

Chapter 7: Wholesale Dial Application

Overview

Introduction

The **Wholesale Dial Product** application allows you to manage your dial services associated to your Qwest Control[®] Enterprise ID. Some of the features available under the Wholesale Dial product include access to resource information and the ability to generate & view reports.

Note: In Qwest Control, the system will only display products that apply specifically to your customer account ID. If you do not have a Wholesale Dial product this page will not display.

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Wholesale Dial Resources

Introduction

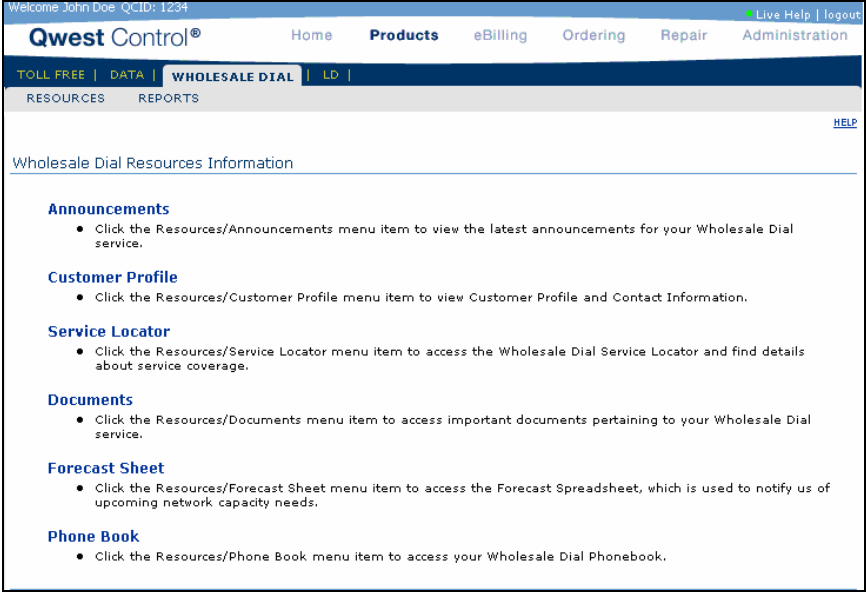
The **Wholesale Dial Resources** information screen provides you a brief description of the resources available to you under the **Wholesale Dial** application; which may include:

- **Announcements** – provides the latest announcements for your Wholesale Dial service.
- **Customer Profile** – provides customer profile and contact information.
- **Service Locator** – provides access to a wholesale service locator and details about service coverage.
- **Documents** – provides access to documents pertaining to your Wholesale Dial service.
- **Forecast Sheet** – provides access to the forecast spreadsheet, which is used to notify us of upcoming network capacity needs.
- **Phone Book** – provides access to your Wholesale Dial phonebook.

Viewing the Wholesale Dial Resources

Procedure

Follow the steps in the procedure below to **view** the **Wholesale Dial Resources** screen.

Step	Action
1	<p>From the Wholesale Dial application, click on the Resources menu.</p> <p>Result: The Wholesale Dial Resources Information screen appears.</p>  <p>The screenshot shows the 'Wholesale Dial Resources Information' page. At the top, there is a navigation bar with 'Home', 'Products', 'eBilling', 'Ordering', 'Repair', and 'Administration'. Below that, there are tabs for 'TOLL FREE', 'DATA', 'WHOLESALE DIAL', and 'LD'. The main content area lists several resources with brief descriptions and instructions on how to access them:</p> <ul style="list-style-type: none"> Announcements <ul style="list-style-type: none"> • Click the Resources/Announcements menu item to view the latest announcements for your Wholesale Dial service. Customer Profile <ul style="list-style-type: none"> • Click the Resources/Customer Profile menu item to view Customer Profile and Contact Information. Service Locator <ul style="list-style-type: none"> • Click the Resources/Service Locator menu item to access the Wholesale Dial Service Locator and find details about service coverage. Documents <ul style="list-style-type: none"> • Click the Resources/Documents menu item to access important documents pertaining to your Wholesale Dial service. Forecast Sheet <ul style="list-style-type: none"> • Click the Resources/Forecast Sheet menu item to access the Forecast Spreadsheet, which is used to notify us of upcoming network capacity needs. Phone Book <ul style="list-style-type: none"> • Click the Resources/Phone Book menu item to access your Wholesale Dial Phonebook.

