary Reverse DNS services.
Qwest Secondary NS	This field displays the host name of the Qwest server that will serve as a secondary DNS for your service. Note: This field will display for Delegation and Secondary Reverse DNS service.

Continued on next page

DNS, continued

Fields and Descriptions

(continued)

Field Name	Description
IP address	This field displays the IP address of the Qwest name server that will serve as a secondary DNS for your service. Note: This field will display for Delegation and Secondary Reverse DNS service.
Number of address blocks?	This field allows you to enter the total number of IP address blocks associated with your DNS server(s). Note: This field will display for Delegation of Reverse & Delegation and Secondary Reverse DNS services.
<input type="button" value="Update"/>	This button allows you to change the number of IP Address and CIDR field(s) blocks for your request.
IP Address	This field(s) allows you to enter the IP addresses for your Reverse DNS address blocks.
CIDR	This drop-down list allows you to select the appropriate CIDR prefixes to indicate how many addresses are available within each IP address block. Note: This field will display for Delegation of Reverse & Delegation and Secondary Reverse DNS services.
Add Additional Comments	This field allows you to provide additional information that you want to associate with the new service to assist in facilitating your request.
<input type="button" value="Submit"/>	This button allows you to send your Reverse DNS request.
Delete DNS	
Type of Product	This drop-down list allows you select the type of service for your configuration request. Your options may include: <ul style="list-style-type: none"> • Internet Port – provides customer locations with connectivity to the Internet. • Private Port – provides WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point layer two connections or layers 2 MPLS services with template based quality of service traffic priorities.
Choose the set of Name Servers applicable to your DNS service	These radio buttons allow you to select the DNS servers currently hosting your domain name(s).
How many Domains?	This field allows you to enter the total number of domain names you want to remove.
<input type="button" value="Update"/>	This button allows you to change the number of Domain field(s) displayed for your request.

Continued on next page

DNS, continued


Fields and Descriptions

(continued)

Field Name	Description
Domain	This field(s) allows you to enter the domain names you want to remove from your DNS service.
Add Additional Comments	This field allows you to provide additional information you want to associate with your domain name deletion request.
<input type="button" value="Submit"/>	This button allows you to send your delete DNS request.

Requesting a New DNS


Procedure Follow the steps in the procedure below to request **new DNS** for an IP address.

Step	Action
1	<p>From the DNS menu, select New DNS.</p> <p>Result: The Customer Information screen appears.</p>  <p>The screenshot shows the 'Customer Information' screen with the following details: <ul style="list-style-type: none"> Company Name: WHOLESALE SYSTEM ADMINISTRATOR Account ID: 33333333 New or Existing Service?: Existing Service (selected) First Name: Jane Last Name: Doe Phone: 6145555555 Customer Technical Contact E-mail Address: jane.doe@qwest.com Circuit ID: (empty) </p>
2	From the New or Existing Service? radio buttons, select New or Existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

Continued on next page

Requesting a New DNS, continued

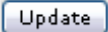






Procedure (continued)

Step	Action						
7	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1056"> <thead> <tr> <th data-bbox="597 457 1003 527">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 527">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 527 1003 653">An Existing service</td> <td data-bbox="1003 527 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1056">A New service</td> <td data-bbox="1003 653 1409 1056"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
8	<p>Click  .</p> <p>Result: The New DNS screen appears.</p> <div data-bbox="597 1203 1458 1388" style="border: 1px solid black; padding: 5px;"> <p>New DNS</p> <p>Fields marked with * are required fields. Fields marked with # will cause the form to refresh.</p> <p>Type of Product: * <input type="text" value="Internet Port"/> #</p> <p>For additional clarification, please click on the following tabs: ID Ports PRN</p> <p>Request Primary and/or Secondary Domain Name Hosting (DNS) from Qwest for your domain. Please update your domain's DNS information with your domain registrar - If Network Solutions is your registrar click http://www.networksolutions.com</p> <p>For newly registered domains, update with your registrar prior to your DNS request from Qwest.</p> <p>For existing domains (transfers/moves from another ISP), update with your registrar concurrent with your request from Qwest.</p> <p>Choose the set of Name Servers applicable to your DNS <input type="radio"/> ALLIANCE1 MPLS_QWEST.NET/63.231.205.1</p> </div>						
9	<p>From the Type of Product drop-down list, select the product for which you are requesting IP addresses.</p>						
10	<p>From the Choose the set of Name Servers applicable to your DNS service radio buttons, select the name servers you want to use for the DNS.</p> <p>Result: The system refreshes your browser window, displaying additional fields to define your DNS.</p>						

Continued on next page

Requesting a New DNS, continued


Procedure (continued)

Step	Action							
11	<p>In the How many Domain Names? field, enter the total number of domain names you will need mapped to your IP address(es), then click .</p> <p>Result: The system refreshes your browser window, displaying the appropriate number of Domain Name fields.</p>							
12	<p>From the Indicate Domain Name Service(s) you want Qwest to provide for this domain radio buttons, select both primary and secondary DNS or secondary DNS only.</p> <p>Result: The system refreshes your browser window, displaying the fields appropriate to your selection.</p>							
13	<p>In the Domain Name field(s), enter the fully qualified domain names for which you need DNS.</p>							
14	<p>If you selected Primary and Secondary in Step 12, then....</p> <table border="1" data-bbox="597 913 1453 1417"> <tbody> <tr> <td data-bbox="597 913 1453 1018">1. In the How many mail exchange (MX) records field, type the total number of mail exchange servers for which you need DNS and then click .</td> </tr> <tr> <td data-bbox="597 1018 1453 1081">2. In the MX Host Name field(s), enter the identifiers used for each mail server.</td> </tr> <tr> <td data-bbox="597 1081 1453 1144">3. In the MX Preference field(s), enter the appropriate value to indicate each server's priority.</td> </tr> <tr> <td data-bbox="597 1144 1453 1228">4. In the How many Host Name records field, enter the total number of host servers for which you need DNS, then click .</td> </tr> <tr> <td data-bbox="597 1228 1453 1291">5. In the Host Name field(s), enter the unique identifier for each server requiring DNS.</td> </tr> <tr> <td data-bbox="597 1291 1453 1354">6. In the Resource Record Type field(s), enter the appropriate value for each host.</td> </tr> <tr> <td data-bbox="597 1354 1453 1417">7. In the Record Argument field(s), enter the appropriate value for each host</td> </tr> </tbody> </table>	1. In the How many mail exchange (MX) records field, type the total number of mail exchange servers for which you need DNS and then click  .	2. In the MX Host Name field(s), enter the identifiers used for each mail server.	3. In the MX Preference field(s), enter the appropriate value to indicate each server's priority.	4. In the How many Host Name records field, enter the total number of host servers for which you need DNS, then click  .	5. In the Host Name field(s), enter the unique identifier for each server requiring DNS.	6. In the Resource Record Type field(s), enter the appropriate value for each host.	7. In the Record Argument field(s), enter the appropriate value for each host
1. In the How many mail exchange (MX) records field, type the total number of mail exchange servers for which you need DNS and then click  .								
2. In the MX Host Name field(s), enter the identifiers used for each mail server.								
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4. In the How many Host Name records field, enter the total number of host servers for which you need DNS, then click  .								
5. In the Host Name field(s), enter the unique identifier for each server requiring DNS.								
6. In the Resource Record Type field(s), enter the appropriate value for each host.								
7. In the Record Argument field(s), enter the appropriate value for each host								
15	<p>If you selected Secondary only in Step 12, then.....</p> <table border="1" data-bbox="597 1516 1453 1642"> <tbody> <tr> <td data-bbox="597 1516 1453 1579">1. In the Primary Server Hostname field, enter your primary DNS server's unique identifier.</td> </tr> <tr> <td data-bbox="597 1579 1453 1642">2. In the Primary Server Net Address field, enter the IP address of your primary DNS server.</td> </tr> </tbody> </table>	1. In the Primary Server Hostname field, enter your primary DNS server's unique identifier.	2. In the Primary Server Net Address field, enter the IP address of your primary DNS server.					
1. In the Primary Server Hostname field, enter your primary DNS server's unique identifier.								
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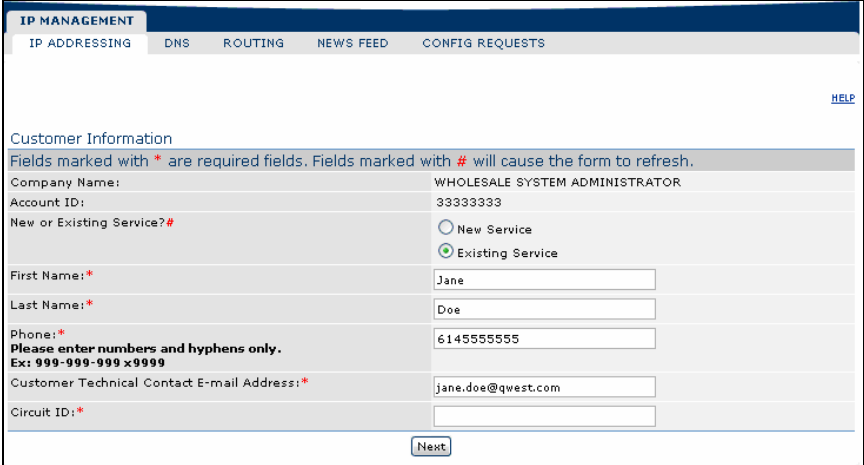
Requesting a New DNS, continued

Procedure (continued)

Step	Action
16	In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your DNS.
17	<p>Click  .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 659 1458 848" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Modifying a DNS


Procedure Follow the steps in the procedure below to request **changes** to your DNS.

