

Qwest Communications Corporation

Qwest Control[®] User Guide

Version 4.3

October 2007



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This document was last published October 2007.

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Anti-Slamming

Policy

No sales representative may sign a Letter of Agency (LOA) on a customer's behalf.

The signature on the LOA must be that of the party authorized to make the Primary Interexchange Carrier (PIC) change.

Qwest will take whatever actions are necessary to protect against slamming including, without limitation, termination of employment or, where applicable, the sales agent relationship and enforcement of all applicable legal rights and remedies.

Manual Purpose, Audience, and History

Manual Purpose

Welcome to the Qwest Control User Guide. This user guide is designed to provide you with the following information:

- A general overview of the structure, navigation, modules, online help and functions (including Home, Products, eBilling, Ordering, Repair, Administration and Remote Control modules) of the Qwest Control system.
 - Detailed instructions on how to utilize the modules of the Qwest Control system.
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Audience

This manual is for resellers and carriers of Qwest Wholesale services who are responsible for managing accounts and service components. The manual assumes that:

- You are comfortable using computer applications and understand the basic user interface of your computer. If not, you should consult the user manual for your computer and its operating system.
 - You are familiar with the World Wide Web and Internet applications.
 - You have a certified browser.
 - You have a username and password with the appropriate permissions.
 - You have a strong understanding of your accounts for products and services provided by Qwest including: Asynchronous Transfer Mode (ATM), Dedicated Hosting, Dedicated Internet Access (DIA), Frame Relay, Toll Free, Wholesale Dial and Long Distance(LD). If not, please contact the Wholesale National Service Delivery Center at 800 291-7707 or 614 215-3303.
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What is Qwest Control?

Qwest Control is a proprietary on-line web-based (secured) application that provides instant access and management control over a broad range of Qwest products and services including:

- Asynchronous Transfer Mode (ATM)
 - Dedicated Hosting
 - Dedicated Internet Access(DIA)
 - Frame Relay
 - Toll Free
 - Wholesale Dial
 - Long Distance (LD)
 - Billing Services
 - Configuration Management
 - Inventory Status
 - Network Management
 - Repair Management
 - Reporting Tools
 - Statistics
 - Seamless access to Remote Control
 - And much more!
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Support and Service

Support for Qwest Control issues is available Monday through Friday 8:00am to 8:00pm (EST) by contacting the Wholesale National Customer Care Center at 800 291-7707 or 614 215-3303 for International Customers.

- For after hours non-emergency issues, please leave a voicemail message with the Customer Care Center.
- For after hours emergency issues, please contact the Qwest Helpdesk at 888 796-9102 or 720 348-6846 (option 2). Support is available from 7:00am to 12:00am EST.

For specific questions regarding your Qwest service agreement, products or services should be referred to your Service Manager.

Document History

The table below provides the revisions and release dates for this document.

Version	Release Date	Author	Description
1.0	04/28/06	Patricia Hickman	First Publication
2.0	09/15/06	Patricia Hickman	Release 2.0
3.0	12/04/06	Patricia Hickman	Release 3.0 – changes to Repair functionality
3.1	12/11/06	Patricia Hickman	Release 3.1 – updated support information
4.0	01/12/07	Patricia Hickman	Release 4.0 – Home Page Redesign details
4.1	03/22/07	Patricia Hickman	Release 4.1 – SSP March Release 2007
4.2	08/10/07	Chris Jesch	Release 4.2 – SSP August Release 2007
4.3	10/23/07	Chris Jesch	Telephone Number changes for the Wholesale National Customer Care Center

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