Wholesale Dial Announcements

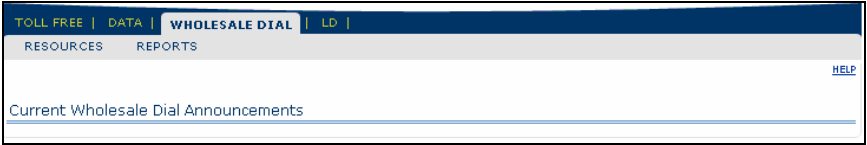
Introduction The **Announcements** screen allows you to view any messages posted for public viewing.

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

Field Name	Description
Current Announcement	This field displays the most recently posted announcements.

Viewing the Wholesale Dial Announcements


Procedure Follow the steps in the procedure below to **view** the **Wholesale Announcements** screen.

Step	Action
1	<p>From the Wholesale Dial application, select Announcements from the Resources menu.</p> <p>Result: The Current Wholesale Dial Announcements screen appears.</p> 

Wholesale Dial Customer Profile

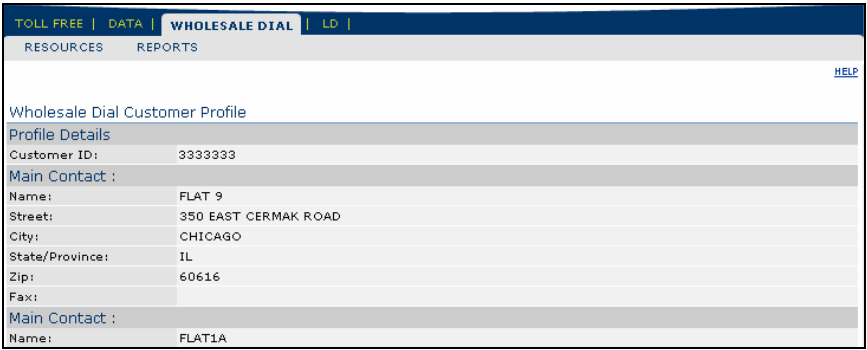

Introduction The **Customer Profile** screen provides you basic information about your customer account with Qwest.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Customer Profile** screen.

Field Name	Description
Customer ID	This field displays the unique identifier Qwest uses for your customer account.
	This button allows you to return to the previous screen viewed.

Viewing the Wholesale Dial Customer Profile

Procedure Follow the steps in the procedure below to **view** the **Customer Profile** screen.

Step	Action
1	<p>From the Wholesale Dial application, select Customer Profile from the Resources menu.</p> <p>Result: The Wholesale Dial Customer Profile screen appears.</p> 
2	Click  when finished reviewing the information on this screen.

Wholesale Dial Service Locator

Introduction

The **Wholesale Dial Service Locator** screen provides links that you can utilize to find Qwest **POPs (Points Of Presence)** available to your Wholesale Dial services. These links include:

- **Select an NPA/NXX** – The **Wholesale Dial Service Locator - NPA/NXX** screen allows you to view the POP based on the NPA/NXX entered.
- **Select a POP** – The **Wholesale Dial Service Locator - POP List** screen allows you to view the POPs in a selected state, the local NPA/NXX combinations and the associated rate centers.