Step	Action
1	<p>From the DNS menu, select Modify DNS.</p> <p>Result: The Customer Information screen appears.</p> 
2	<p>From the New or Existing Service? radio buttons, select New or Existing to edit the DNS for a new service or an existing service.</p>
3	<p>In the First Name field, enter the first name of the order contact.</p>
4	<p>In the Last Name field, enter the last name of the order contact.</p>
5	<p>In the Phone field, enter the telephone number of the order contact.</p>
6	<p>In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.</p>

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Modifying DNS, continued

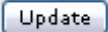






Procedure (continued)

Step	Action						
7	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1056"> <thead> <tr> <th data-bbox="597 457 1003 527">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 527">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 527 1003 653">An Existing service</td> <td data-bbox="1003 527 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1056">A New service</td> <td data-bbox="1003 653 1409 1056"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
8	<p>Click  .</p> <p>Result: The Modify DNS screen appears.</p> <div data-bbox="597 1203 1458 1360" style="border: 1px solid black; padding: 5px;"> <p>Modify DNS</p> <p>Fields marked with * are required fields. Fields marked with # will cause the form to refresh.</p> <p>Type of Product: * <input type="text" value="Internet Port"/></p> <p>For additional clarification, please click on the following tabs: IQ PRN</p> <p><small>CUSTOMERS: Use this form to request modification of records relative to any domain(s) already hosted by Qwest, whether hosted as primary and secondary or secondary only to your own primary name server.</small></p> <p><small>Choose the set of Name Servers applicable to your DNS service: *#</small></p> </div>						
9	<p>From the Type of Product drop-down list, select the product for which you are requesting IP addresses.</p>						
10	<p>From the Choose the set of Name Servers applicable to your DNS service radio buttons, select the name servers you want to use for the DNS.</p> <p>Result: The system refreshes your browser window, displaying additional fields to define your DNS.</p>						

Continued on next page

Modifying DNS, continued


Procedure (continued)

Step	Action							
11	<p>In the How many Domain Names? field, enter the total number of domain names you will need mapped to your IP address(es), then click .</p> <p>Result: The system refreshes your browser window, displaying the appropriate number of Domain Name fields.</p>							
12	<p>From the Indicate Domain Name Service(s) you want Qwest to provide for this domain radio buttons, select both primary and secondary DNS or secondary DNS only.</p> <p>Result: The system refreshes your browser window, displaying the fields appropriate to your selection.</p>							
13	<p>In the Domain Name field(s), enter the fully qualified domain names for which you need DNS.</p>							
14	<p>If you selected Primary and Secondary in Step 12, then....</p> <table border="1" data-bbox="597 915 1450 1419"> <tr> <td data-bbox="597 915 1450 1020">1. In the How many mail exchange (MX) records field, type the total number of mail exchange servers for which you need DNS, then click .</td> </tr> <tr> <td data-bbox="597 1020 1450 1083">2. In the MX Host Name field(s), enter the identifiers used for each mail server.</td> </tr> <tr> <td data-bbox="597 1083 1450 1146">3. In the MX Preference field(s), enter the appropriate value to indicate each server's priority.</td> </tr> <tr> <td data-bbox="597 1146 1450 1230">4. In the How many Host Name records field, enter the total number of host servers for which you need DNS, then click .</td> </tr> <tr> <td data-bbox="597 1230 1450 1293">5. In the Host Name field(s), enter the unique identifier for each server requiring DNS.</td> </tr> <tr> <td data-bbox="597 1293 1450 1356">6. In the Resource Record Type field(s), enter the appropriate value for each host.</td> </tr> <tr> <td data-bbox="597 1356 1450 1419">7. In the Record Argument field(s), enter the appropriate value for each host</td> </tr> </table>	1. In the How many mail exchange (MX) records field, type the total number of mail exchange servers for which you need DNS, then click  .	2. In the MX Host Name field(s), enter the identifiers used for each mail server.	3. In the MX Preference field(s), enter the appropriate value to indicate each server's priority.	4. In the How many Host Name records field, enter the total number of host servers for which you need DNS, then click  .	5. In the Host Name field(s), enter the unique identifier for each server requiring DNS.	6. In the Resource Record Type field(s), enter the appropriate value for each host.	7. In the Record Argument field(s), enter the appropriate value for each host
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7. In the Record Argument field(s), enter the appropriate value for each host								
15	<p>If you selected Secondary only in Step 12, then.....</p> <table border="1" data-bbox="597 1518 1450 1644"> <tr> <td data-bbox="597 1518 1450 1581">1. In the Primary Server Hostname field, enter your primary DNS server's unique identifier.</td> </tr> <tr> <td data-bbox="597 1581 1450 1644">2. In the Primary Server Net Address field, enter the IP address of your primary DNS server.</td> </tr> </table>	1. In the Primary Server Hostname field, enter your primary DNS server's unique identifier.	2. In the Primary Server Net Address field, enter the IP address of your primary DNS server.					
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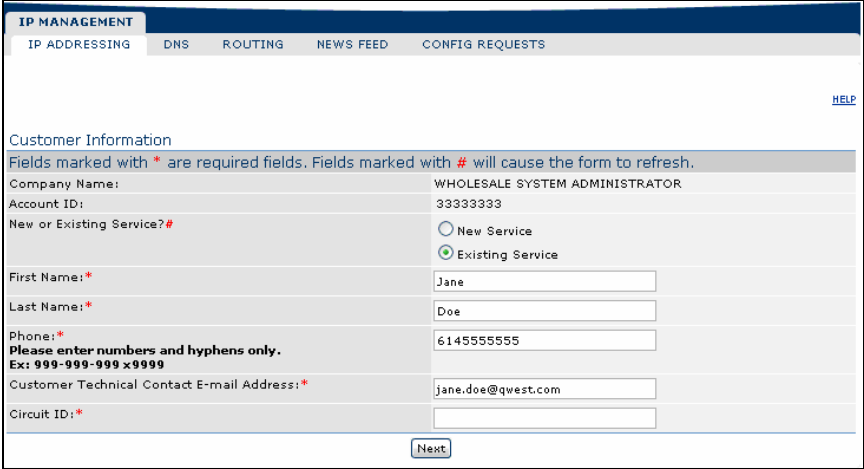
Modifying DNS, continued

Procedure (continued)

Step	Action
16	In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your DNS.
17	<p>Click  .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 659 1458 848" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Requesting a Reverse DNS


Procedure Follow the steps in the procedure below to request **Reverse DNS** for your service.

Step	Action
1	<p>From the DNS menu, select Reverse DNS.</p> <p>Result: The Customer Information screen appears.</p>  <p>The screenshot shows a web interface with a navigation bar containing 'IP ADDRESSING', 'DNS', 'ROUTING', 'NEWS FEED', and 'CONFIG REQUESTS'. Below the navigation bar is a 'Customer Information' section with a 'HELP' link. A note states: 'Fields marked with * are required fields. Fields marked with # will cause the form to refresh.' The form contains the following fields: 'Company Name' (WHOLESALE SYSTEM ADMINISTRATOR), 'Account ID' (33333333), 'New or Existing Service?' (radio buttons for 'New Service' and 'Existing Service', with 'Existing Service' selected), 'First Name' (Jane), 'Last Name' (Doe), 'Phone' (6145555555), 'Customer Technical Contact E-mail Address' (jane.doe@qwest.com), and 'Circuit ID'. A 'Next' button is located at the bottom right of the form.</p>
2	From the New or Existing Service? radio buttons, select New or Existing to edit reverse DNS for a new service or an existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

Continued on next page

Requesting a Reverse DNS, continued

Procedure (continued)

Step	Action						
7	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1056"> <thead> <tr> <th data-bbox="597 457 1003 527">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 527">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 527 1003 653">An Existing service</td> <td data-bbox="1003 527 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1056">A New service</td> <td data-bbox="1003 653 1409 1056"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
8	<p>Click  .</p> <p>Result: The Reverse DNS screen appears.</p> <div data-bbox="597 1203 1458 1493" style="border: 1px solid black; padding: 5px;"> <p>Reverse DNS</p> <p>Fields marked with "*" are required fields. Fields marked with "#" will cause the form to refresh.</p> <p>Type of Product:* <input type="text" value="Internet Port"/></p> <p>For additional clarification, please click on the following tabs: IQ Ports PRN</p> <p>Qwest provides reverse DNS support for customers who have been assigned or allocated Qwest IP blocks, and for customer-owned blocks that are delegated by ARIN to the Qwest name servers.</p> <p>Only use this form to request primary and secondary reverse DNS on your Qwest assigned IP addresses, or to request delegation for your block to your name server(s). Qwest supports delegation of "class-full" (full Class C), as well as "class-less" (less than a Class C) IN-ADDR.ARPA delegation to customer name servers. For more information on "class-less" IN-ADDR.ARPA delegation, please refer to RFC 2317.</p> <p>Note: "Secondary only" reverse DNS is provided only in the following scenarios:</p> <ol style="list-style-type: none"> 1. If Qwest delegates authority for reverse to customer name server(s), an option of Qwest secondary is available. (Choose "Delegation and Secondary" option below). 2. If customer requests secondary support for "IN-ADDR.ARPA zones" of non-Qwest assigned IP addresses. A Secondary DNS request using the New DNS form must be used. <p>Choose the set of Name Servers applicable to your DNS</p> </div>						
9	<p>From the Type of Product drop-down list, select the product for which you are requesting reverse DNS.</p>						

Continued on next page

Requesting a Reverse DNS, continued


Procedure (continued)

Step	Action
10	<p>From the Choose the set of Name Servers applicable to your DNS service radio buttons, select the name servers your DNS currently uses.</p> <p>Result: The system refreshes your browser window, displaying additional fields to define your DNS.</p>
11	<p>From the Do you want Qwest to provide? radio buttons, select whether you want primary and secondary reverse, delegation of reverse, or delegation and secondary reverse DNS.</p> <p>Result: The system refreshes your browser window, displaying the fields appropriate to your selection.</p>
12	<p>If you selected Primary and Secondary Reverse in Step 11, then....</p> <div style="border: 1px solid black; padding: 5px;"> <p>1. In the How many Domain Names? field, enter the total number of domain names you will need mapped to your IP address(es), click <input type="button" value="Update"/>.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>2. In the IP Address field(s), enter the IP addresses of the affected host servers.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>3. In the Host Name field(s), enter the unique identifier used for each of the affected host servers.</p> </div>
13	<p>If you selected Delegation of Reverse or Delegation and Secondary in Step 11, then....</p> <div style="border: 1px solid black; padding: 5px;"> <p>1. In the Customer Primary Name Server field, enter your primary name server's unique fully qualified domain name.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>2. In the IP Address field, enter the IP address of your primary name server.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>3. In the Optional Customer Secondary NS field, enter your secondary name server's fully qualified domain name.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>4. In the IP Address field, enter the IP address of your secondary name server.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>5. In the Number of address blocks? Field; enter the total number of IP address blocks for which you need reverse DNS and then click <input type="button" value="Update"/>.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>6. In the IP Address field(s), enter the IP address(es) for which you need reverse DNS.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>7. From the CIDR Prefix drop-down list(s), select the appropriate value to indicate the number of addresses that are available within each IP address block.</p> </div>

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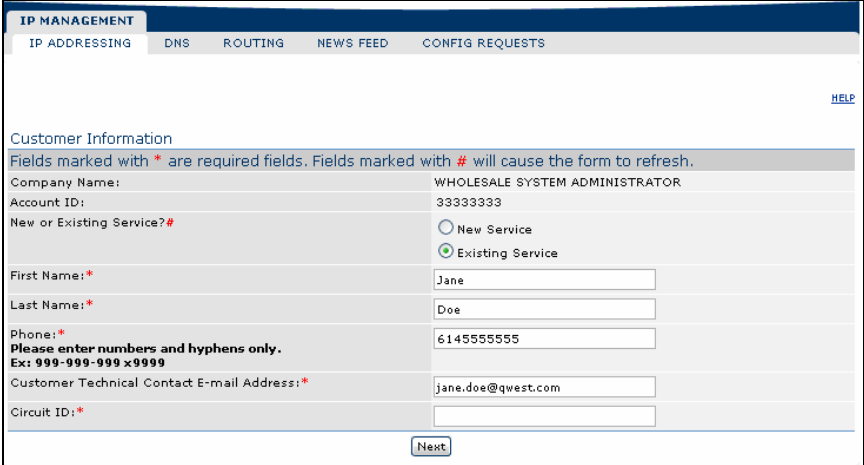
Requesting a Reverse DNS, continued

Procedure (continued)

Step	Action
14	In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your reverse DNS.
15	<p>Click  .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 659 1458 846" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Deleting DNS


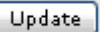
Procedure Follow the steps in the procedure below to **remove DNS** from your account.

Step	Action
1	<p>From the DNS menu, select Delete DNS.</p> <p>Result: The Customer Information screen appears.</p> 
2	From the New or Existing Service? radio buttons, select New or Existing to delete DNS from a new or existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

Continued on next page

Deleting DNS, continued


Procedure (continued)

Step	Action						
7	<p>Are you deleting DNS for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1056"> <thead> <tr> <th data-bbox="597 457 1003 527">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 527">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 527 1003 653">An Existing service</td> <td data-bbox="1003 527 1409 653">In the Circuit ID field, enter the unique identifier for the circuit whose DNS you want to remove.</td> </tr> <tr> <td data-bbox="597 653 1003 1056">A New service</td> <td data-bbox="1003 653 1409 1056"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier for the circuit whose DNS you want to remove.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier for the circuit whose DNS you want to remove.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
8	<p>Click  .</p> <p>Result: The Delete screen appears.</p> <div data-bbox="597 1203 1458 1434" style="border: 1px solid black; padding: 5px;"> <p>Delete DNS</p> <p>Fields marked with * are required fields. Fields marked with # will cause the form to refresh.</p> <p>Type of Product:* <input type="text" value="Internet Port"/> <input type="button" value="v"/></p> <p>For additional clarification, please click on the following tabs: IQ Ports PRN</p> <p>Use the Delete DNS form to request deletion of domain(s) from the Qwest name servers, whether they provide primary and secondary, or secondary only name hosting. Do not use this form to request changes or deletions of HOSTNAME records WITHIN a domain. Use the Modify DNS form for that purpose.</p> <p>Use the Delete DNS form to delete primary and/or secondary domain name hosting (which will delete the domain and all associated records). Once the completion of your request is confirmed, if you have not already done so, you must update the domain information with your domain registrar - If Network Solutions is the name registrar, click http://www.networksolutions.com.</p> </div>						
9	<p>From the Type of Product drop-down list, select the product for which you want to remove DNS.</p>						
10	<p>From the Choose the set of Name Servers applicable to your DNS service radio buttons, select the group of servers that handle your DNS.</p>						
11	<p>In the How many Domains? field, enter the number of domain names you want to remove from your DNS, then click  .</p>						
12	<p>In the Domain field(s), enter the names of the domains you want to delete.</p>						

Continued on next page

Deleting DNS, continued

Procedure (continued)

Step	Action
13	In the Add Additional Comments box, enter any additional information that you may need to communicate for removing your DNS.
14	<p>Click  .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 659 1458 848" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>


DNS Availability

Introduction

The **Domain Registration** screen allows you to check to see if the domain name you want is available; allowing you to verify that your domain name is not already taken before you try to register it.

Fields and Descriptions

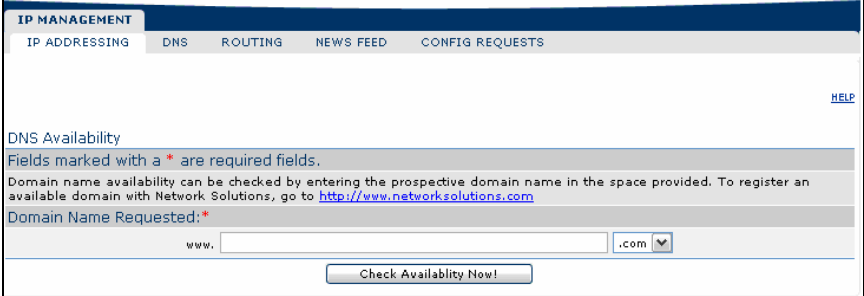
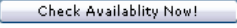
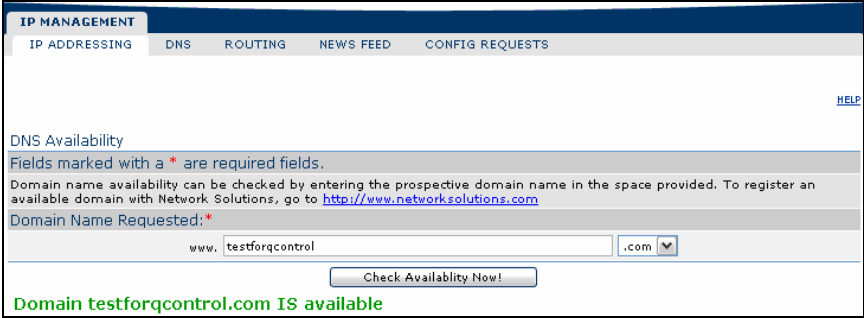
The table below describes the fields and buttons displayed on the **DNS Availability** screen.

Field Name	Description
Domain Name Requested	This field allows you to enter the name you want to check and select from a drop-down list the suffix that matches your domain name.
	This button allows you to check the availability of the domain name you entered in the Domain Name Requested field.

Searching a DNS

Procedure

Follow the steps in the procedure below to verify the **availability** of the domain name you want for your IP service.

Step	Action
1	<p>From the DNS menu, select DNS Availability.</p> <p>Result: The DNS Availability screen appears.</p> 
2	<p>In the Domain Name Requested field, enter the desired domain name for your search.</p>
3	<p>From the Domain Name Requested drop-down list, select the desired domain extension.</p>
4	<p>Click .</p> <p>Result: The system will check whether or not the domain name is available and displays a message indicating whether or not the domain name is available.</p> 

Routing

Introduction

The **Routing** screens allow you to request, modify or delete routing between endpoints of your iQ Ports, **SmPVC (Smart PVC)** or **PRN (Private Routed Network)** services. The routing functionality is divided into four sections, including:

- **New Routing**
- **Modify Routing**
- **Delete Static Routing**
- **Delete Static Routing**

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Routing** screens.


Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Sales Engineer E-mail Address	This field allows you to enter the email address for the sales engineer associated to your account. Note: This field is only available on the New Service screen.
Sales Representative E-mail Address	This field allows you to enter the email address for the Sales Rep associated to your account. Note: This field is only available on the New Service screen.

Continued on next page

Routing, continued

Fields and Descriptions

(continued)

Field Name	Description
CORE Sales Order Number	This field allows you to enter the CORE identifier for your IP service. You should receive this number via e-mail after ordering your service. If you do not, please contact your Wholesale National Service Manager. Note: This field is only available on the New Service screen.
Circuit ID	This field allows you to enter the unique identifier for the IP circuit. Note: This field is only available on the Existing Service screen.
	This button allows you to save your entries and proceed to the next step of the process.
General Routing Fields	
Type of Product	This drop-down list allows you to select the type of service for your routing.
Type of Routing	These radio buttons allow you to select the type of routing you want to add to your service. Your options are: <ul style="list-style-type: none"> • BGP (Border Gateway Protocol) – this is also known as “smart” routing protocol. This allows a network connected to more than one internet provider and one of the network connections goes down, BGP routing has the intelligence built within the network and router to know how and where to re-route the internet traffic automatically. • Static – this allows you to send data directly from one router to a router at the end location; however unlike BGP routing the network does not allow you to re-route traffic automatically.
IP Address Block	This field(s) allows you to enter the IP addresses for which you want to use routing.
CIDR Prefix Length	This drop-down list allows you to select the appropriate CIDR prefixes to indicate how many addresses are available within each IP address.
Serial Address	This field allows you to enter the IP addresses of the Qwest serial hosts that will route your traffic.
Circuit ID	This field allows you to enter the identifiers for the circuits that will use the routing.