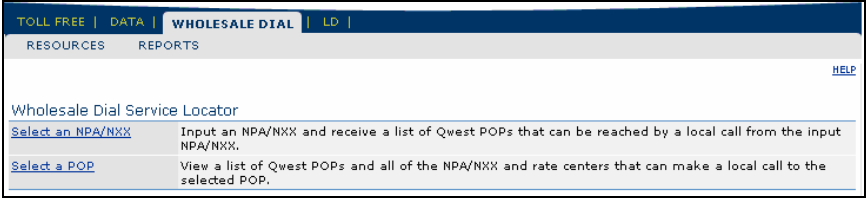
Fields and Descriptions

The table below describes the fields displayed on the **Wholesale Dial Service Locator** screen.

Field Name	Description
Wholesale Dial Service Locator Link	
Select an NPA/NXX	This link allows you to locate POPs geographically by entering a NPA/NXX.
Select a POP	This link allows you to locate NPA/NXX combinations and their associated rate centers by selecting a POP from a list.
Service Locator - NPA/NXX Screen	
NPA	This field allows you to enter the first three digits of the NPA/NXX to view the local POPs.
NXX	This field allows you to enter the last three digits of the NPA/NXX to view the local POPs.
Qwest POP Name	This column displays the unique identifier for each listed POP.
State	This column displays the state in which each POP resides.
POP Status	This field displays the current operating status of each listed POP.
POP NPA/NXX	This column displays the NPA/NXX each listed POP services.
Service Locator – POP List Screen	
Select a State	This drop-down list allows you to select the state to view a list of planned and production POPs.
Qwest POP Name	This column displays the unique identifier for each listed POP.
POP NPA/NXX	This column displays the NPA/NXX each listed POP services.
POP Status	This field displays the current operating status of each listed POP.
Rate Center	This field displays the rate center that is associated with the NPA/NXX combinations.
State	This field displays the state in which the rate center resides.
Sample NPA/NXX	This field provides an example of a NPA/NXX that can reach the POP with a local call.
NPA/NXX	This column lists the NPA/NXX combinations that can reach the selected POP with a local call.

Viewing the Wholesale Dial Service Locator



Procedure Follow the steps in the procedure below to **view** the **Wholesale Dial Service Locator** screen.

Step	Action
1	<p>From the Wholesale Dial application, select Service Locator from the Resources menu.</p> <p>Result: The Wholesale Dial Service Locator screen appears.</p> 

Locating POPs by NPA/NXX

Procedure

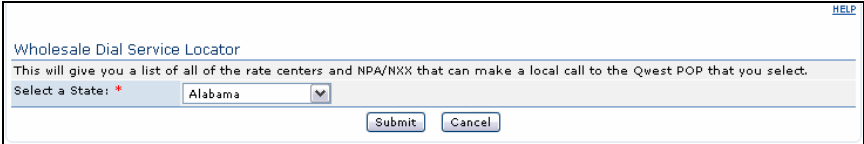

Follow the steps in the procedure below to **locate** the **Qwest POP** closest to a specified NPA/NXX.

Step	Action
1	<p>From the Wholesale Dial Service Locator screen, click on the Select an NPA/NXX link.</p> <p>Result: The Wholesale Dial Service Locator NPA/NXX screen appears.</p> 
2	<p>In the NPA field, enter the area code of the telephone number to locate local access to a Qwest POP.</p>
3	<p>In the NXX field, enter the first three digits of the telephone number to locate local access to a Qwest POP.</p>
4	<p>Click .</p> <p>Result: The system provides a list of the POPs and the associated rate centers for the NPA/NXX you entered.</p>

Locating NPA/NXX and Rate Center by POP

Procedure

Follow the steps in the procedure below to **locate** a specific **NPA/NXX** and/or rate center using the POP list:

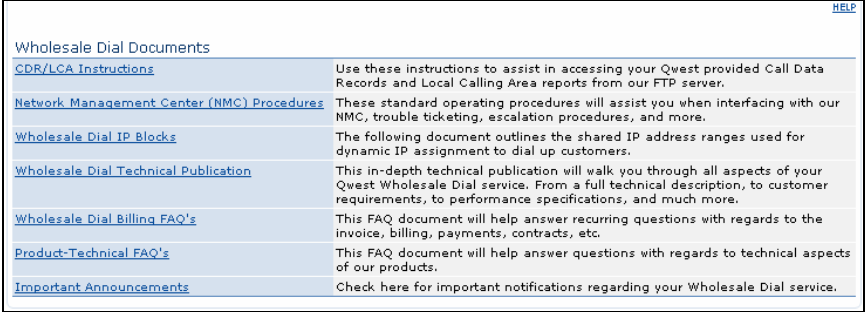
Step	Action
1	<p>From the Wholesale Dial Service Locator screen, click on the Select a POP link.</p> <p>Result: The Wholesale Dial Service Locator – POP List screen appears.</p> 
2	<p>From the Select a State drop-down list, choose the state in which you want to look up NPA/NXX values.</p>
3	<p>Click  .</p> <p>Result: The system provides a list of the POPs in the state you selected.</p>
4	<p>Click on the POP name to view the NPA/NXX values.</p> <p>Result: The system displays a listing of NPA/NXX combinations that can reach the selected POP with a local call.</p>

Wholesale Dial Documents

Introduction The **Wholesale Dial Documents** screen provides a variety of documents that may assist you with your Qwest products and services.

Viewing the Wholesale Dial Documents

Procedure Follow the steps in the procedure below to **view** the **Wholesale Dial Documents** screen.

Step	Action																		
1	<p>From the Wholesale Dial application, select Documents from the Resources menu.</p> <p>Result: The Wholesale Dial Documents screen appears.</p> <div data-bbox="597 835 1458 1144" style="border: 1px solid black; padding: 5px;">  <p>The screenshot shows a table with the following content:</p> <table border="1"> <thead> <tr> <th colspan="2" style="text-align: right;">HELP</th> </tr> </thead> <tbody> <tr> <td colspan="2">Wholesale Dial Documents</td> </tr> <tr> <td>CDR/LCA Instructions</td> <td>Use these instructions to assist in accessing your Qwest provided Call Data Records and Local Calling Area reports from our FTP server.</td> </tr> <tr> <td>Network Management Center (NMC) Procedures</td> <td>These standard operating procedures will assist you when interfacing with our NMC, trouble ticketing, escalation procedures, and more.</td> </tr> <tr> <td>Wholesale Dial IP Blocks</td> <td>The following document outlines the shared IP address ranges used for dynamic IP assignment to dial up customers.</td> </tr> <tr> <td>Wholesale Dial Technical Publication</td> <td>This in-depth technical publication will walk you through all aspects of your Qwest Wholesale Dial service. From a full technical description, to customer requirements, to performance specifications, and much more.</td> </tr> <tr> <td>Wholesale Dial Billing FAQ's</td> <td>This FAQ document will help answer recurring questions with regards to the invoice, billing, payments, contracts, etc.</td> </tr> <tr> <td>Product-Technical FAQ's</td> <td>This FAQ document will help answer questions with regards to technical aspects of our products.</td> </tr> <tr> <td>Important Announcements</td> <td>Check here for important notifications regarding your Wholesale Dial service.</td> </tr> </tbody> </table> </div>	HELP		Wholesale Dial Documents		CDR/LCA Instructions	Use these instructions to assist in accessing your Qwest provided Call Data Records and Local Calling Area reports from our FTP server.	Network Management Center (NMC) Procedures	These standard operating procedures will assist you when interfacing with our NMC, trouble ticketing, escalation procedures, and more.	Wholesale Dial IP Blocks	The following document outlines the shared IP address ranges used for dynamic IP assignment to dial up customers.	Wholesale Dial Technical Publication	This in-depth technical publication will walk you through all aspects of your Qwest Wholesale Dial service. From a full technical description, to customer requirements, to performance specifications, and much more.	Wholesale Dial Billing FAQ's	This FAQ document will help answer recurring questions with regards to the invoice, billing, payments, contracts, etc.	Product-Technical FAQ's	This FAQ document will help answer questions with regards to technical aspects of our products.	Important Announcements	Check here for important notifications regarding your Wholesale Dial service.
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Product-Technical FAQ's	This FAQ document will help answer questions with regards to technical aspects of our products.																		
Important Announcements	Check here for important notifications regarding your Wholesale Dial service.																		
2	<p>From the Wholesale Dial Documents hyperlink list, click on the appropriate link for the document you want to view.</p>																		