Continued on next page

Routing, continued

Fields and Descriptions

(continued)

Field Name	Description
Add Additional Comments	This box allows you to enter any additional information necessary to configure your routing.
<input type="button" value="Submit"/>	This button allows you to send your Routing request.
BGP Routing Fields	
Type of eBGP	These radio buttons allow you to select the kind of BGP routing you need. Your options are: <ul style="list-style-type: none"> • Regular • Multihop
Type of Announcement	These radio buttons allow you to indicate the action you want to take with your routing. <p>Note: This field will display on the Modify Routing screen and the remaining fields on this screen may vary depending on your selection.</p>
What is your Fast Ethernet/Loopback IP Address?	This field allows you to enter the IP address of the router that will handle your Multihop BGP routing. <p>Note: This field only appears if you select Multihop from the Type of eBGP radio buttons above.</p>
Are you multi-homed with another provider?	These radio buttons allow you to indicate whether or not you are also using another provider as part of your BGP routing. <p>Note: The fields appearing below this screen may vary depending on your selection, displaying the fields appropriate to your selection.</p>
Private AS requested?	This checkbox allows you to request a private Autonomous System Number.
What type of Router will you be using on this connection?	This drop-down list allows you to select the brand of router you will be using for your BGP routing. <p>Note: If you select Other, a field appears so that you can type the name of your router's manufacturer.</p>
How much memory does this Router have?	This drop-down list allows you to select the total amount of memory available on your router.
What is your Autonomous System Number?	This field allows you to enter your Autonomous System Number. <p>Note: This field is not required if you selected the Private AS requested? checkbox.</p>

Continued on next page

Routing, continued

Fields and Descriptions

(continued)

Field Name	Description
Do you have any BGP customers?	These radio buttons allow you to indicate whether or not you have any customers who will be using BGP routing over your circuits. Note: If you select Yes , the system provide additional fields allowing you to identify the customers' Autonomous System Numbers.
Do you have any BGP customers to add?	These radio buttons allow you to indicate whether or not you have any customers to add for BGP routing over your circuits. Note: This field will only display on the Modify Routing screen.
Are you changing any Routes/Route Advertisement?	These radio buttons allow you to indicate whether or not you are changing your route advertisements. Note: When you select Yes , the will display the What Routes do you want to learn from QWEST ? drop-down list.
How many BGP customers do you have?	This field allows you to enter the total number of customers you have who will be using your BGP routing.
Please list the BGP customers' Autonomous System Numbers	This field(s) allows you to enter the Autonomous System Numbers for your BGP customers.
What Routes do you want to learn from Qwest?	This drop-down list allows you to select the routes you want your router to pick up from the network. Your options are: <ul style="list-style-type: none"> • Default Route • Qwest Routes • Qwest Routes w/Default • Full Routes • Full Routes w/Default • No Routes
Number of Address Blocks Needed	This field allows you to enter the total number of IP addresses you need for your BGP routing.
Are you registered with RADB?	These radio buttons allow you to indicate whether or not you are registered with RADB. Note: If you select Yes , the AS Macro Name field appears allowing you to enter the name of the AS Macro for your registration.

Continued on next page

Routing, continued

Fields and Descriptions

(continued)

Field Name	Description
Bulk IP for Routing?	These radio buttons allow you to indicate whether or not you require have bulk IP addresses for your routing. Note: If you select Yes , the Enter Bulk IPs box appears allowing you to type the IP addresses to be used for your routing.
Autonomous System No	This field allows you to enter the Autonomous System Number for the BGP route you want to remove.
What route do you want to delete?	This field allows you to enter the unique identifier for the BGP route you want to delete.
Static Routing Fields	
Do you want to route these blocks over more than one connection with Qwest?	These radio buttons allow you to indicate whether you want your routing to make more than one connection with Qwest. Note: If you select Yes , the Serial Address and Circuit ID fields will appear below.
Number of static routes needed	This field allows you to type the total number of static routes you would like for your circuit.
Lines for Existing Customer IP Address	This field allows you to enter the total number of IP addresses from which you want to remove static routing
Existing Customer IP Address	This field(s) allows you to enter the IP addresses from which you want to remove static routing.

Requesting BGP Routing


Procedure Follow the steps in the procedure below to request **new BGP** routing.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select New Routing from the Routing menu.</p> <p>Result: The Customer Information screen appears.</p>
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

Continued on next page

Requesting BGP Routing, continued

Procedure (continued)

Step	Action						
8	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1056"> <thead> <tr> <th data-bbox="597 457 1003 527">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 527">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 527 1003 653">An Existing service</td> <td data-bbox="1003 527 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1056">A New service</td> <td data-bbox="1003 653 1409 1056"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.						
9	<p>Click  .</p> <p>Result: The New Routing screen appears.</p> <div data-bbox="597 1203 1458 1472"> </div>						
10	From the Type of Product drop-down list, choose the service to which you want to add BGP routing.						
11	From the Type of Routing radio buttons, select BGP .						
12	From the Type of eBGP radio buttons, select whether you want Regular or Multihop BGP routing.						

Continued on next page

Requesting BGP Routing, continued




Procedure (continued)

Step	Action						
13	<p>In the Serial Address field, enter the IP address of the Qwest serial host that handles the routing.</p> <p>-OR-</p> <p>In the Circuit ID, type the unique identifier of the circuit for which you want to configure BGP routing.</p>						
14	<p>From the Are you multi-homed with another provider? radio buttons, indicate whether or not you also use another provider.</p>						
15	<p>Depending on your selection in Step 14, complete the following:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">If you selected...</th> <th style="width: 50%;">Then...</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">No</td> <td>If you need private AS, select the Private AS check box.</td> </tr> <tr> <td style="text-align: center;">Yes</td> <td> <ol style="list-style-type: none"> 1. In the Number of connection types needed field, enter the total number of connections you need Qwest to provide, then click <input type="button" value="Update"/>. Result: The system refreshes your browser window, displaying the appropriate number of Connection Type and ISP fields. 2. In the Connection Type field(s), identify the kind(s) of connection(s) you will require with your other providers. 3. In the ISP field(s), enter the name(s) of the service provider(s) with which you need to connect. </td> </tr> </tbody> </table>	If you selected...	Then...	No	If you need private AS, select the Private AS check box.	Yes	<ol style="list-style-type: none"> 1. In the Number of connection types needed field, enter the total number of connections you need Qwest to provide, then click <input type="button" value="Update"/>. Result: The system refreshes your browser window, displaying the appropriate number of Connection Type and ISP fields. 2. In the Connection Type field(s), identify the kind(s) of connection(s) you will require with your other providers. 3. In the ISP field(s), enter the name(s) of the service provider(s) with which you need to connect.
If you selected...	Then...						
No	If you need private AS, select the Private AS check box.						
Yes	<ol style="list-style-type: none"> 1. In the Number of connection types needed field, enter the total number of connections you need Qwest to provide, then click <input type="button" value="Update"/>. Result: The system refreshes your browser window, displaying the appropriate number of Connection Type and ISP fields. 2. In the Connection Type field(s), identify the kind(s) of connection(s) you will require with your other providers. 3. In the ISP field(s), enter the name(s) of the service provider(s) with which you need to connect. 						
16	<p>From the What type of Router will you be using on this connection? drop-down list, select your router's manufacturer.</p> <p>Result: The system refreshes your browser window. If you selected Other, a new field will display allowing you to enter the name of your router's manufacturer.</p>						

Continued on next page

Requesting BGP Routing, continued


Procedure (continued)

Step	Action						
17	From the How much memory does this Router have? drop-down list, select the appropriate value.						
18	From the Do you have any BGP customers? radio buttons, indicate whether or not any of your customers use BGP routing on your circuit(s).						
19	Depending on your selection in Step 18 , complete the following: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>If you selected...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>Proceed to Step 20.</td> </tr> <tr> <td>Yes</td> <td> <ol style="list-style-type: none"> In the Number of address blocks needed field, type the total number of IP addresses you need, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address Block and CIDR Prefix Length fields. In the IP Address Block field(s), enter the IP address(es) of the host(s) for which you need BGP routing. From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block. </td> </tr> </tbody> </table>	If you selected...	Then...	No	Proceed to Step 20 .	Yes	<ol style="list-style-type: none"> In the Number of address blocks needed field, type the total number of IP addresses you need, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address Block and CIDR Prefix Length fields. In the IP Address Block field(s), enter the IP address(es) of the host(s) for which you need BGP routing. From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
If you selected...	Then...						
No	Proceed to Step 20 .						
Yes	<ol style="list-style-type: none"> In the Number of address blocks needed field, type the total number of IP addresses you need, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address Block and CIDR Prefix Length fields. In the IP Address Block field(s), enter the IP address(es) of the host(s) for which you need BGP routing. From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block. 						
20	From the Are you registered with RADB? radio buttons, indicate whether or not you are registered with RADB.						