Wholesale Dial Forecast Sheet

Introduction The **Wholesale Dial Forecast** screen allows you to download the form used to forecast your future usage expectations. Qwest uses the information you provide on the Forecast Sheet to plan dial network capacity.

Viewing the Wholesale Dial Forecast Sheet

Procedure Follow the steps in the procedure below to **view** the **Wholesale Dial Forecast Sheet** screen.


Step	Action		
1	<p>From the Wholesale Dial application, select Forecast Sheet from the Resources menu.</p> <p>Result: The Wholesale Dial Forecast screen appears.</p> <div data-bbox="597 863 1455 972" style="border: 1px solid black; padding: 5px;"> <p style="text-align: right;">HELP</p> <p>Wholesale Dial Forecast</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Forecast Sheet</td> <td>Use this form to adequately forecast future usage expectations, so we can appropriately plan dial network capacity. Please email the completed form to Dial.Force@qwest.com.</td> </tr> </table> </div>	Forecast Sheet	Use this form to adequately forecast future usage expectations, so we can appropriately plan dial network capacity. Please email the completed form to Dial.Force@qwest.com .
Forecast Sheet	Use this form to adequately forecast future usage expectations, so we can appropriately plan dial network capacity. Please email the completed form to Dial.Force@qwest.com .		
2	<p>Click on the Forecast Sheet hyperlink to download the document.</p> <p>Note: When you have finished filling out the Forecast Sheet, email it to Dial.Force@qwest.com.</p>		

Wholesale Dial Phone Book

Introduction The **Wholesale Dial Phone Book** screen allows you to view and download the latest version of your access number directory. This document contains a list of all your Wholesale Dial access numbers, along with their **LCA** and state.

Viewing the Wholesale Dial Phone Book

Procedure Follow the steps in the procedure below to **view** the **Wholesale Dial Phone Book** screen.


Step	Action
1	<p>From the Wholesale Dial application, select Phone Book from the Resources menu.</p> <p>Result: The Wholesale Dial Phone Book screen appears.</p> 
2	<p>Click on the Download Phone Book hyperlink to download the document.</p> <p>Note: When you click on the link, the system downloads the phone book and opens it a spreadsheet program.</p>

Wholesale Dial Call Detail Records

Introduction The **Wholesale Dial Call Detail Records (CDR)** screen allows you to request CDRs for your selected customer account.

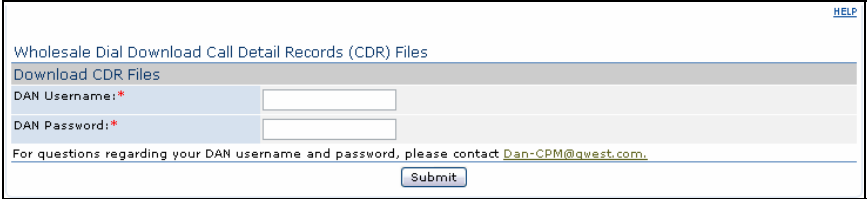

Note: This screen prompts for a valid user name and password before allowing you to download CDR information.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Wholesale Dial Download Call Detail Records (CDR) Files** screen.

Field Name	Description
DAN Username	This field requires you to type your unique DAN (Dial Access Network) identifier before downloading call detail records.
DAN Password	This field requires you to type your DAN (Dial Access Network) password before submitting your request for customer call detail records.
	This button allows you to submit your user name and password for verification.