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Requesting BGP Routing, continued

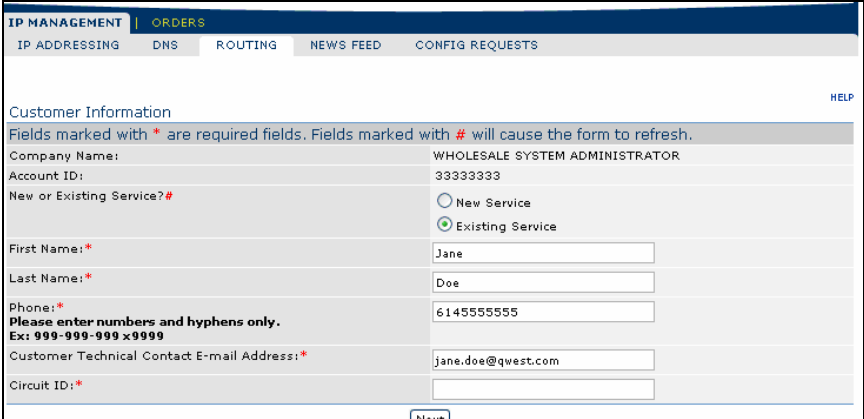
Procedure (continued)

Step	Action						
21	<p>Depending on your selection in Step 21, complete the following:</p> <table border="1"> <thead> <tr> <th>If you selected...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>Proceed to Step 22.</td> </tr> <tr> <td>Yes</td> <td>In the AS Macro Name field, enter your unique AS Marco identifier.</td> </tr> </tbody> </table>	If you selected...	Then...	No	Proceed to Step 22 .	Yes	In the AS Macro Name field, enter your unique AS Marco identifier.
If you selected...	Then...						
No	Proceed to Step 22 .						
Yes	In the AS Macro Name field, enter your unique AS Marco identifier.						
22	From the Bulk IP for Routing? radio buttons, indicate whether or not you need bulk IP for routing.						
23	<p>Depending on your selection in Step 22, complete the following:</p> <table border="1"> <thead> <tr> <th>If you selected...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>Proceed to Step 24.</td> </tr> <tr> <td>Yes</td> <td>In the Enter Bulk IP's box, enter the IP addresses you need to provide.</td> </tr> </tbody> </table>	If you selected...	Then...	No	Proceed to Step 24 .	Yes	In the Enter Bulk IP's box, enter the IP addresses you need to provide.
If you selected...	Then...						
No	Proceed to Step 24 .						
Yes	In the Enter Bulk IP's box, enter the IP addresses you need to provide.						
24	In the Add Additional Comments box, enter additional information that will assist in configuring your BGP routing.						
25	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>						

Requesting Static Routing

Procedure


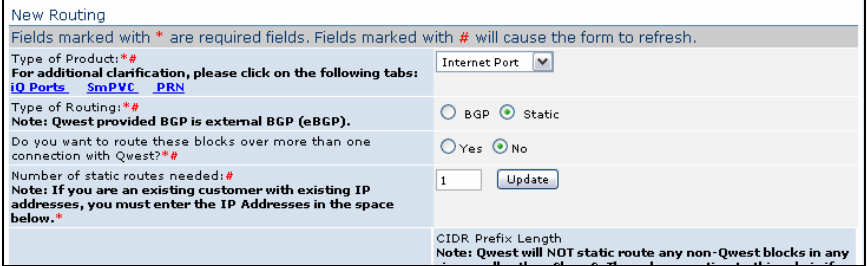
Follow the steps in the procedure below to request **new Static** Routing.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select New Routing from the Routing menu.</p> <p>Result: The Customer Information screen appears.</p> 
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Requesting Static Routing, continued



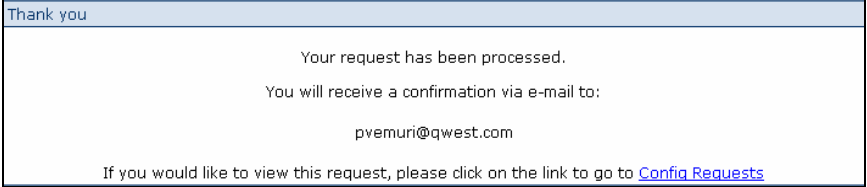
Procedure (continued)

Step	Action						
8	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1052"> <thead> <tr> <th data-bbox="597 457 1003 520">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 520">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 520 1003 653">An Existing service</td> <td data-bbox="1003 520 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1052">A New service</td> <td data-bbox="1003 653 1409 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
9	<p>Click  .</p> <p>Result: The New Routing screen appears.</p> <div data-bbox="597 1234 1458 1497">  </div>						
10	From the Type of Product drop-down list, choose the service for which you want to request Static routing.						
11	From the Type of Routing radio buttons, select Static .						

Continued on next page

Requesting Static Routing, continued

Procedure (continued)

Step	Action
12	From the Do you want to route these blocks over more than one connection with Qwest? radio buttons, select whether or not you need your routes to make multiple connections with Qwest.
13	In the Number of static routes needed field, enter the total number of routes you want to configure, then click  . The system refreshes your browser window, displaying the appropriate number of IP Address Block , CIDR Prefix Length , Serial Address , and Circuit ID fields.
14	In the IP Address Block field(s), enter the IP address(es) of your routers for which you need Static routing.
15	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
16	In the Serial Address field(s), enter the IP address(s) of the Qwest serial routers to which you are configuring Static routing.
17	In the Circuit ID field(s), enter the unique identifier of each static route you want to define.
18	In the Add Additional Comments box, enter additional information that will assist in configuring your Static routing.
19	Click  . Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request. 

Modifying BGP Routing


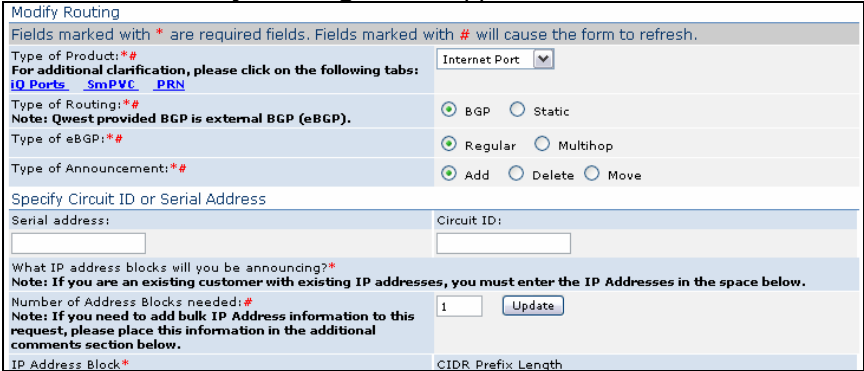
Procedure Follow the steps in the procedure below to **modify existing BGP** routing.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select Modify Routing from the Routing menu.</p> <p>Result: The Customer Information screen appears.</p>
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

Continued on next page

Modifying BGP Routing, continued

Procedure (continued)

Step	Action						
8	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1052"> <thead> <tr> <th data-bbox="597 457 1003 520">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 520">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 520 1003 653">An Existing service</td> <td data-bbox="1003 520 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1052">A New service</td> <td data-bbox="1003 653 1409 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
9	<p>Click  .</p> <p>Result: The Modify Routing screen appears.</p> <div data-bbox="597 1230 1455 1598">  </div>						
10	From the Type of Product drop-down list, choose the service for which you want to modify BGP routing.						
11	From the Type of Routing radio buttons, select BGP .						

Continued on next page

Modifying BGP Routing, continued


Procedure (continued)

Step	Action						
12	From the Type of eBGP radio buttons, select whether you want Regular or Multihop BGP routing.						
13	From the Type of Announcement radio buttons, indicate the type of change you are making to your BGP routing.						
14	<p>Depending on your selection in Step 13, complete the following:</p> <table border="1" data-bbox="597 583 1409 1562"> <thead> <tr> <th data-bbox="597 583 1003 617">If you selected...</th> <th data-bbox="1003 583 1409 617">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 617 1003 949">Add or Delete</td> <td data-bbox="1003 617 1409 949"> In the Serial Address field, enter the IP address of the Qwest serial host that handles the routing. -OR- In the Circuit ID, enter the unique identifier of the circuit for which you want to modify BGP routing. </td> </tr> <tr> <td data-bbox="597 949 1003 1562">Move</td> <td data-bbox="1003 949 1409 1562"> <ol style="list-style-type: none"> 1. In the Current Circuit Serial Address field, enter the IP address of the Qwest serial host that currently handles the routing. 2. In the Current Circuit ID field, enter the unique identifier of the circuit for which you are modifying BGP routing. 3. In the Future Circuit Serial Address field, enter the IP address of the Qwest serial host that you want to handle the routing. 4. In the Future Circuit ID field, enter the new identifier for the circuit. </td> </tr> </tbody> </table>	If you selected...	Then...	Add or Delete	In the Serial Address field, enter the IP address of the Qwest serial host that handles the routing. -OR- In the Circuit ID , enter the unique identifier of the circuit for which you want to modify BGP routing.	Move	<ol style="list-style-type: none"> 1. In the Current Circuit Serial Address field, enter the IP address of the Qwest serial host that currently handles the routing. 2. In the Current Circuit ID field, enter the unique identifier of the circuit for which you are modifying BGP routing. 3. In the Future Circuit Serial Address field, enter the IP address of the Qwest serial host that you want to handle the routing. 4. In the Future Circuit ID field, enter the new identifier for the circuit.
If you selected...	Then...						
Add or Delete	In the Serial Address field, enter the IP address of the Qwest serial host that handles the routing. -OR- In the Circuit ID , enter the unique identifier of the circuit for which you want to modify BGP routing.						
Move	<ol style="list-style-type: none"> 1. In the Current Circuit Serial Address field, enter the IP address of the Qwest serial host that currently handles the routing. 2. In the Current Circuit ID field, enter the unique identifier of the circuit for which you are modifying BGP routing. 3. In the Future Circuit Serial Address field, enter the IP address of the Qwest serial host that you want to handle the routing. 4. In the Future Circuit ID field, enter the new identifier for the circuit. 						

Continued on next page

Modifying BGP Routing, continued


Procedure (continued)

Step	Action						
15	In the Number of address blocks needed field, enter the total number of IP addresses you need, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address Block and CIDR Prefix Length fields.						
16	In the IP Address Block field(s), enter the IP address(es) of the host(s) for which you need BGP routing.						
17	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.						
18	From the Do you have any BGP customers to add? radio buttons, indicate whether or not any of your customers use BGP routing on your circuit(s).						
19	From the Are you changing any Routes/Route Advertisement? radio buttons, indicate whether or not you need to change the route.						
20	Depending on your selection in Step 19 , complete the following: <table border="1" data-bbox="597 982 1409 1155"> <thead> <tr> <th>If you selected...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>Proceed to Step 21.</td> </tr> <tr> <td>Yes</td> <td>From the Routes drop-down list, select the route to which you want to change.</td> </tr> </tbody> </table>	If you selected...	Then...	No	Proceed to Step 21 .	Yes	From the Routes drop-down list, select the route to which you want to change.
If you selected...	Then...						
No	Proceed to Step 21 .						
Yes	From the Routes drop-down list, select the route to which you want to change.						
21	From the Are you registered with RADB? radio buttons, indicate whether or not you are registered with RADB.						
22	Depending on your selection in Step 21 , complete the following: <table border="1" data-bbox="597 1312 1409 1484"> <thead> <tr> <th>If you selected...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>Proceed to Step 23.</td> </tr> <tr> <td>Yes</td> <td>In the AS Macro Name field, enter the unique identifier for your AS macro.</td> </tr> </tbody> </table>	If you selected...	Then...	No	Proceed to Step 23 .	Yes	In the AS Macro Name field, enter the unique identifier for your AS macro.
If you selected...	Then...						
No	Proceed to Step 23 .						
Yes	In the AS Macro Name field, enter the unique identifier for your AS macro.						

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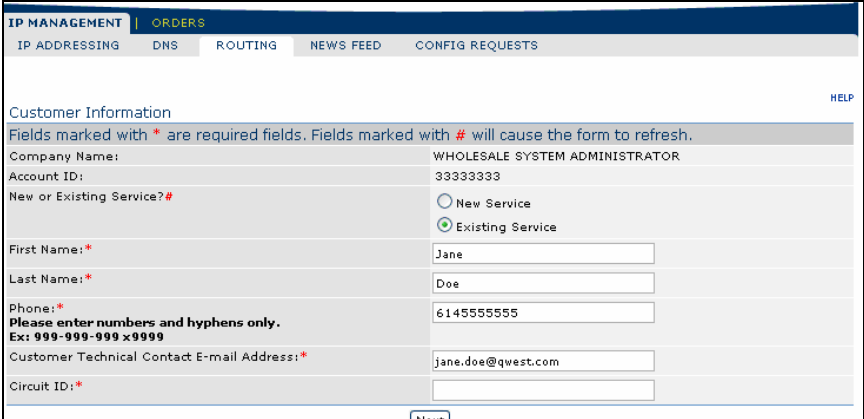
Modifying BGP Routing, continued

Procedure (continued)

Step	Action
23	In the Add Additional Comments box, enter additional information that will assist in configuring your BGP routing.
24	<p>Click  .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 659 1458 848" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Modifying Static Routing


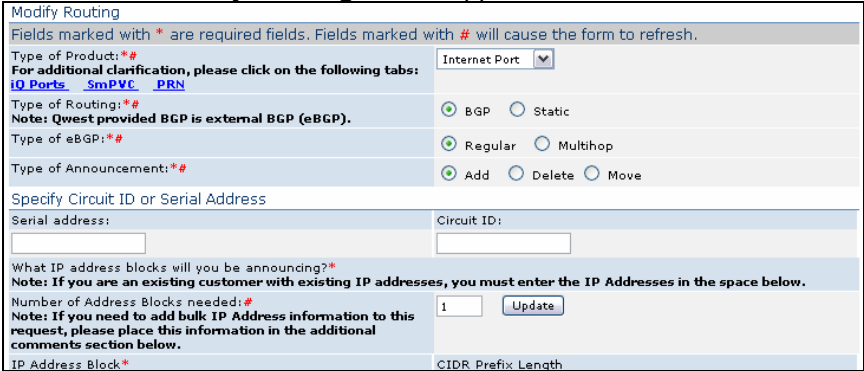
Procedure Follow the steps in the procedure below to modify an **existing Static** routing.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select Modify Routing from the Routing menu.</p> <p>Result: The Customer Information screen appears.</p> 
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Modifying Static Routing, continued


Procedure (continued)

Step	Action						
8	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1052"> <thead> <tr> <th data-bbox="597 457 1003 520">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 520">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 520 1003 653">An Existing service</td> <td data-bbox="1003 520 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1052">A New service</td> <td data-bbox="1003 653 1409 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
9	<p>Click  .</p> <p>Result: The Modify Routing screen appears.</p> 						
10	From the Type of Product drop-down list, choose the service for your Static routing.						
11	From the Type of Routing radio buttons, select Static .						

Continued on next page

Modifying Static Routing, continued


Procedure (continued)

Step	Action						
12	From the Type of Announcement radio buttons, indicate the type of change you are making to your Static routing.						
13	<p>Depending on your selection in Step 12, complete the following:</p> <table border="1" data-bbox="597 520 1409 1440"> <thead> <tr> <th data-bbox="597 520 1003 552">If you selected...</th> <th data-bbox="1003 520 1409 552">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 552 1003 856">Add or Delete</td> <td data-bbox="1003 552 1409 856"> <p>In the Serial Address field, enter the IP address of the Qwest serial host that handles the routing.</p> <p>-OR-</p> <p>In the Circuit ID, type the unique identifier of the circuit for which you want to modify.</p> </td> </tr> <tr> <td data-bbox="597 856 1003 1440">Move</td> <td data-bbox="1003 856 1409 1440"> <ol style="list-style-type: none"> 1. In the Current Circuit Serial Address field, enter the IP address of the Qwest serial host that currently handles the routing. 2. In the Current Circuit ID field, enter the unique identifier of the circuit for which you are modifying. 3. In the Future Circuit Serial Address field, enter the IP address of the Qwest serial host that you want to handle the routing. 4. In the Future Circuit ID field, enter the new identifier for the circuit. </td> </tr> </tbody> </table>	If you selected...	Then...	Add or Delete	<p>In the Serial Address field, enter the IP address of the Qwest serial host that handles the routing.</p> <p>-OR-</p> <p>In the Circuit ID, type the unique identifier of the circuit for which you want to modify.</p>	Move	<ol style="list-style-type: none"> 1. In the Current Circuit Serial Address field, enter the IP address of the Qwest serial host that currently handles the routing. 2. In the Current Circuit ID field, enter the unique identifier of the circuit for which you are modifying. 3. In the Future Circuit Serial Address field, enter the IP address of the Qwest serial host that you want to handle the routing. 4. In the Future Circuit ID field, enter the new identifier for the circuit.
If you selected...	Then...						
Add or Delete	<p>In the Serial Address field, enter the IP address of the Qwest serial host that handles the routing.</p> <p>-OR-</p> <p>In the Circuit ID, type the unique identifier of the circuit for which you want to modify.</p>						
Move	<ol style="list-style-type: none"> 1. In the Current Circuit Serial Address field, enter the IP address of the Qwest serial host that currently handles the routing. 2. In the Current Circuit ID field, enter the unique identifier of the circuit for which you are modifying. 3. In the Future Circuit Serial Address field, enter the IP address of the Qwest serial host that you want to handle the routing. 4. In the Future Circuit ID field, enter the new identifier for the circuit. 						
14	In the Number of Address Blocks needed field, enter the total number of IP addresses you want to add to your Static routing.						
15	<p>Click  .</p> <p>Result: The system refreshes your browser window, displaying the appropriate number of IP Address Block and CIDR Prefix Length fields.</p>						

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Modifying Static Routing, continued

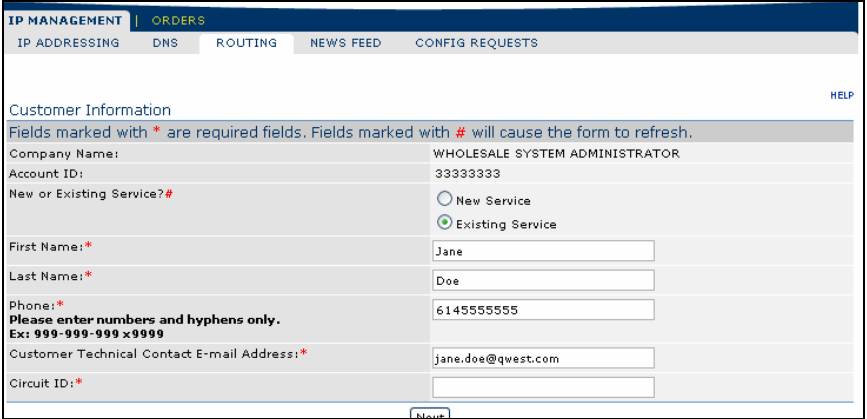
Procedure (continued)

Step	Action
16	In the IP Address Block field(s), enter the IP address(es) of your routers for which you need static routing.
17	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
18	In the Add Additional Comments box, enter additional information that will assist in configuring your static routing.
19	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 814 1458 1003" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Deleting Static Routing

Procedure



Follow the steps in the procedure below to **remove Static** routing configurations from your service.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select Delete Static Routing from the Routing menu.</p> <p>Result: The Customer Information screen appears.</p> 
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Deleting Static Routing, continued




Procedure (continued)

Step	Action						
8	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1052"> <thead> <tr> <th data-bbox="597 457 1003 527">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 527">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 527 1003 653">An Existing service</td> <td data-bbox="1003 527 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1052">A New service</td> <td data-bbox="1003 653 1409 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
9	<p>Click .</p> <p>Result: The Delete Static Routing screen appears.</p> 						
10	<p>From the Type of Product drop-down list, choose the service to which you want to remove Static routing.</p>						

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Deleting Static Routing, continued

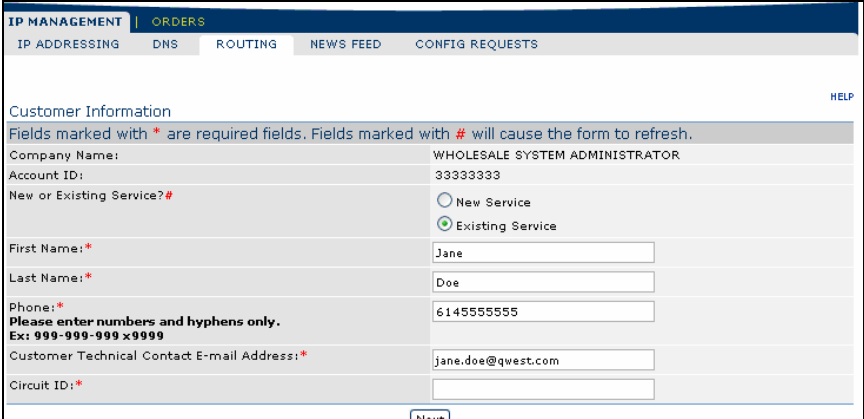
Procedure (continued)

Step	Action
11	In the Lines for Existing Customer IP Addresses field, enter the total number of Static routes you want to delete.
12	Click  . Result: The system refreshes your browser window, displaying the appropriate number of Existing Customer IP Address, CIDR Prefix Length and Serial Address fields.
13	In the Existing Customer IP Address fields, enter the IP address(es) of the router(s) at your end of the static route.
14	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
15	In the Serial Address field(s), enter the IP address(es) of the Qwest serial router(s) at the Qwest end of the static route.
16	In the Add Additional Comments box, enter additional information that will assist in removing your static routing.
17	Click  . Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request. 