Accessing the Wholesale Dial Download CDR

Procedure Follow the steps in the procedure below to **download** the **Wholesale Dial Download CDR** screen.

Step	Action
1	<p>From the Wholesale Dial application, select Call Detail Records from the Reports menu.</p> <p>Result: The Wholesale Dial Download Call Detail Records (CDR) Files screen appears.</p> 
2	In the DAN Username field, enter you assigned username.
3	In the DAN Password field, enter you assigned password.
4	<p>Click  .</p> <p>Result: The system will verify your information and take you to the CDR download screen.</p>

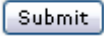

Wholesale Dial Billing/Invoice Report

Introduction

The **Wholesale Dial Billing/Invoice Report** screen allows you to download and view billing information for one or more of your Wholesale Dial realms.

Fields and Descriptions

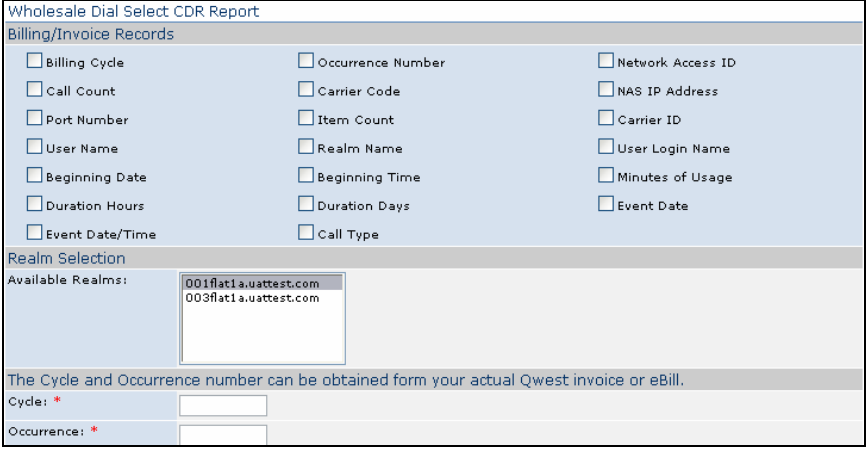

The table below describes the fields and buttons displayed on the **Wholesale Dial Billing/Invoice Report** screen.

Field Name	Description
Report Selection	These checkboxes allow you to choose the billing information you want to display.
Realms Available	This list allows you to choose the realm(s) for which you want to view billing information.
Cycle	This field allows you to enter the identifier for the billing cycle to base your report.
Occurrence	This field allows you to enter the identifier for the billing occurrence to base your report.
	This button allows you to generate your report based on your selections.
	This button allows you to return to the previous screen without making any changes.

Generating a Wholesale Dial Billing/Invoice Report

Procedure

Follow the steps in the procedure below to **generate a Wholesale Dial Billing/Invoice** report.

Step	Action
1	<p>From the Wholesale Dial application, select Billing/Invoice Report from the Reports menu.</p> <p>Result: The Wholesale Dial Select CDR Report screen appears.</p> 
2	<p>From the Billing/Invoice Records section check boxes, select the billing information that should display on the report.</p>
3	<p>From the Available Realms list, select all the realms you want to include in the report.</p> <p>Note: To select a range of realms, click the first realm in the range, hold down the Shift key and click the last realm in the range. To select multiple individual realms, hold down the Ctrl key while clicking the realms you want to include.</p>
4	<p>In the Cycle field, enter the desired billing cycle number.</p> <p>Note: This information can be located on the Bill Summary page of your eBill invoice.</p>
5	<p>In the Occurrence field, enter the desired billing occurrence number.</p> <p>Note: This information can be located on the Bill Summary page of your eBill invoice.</p>
6	<p>Click  .</p> <p>Result: The system retrieves the selected information for the selected realm(s) and downloads the data for your review.</p>