Deleting BGP Routing

Procedure


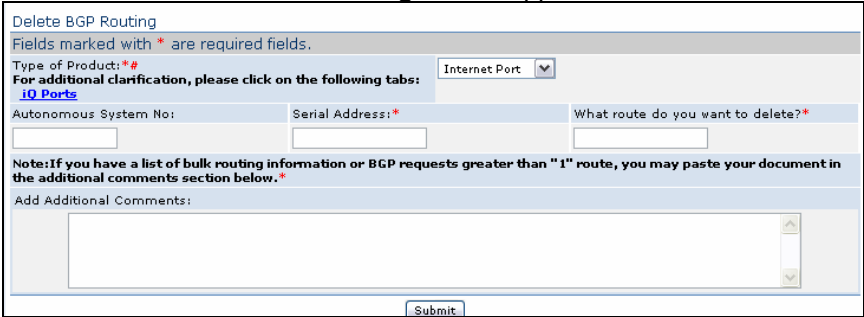
Follow the steps in the procedure below to **remove BGP** routing from your internet service.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select Delete BGP Routing from the Routing menu.</p> <p>Result: The Customer Information screen appears.</p> 
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

Continued on next page

Deleting BGP Routing, continued


Procedure (continued)

Step	Action						
8	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1052"> <thead> <tr> <th data-bbox="597 457 1003 520">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 520">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 520 1003 653">An Existing service</td> <td data-bbox="1003 520 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1052">A New service</td> <td data-bbox="1003 653 1409 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
9	<p>Click  .</p> <p>Result: The Delete BGP Routing screen appears.</p> 						
10	From the Type of Product drop-down list, choose the service from which you want to delete BGP routing.						
11	In the Autonomous System No field, enter the appropriate value.						
12	In the Serial Address field, enter the IP address of the Qwest serial host that handles the routing.						

Continued on next page

Deleting BGP Routing, continued

Procedure (continued)

Step	Action
13	In the What route do you want to delete? field, enter the unique identifier for the route you want to delete.
14	In the Add Additional Comments box, enter any more information that will assist in completing your request.
15	<p>Click  .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 722 1458 911" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

ASN Requests

Introduction

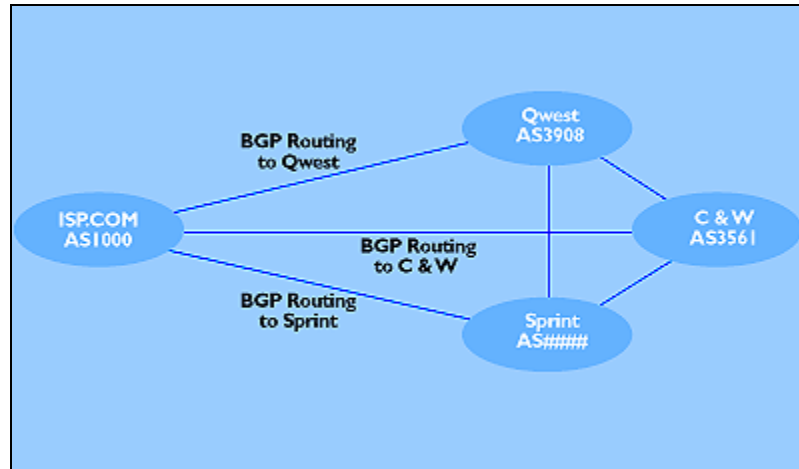
Autonomous System Number (**ASN**) is a unique number assigned by the InterNIC that identifies an autonomous system in the Internet. ASNs are used by routing protocols (i.e. BGP) to uniquely define an autonomous system.

An Autonomous System is a collection of routers under a single administrative authority using a common Interior Gateway Protocol for routing packets.

As identified in the diagram (**Figure 10.1**) below, large customers such as ISPs have the option of which Internet Network Provider they would like to route traffic to. There is no limit to the number of vendors a customer would like to route to. Some BGP customers can load balance their traffic over multiple ASNs. This allows for better performance when load balancing, dynamic re-routing and routing traffic to multiple carriers occurs.

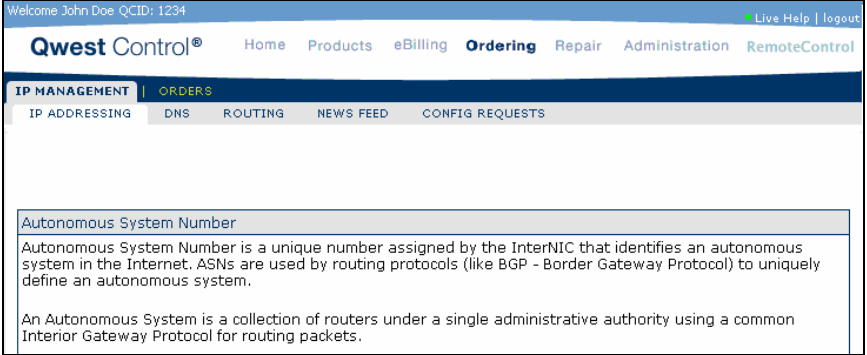
Note: If you need to request an Autonomous System Number, you will need to go directly to [ARIN](#)

Figure 10.1



Accessing ASN Requests


Procedure Follow the steps in the procedure below to view the **ASN Request** screen.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select ASN Request from the Routing menu.</p> <p>Result: The Autonomous System Number screen appears.</p> 

News Feed

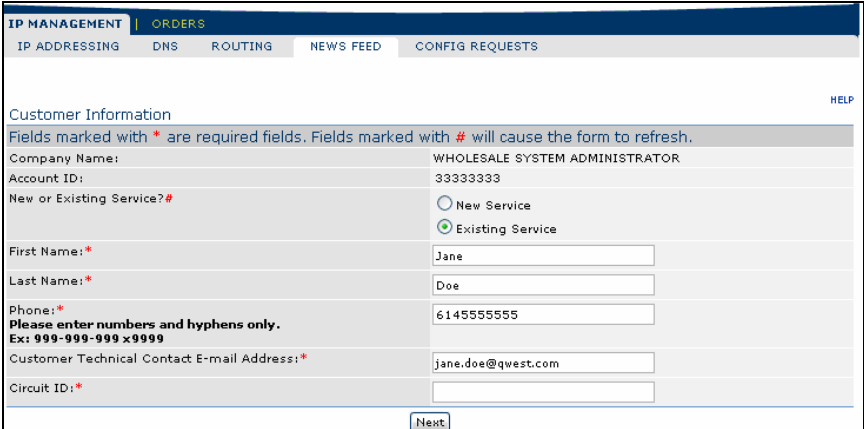
Introduction The **News Feed** screen allows you to configure the news feed Qwest provides to your servers.

Fields and Descriptions The table below describes the fields and buttons displayed on the **News Feed** screen.

Field Name	Description
Customer Name	This field allows you to enter the name of the customer receiving the feed from the Qwest news server.
Name of your news server (DNS name)	This field allows you to enter a fully qualified domain name of the server that will receive the feed from the Qwest news server.
News Server IP Address	This field allows you to enter the IP address of the server that will receive the feed from the Qwest news server.
Do you want a full list/feed from us?	These radio buttons allow you to indicate whether you want the full news feed or whether you would prefer to choose specific portions of the feed to receive. Note: If you select the No , the system allows you to specify the parts of the feed you want.
Specify List	These radio buttons allow you to indicate whether or not you want to include the full news feed list.
Please click...text field below	This box allows you to enter the items from the news feed that you want to receive. Note: The link on this screen allows you to see the items available from the news feed.
Add Additional Comments	This box allows you to enter additional information necessary to configure your routing.
	This button allows you to send your routing information to Qwest.

Configuring News Feed

Procedure Follow the steps in the procedure below to set up the **News Feed** you will receive from Qwest.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, click on the News Feed menu.</p> <p>Result: The Customer Information screen appears.</p> 
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Configuring News Feed, continued


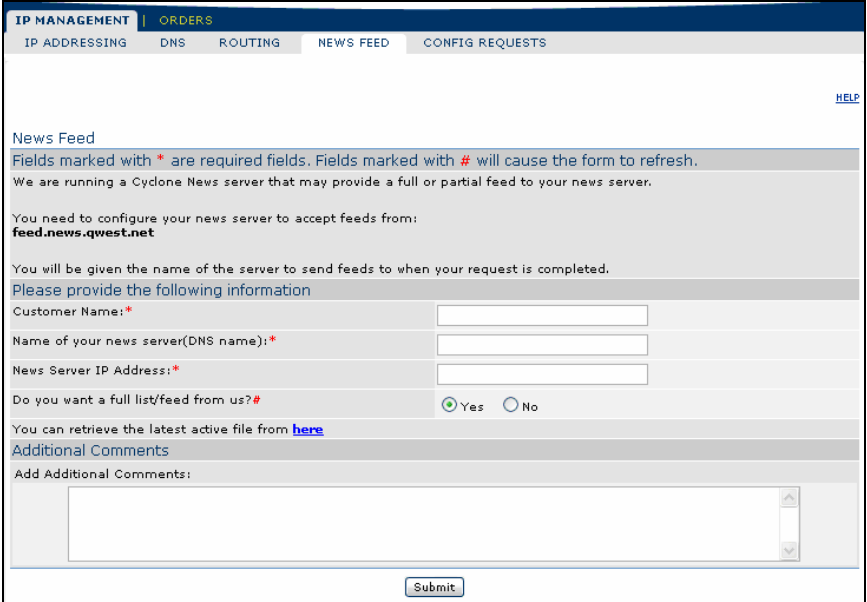
Procedure (continued)

Step	Action						
8	<p data-bbox="597 401 1438 428">Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1052"> <thead> <tr> <th data-bbox="597 457 1003 527">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 527">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 527 1003 653">An Existing service</td> <td data-bbox="1003 527 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1052">A New service</td> <td data-bbox="1003 653 1409 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						

Continued on next page

Configuring News Feed, continued


Procedure (continued)

Step	Action
9	<p>Click  .</p> <p>Result: The News Feed screen appears.</p> 
10	In the Customer Name field, enter the name of the party receiving the news feed.
11	In the Name of your news server (DNS name) field, enter the fully-qualified domain name of the server you use for news feeds.
12	In the News Server IP Address field, enter the IP Address of the server you use for news feeds.
13	From the Do you want a full list/feed from us? radio buttons, indicate whether or not you want a full list/feed.

Continued on next page

Configuring News Feed, continued

Procedure (continued)

Step	Action						
14	<p>Depending on your selection in the Step 4, complete the following:</p> <table border="1" data-bbox="597 457 1409 842"> <thead> <tr> <th data-bbox="597 457 841 527">If you selected...</th> <th data-bbox="841 457 1409 527">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 527 841 806">No</td> <td data-bbox="841 527 1409 806"> <ol style="list-style-type: none"> From the Specify list radio buttons, select whether the feeds you indicate should be included in or excluded from your News Feed service. In the Please click on the link above and...below. box, add the specific feeds you want to include with or exclude from your service. Proceed to Step 6. </td> </tr> <tr> <td data-bbox="597 806 841 842">Yes</td> <td data-bbox="841 806 1409 842">Proceed to Step 6.</td> </tr> </tbody> </table>	If you selected...	Then...	No	<ol style="list-style-type: none"> From the Specify list radio buttons, select whether the feeds you indicate should be included in or excluded from your News Feed service. In the Please click on the link above and...below. box, add the specific feeds you want to include with or exclude from your service. Proceed to Step 6. 	Yes	Proceed to Step 6 .
If you selected...	Then...						
No	<ol style="list-style-type: none"> From the Specify list radio buttons, select whether the feeds you indicate should be included in or excluded from your News Feed service. In the Please click on the link above and...below. box, add the specific feeds you want to include with or exclude from your service. Proceed to Step 6. 						
Yes	Proceed to Step 6 .						
15	In the Add Additional Comments box, enter any additional information that will help us configure your News Feed service.						
16	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 1140 1458 1325" style="border: 1px solid black; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">pvemuri@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>						

Configuration Requests


Introduction

The **Configuration Requests** screen displays a listing of your service configuration requests, current status of each request, the request type and the product affected. You also have the ability to see who submitted each request and when it was submitted. This screen is divided into two sections: Filters and Search/View Requests.

- The **Filters** section allows you to enter specific criteria to display requests matching your criteria.
- The **Search/View Requests** section displays your list of requests in progress.


Fields and Descriptions

The table below describes the fields and buttons displayed on the **Config Requests** screen.

Field Name	Description
Filters Section	
Request Type	This drop-down list allows you to select the type of configuration request you want to filter.
Request Status	This drop-down list allows you to select the status of the configuration requests you want to filter.
	This button allows you to retrieve the configuration requests matching the criteria you selected.
Search/View Requests Section	
Status	This column displays the current status of each configuration request in the list.
Tracking Number	This column displays the unique identifier assigned to each request in the list.
Product	This column displays the product affected by each configuration request in the list.
Request Type	This column identifies the type of request for each item listed.
Customer Name	This column displays the name of the user who submitted each request in the list.
Timestamp	This column displays the date and time each request in the list was submitted.

Viewing the Configuration Requests


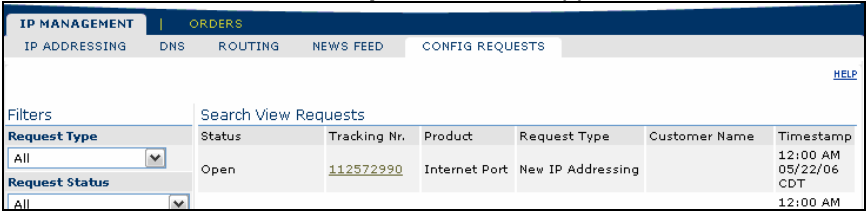
Procedure Follow the steps in the procedure below to view your **Configuration Requests**.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, click on the Config Requests menu.</p> <p>Result: The Customer Information screen appears.</p> 
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

Continued on next page

Viewing the Configuration Requests, continued


Procedure (continued)

Step	Action												
8	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="597 457 1409 1056"> <thead> <tr> <th data-bbox="597 457 1003 525">If you want to New IP Addressing for...</th> <th data-bbox="1003 457 1409 525">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 525 1003 653">An Existing service</td> <td data-bbox="1003 525 1409 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="597 653 1003 1056">A New service</td> <td data-bbox="1003 653 1409 1056"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.						
If you want to New IP Addressing for...	Then...												
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.												
A New service	1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.												
9	<p>Click  .</p> <p>Result: The Search/View Requests screen appears.</p>  <p>The screenshot shows a web interface with a navigation bar containing 'IP MANAGEMENT', 'ORDERS', 'IP ADDRESSING', 'DNS', 'ROUTING', 'NEWS FEED', and 'CONFIG REQUESTS'. Below the navigation bar, there are filter sections for 'Request Type' (set to 'All') and 'Request Status' (set to 'All'). A table titled 'Search View Requests' displays the following data:</p> <table border="1" data-bbox="792 1329 1458 1413"> <thead> <tr> <th>Status</th> <th>Tracking Nr.</th> <th>Product</th> <th>Request Type</th> <th>Customer Name</th> <th>Timestamp</th> </tr> </thead> <tbody> <tr> <td>Open</td> <td>112572990</td> <td>Internet Port</td> <td>New IP Addressing</td> <td></td> <td>12:00 AM 05/22/06 CDT</td> </tr> </tbody> </table>	Status	Tracking Nr.	Product	Request Type	Customer Name	Timestamp	Open	112572990	Internet Port	New IP Addressing		12:00 AM 05/22/06 CDT
Status	Tracking Nr.	Product	Request Type	Customer Name	Timestamp								
Open	112572990	Internet Port	New IP Addressing		12:00 AM 05/22/06 CDT								

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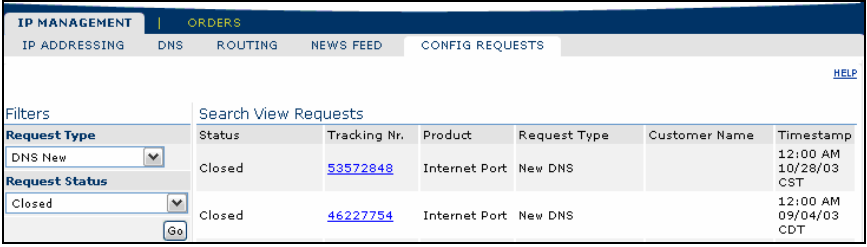
Viewing the Configuration Requests, continued

Procedure (continued)

Step	Action
10	<p>From the Search View Requests screen, click on the link associated to the Tracking Nr. to view the request details.</p> <p>Result: The associated ordering details screen appears.</p> 

Filtering the Search/View Request List

Procedure Follow the steps in the procedure below to **filter** your list of configuration requests.

Step	Action																		
1	From the Search View Requests screen, select the type of configuration request you want to filter from the Request Type drop-down list.																		
2	From the Request Status drop-down list, select the status code that are applicable to the requests your want to filter.																		
3	<p>Click  .</p> <p>Result: The system retrieves the configuration requests matching your criteria.</p>  <p>The screenshot shows the 'Search View Requests' interface. On the left, there are two filter dropdowns: 'Request Type' set to 'DNS New' and 'Request Status' set to 'Closed'. A 'Go' button is at the bottom of the filters. The main area displays a table with the following data:</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Tracking Nr.</th> <th>Product</th> <th>Request Type</th> <th>Customer Name</th> <th>Timestamp</th> </tr> </thead> <tbody> <tr> <td>Closed</td> <td>53572848</td> <td>Internet Port</td> <td>New DNS</td> <td></td> <td>12:00 AM 10/28/03 CST</td> </tr> <tr> <td>Closed</td> <td>46227754</td> <td>Internet Port</td> <td>New DNS</td> <td></td> <td>12:00 AM 09/04/03 CDT</td> </tr> </tbody> </table>	Status	Tracking Nr.	Product	Request Type	Customer Name	Timestamp	Closed	53572848	Internet Port	New DNS		12:00 AM 10/28/03 CST	Closed	46227754	Internet Port	New DNS		12:00 AM 09/04/03 CDT
Status	Tracking Nr.	Product	Request Type	Customer Name	Timestamp														
Closed	53572848	Internet Port	New DNS		12:00 AM 10/28/03 CST														
Closed	46227754	Internet Port	New DNS		12:00 AM 09/04/03 CDT														

Orders

Introduction

The **Orders** (including Worksheets, Shopping Carts, Order Status, etc.) functionality is not available for Wholesale customers; please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.
