

**Qwest - Operation Support System (OSS) Production Support**

**CenturyLink / Embarq - Comparable System/Application - *Unknown***

This is a helpdesk support function for all the OSS applications and systems. Usually accessed via phone call, so Real Time.

<u>EASE-GUI</u>	<u>EASE-Electronic Interface</u>	<u>CTL/Embarq <u>Unknown</u> Application</u>	<u>Notes, comments, clarifications</u> about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
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**Description:**  
 information about Event and Systems Notifications & Process, the latest Events that may be occurring, Systems Notifications, how to escalate technical issues, and other Wholesale Systems Help Desk related information

**Availability:**  
 AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY

**Login Requirements**  
 Digital Certificate Requirements to access  
 Userid/Password  
 Administrator to manage company users

**Functions:**

- Event Notifications**  
 -Outages of all Qwest Systems impacting CLECS
- System Notifications**  
 - Current and future OSS functionality changes that affect CLECs
- Technical Escalation Process**  
 -This process defines how technical issues may be escalated by representatives from Qwest or the CLECs. It provides for assignment of escalated issues to designated Escalation Management Contacts. This process addresses escalations of technical issues associated with Wholesale Systems business functionality. Representatives of Qwest or the CLECs may request escalations. The process covers activities beginning with an escalation request and ending with escalation termination
  - Download Technical Escalation Contact List
  - Download Qwest and Competitive Local Exchange Carrier (CLEC) escalation of Technical Issue Process
- LFACS AN Conversion Schedule**
- Support Information Downloads**
  - Download Instructions for subscribing to Qwest System Event Notification.
  - Download CMP approved Notification Intervals and Severity Levels

<b>Functions:</b>		<b>Functions:</b>
		Yes
		Yes
		Yes
		No
		No
		No
		Unknown
		No
		No

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This is a helpdesk support function for all the OSS applications and systems. Usually accessed via phone call, so *Real Time*.

<u>EASE-GUI</u>	<u>EASE-Electronic Interface</u>	<u>CTL/Embarq <i>Unknown</i> Application</u>	<u>Notes, comments, clarifications</u> about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
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**Support:**

**Information Technologies Wholesale Systems Help Desk (IT-WSHD)**  
 The IT-WSHD supports CLECs that are in production who have questions regarding connectivity issues, outages, and system outages. They do not support functional ("how to") questions concerning systems or applications. The IT-WSHD serves as your single and first point of contact. If the IT-WSHD is unable to assist you with a question, they will refer the information to the proper subject matter expert (SME), who will contact you directly or pass the resolution information to the IT-WSHD. The Help Desk professional will then call you to provide the information and confirm resolution.

		Yes	
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Qwest IMA vs CTL EASE

**Qwest - Interconnect Mediated Access (IMA)**

**CenturyLink - Electronic Administration & Service Order Exchange (EASE)  
Virtual Front Office (VFO)**

PAETEC (LM) system(s) are currently e-bonded directly with Qwest's systems via IMA-XML for LSRs. *Real time.*

EASE-  
GUI LSR

EASE-  
Electronic  
Data  
Interface  
(EDI) LSR\*\*

Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column (*LSRs are processed in batch rather than real time. The time interval is determined by mutual agreement of the parties.*)

**Description:**

IMA enables CLECs to facilitate ordering Qwest Resold and Unbundled Network Element (UNE) services.

**Availability:**

AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY

**Login Requirements**

Digital Certificate Requirements to access IMA  
User ID/Password  
Administrator to manage company users

**Login Requirements**

User ID and Password  
Administrator to manage company users

**Electronic Access**

**IMA-GUI for LSRs** - Web Access requiring user input and retrieval between company applications  
**IMA-XML for LSRs** - Web based application used in the electronic-bonding of companies' OSS, meaning that the separate company systems are connected and exchange information directly without a user interface. Flow-through communication between companies' systems is real time.

Yes

Yes

No

No

No

No

**Electronic Access**

**EASE-GUI for LSRs** - Web Access requiring user input and retrieval between company applications  
**EASE-EDI (Electronic Data Interface) for LSRs** -- This is the electronic-bonded option for CenturyLink's EASE application.\*\* Legacy PAETEC (LP) is electronically bonded using 3rd Party vendor. 3rd Party vendor uses an FTP connection to transmit LSRs. LSRs are processed in batch rather than real time, and the batch time interval is determined by mutual agreement of the parties. (*For PAETEC LSRs, it is every 20 minutes.*)

Manual forms - can be exchanged via facsimile

**Pre-Order functions**

**AVQ- Address Validation**  
The following lists the various means available for search  
- Validate by Street Address - with drop down menus  
  
- Validate by Street Address zipcode/cala  
- Validate by Telephone Number  
- Provides (LSO) Local Serving Office  
- Provides for working left in  
- IMA saves the address so that you can select it from a list of validated addresses on the LSR forms  
- The information may be previewed and emailed to the user

Yes

No\*

Yes

No\*

No

No\*

No

No\*

No

No\*

No

No\*

Yes

No\*

No

No\*

**CSR- Customer Service Records**  
The following lists the search options available

Yes

No\*

**Pre-Order functions**

**Address Validation** -- May be executed within EASE via the Pre-Order Request or within the Local Service Request (LSR) on the End User form  
Validate by Street Address - must be input exactly as in system to get a match. No drop down menus to assist  
  
- The information has to be saved by The user in order to use on The order;  
- information may be printed

**CSR- Customer Service Records**

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EASE- GUI LSR	EASE- Electronic Data Interface (EDI) LSR**	Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column (LSRs are processed in batch rather than real time. The time interval is determined by mutual agreement of the parties.)
<ul style="list-style-type: none"> <li>- Partial or Full CSRs</li> <li>- Virtual CSR - reflects any pending orders</li> <li>- Listing, Billing and Service Equipment, Pending Order Tabs</li> <li>- Previewed or emailed</li> <li>- Retrieve CSR by Telephone Number or Circuit ID (ECCKT)</li> </ul>	<p>No No No No No</p>	
<p><b>Service Availability</b> -- IMA Service Availability allows CLECs to confirm that products, services, and/or long distance carriers requested by your end-user are offered at the end-user's location and in Qwest's CO Switch.</p> <ul style="list-style-type: none"> <li>- Features, services, carriers (Pic) and which switches are available</li> </ul>	<p>No</p>	<p><u>Service Availability is not a Pre-Order function.</u> Rather, Service Availability is <u>part of the Ordering function</u>, so there are no means for LEC to identify necessary information, if anything, prior to ordering.</p>
<p><b>CFA Availability</b> - can search for availability using the following methods/criteria:</p> <ul style="list-style-type: none"> <li>- Check whether facilities to support them are available between the central office and the customer premise</li> <li>- Designed and digital (HICAP) services</li> <li>- Information may be previewed and emailed</li> </ul>	<p>Yes Yes No No</p>	<p><b>CFA Availability</b></p>
<p><b>Network Channel (NC)/Network Channel Interface (NCI) Codes Validation</b> -- available for LSR via IMA GUI only</p>	<p>No</p>	
<p><b>Billing Account Number (BAN) Validation</b> -- available for LSR via IMA GUI only IMA-GUI offers a list of BANs for each corporate identifier (known as RSID/ZCID). See IMA User Guide, p. 178 at <a href="http://www.qwest.com/wholesale/downloads/2010/100802/IMAUG_280_080210.pdf">http://www.qwest.com/wholesale/downloads/2010/100802/IMAUG_280_080210.pdf</a></p>	<p>Yes</p>	
<p><b>Schedule Appointment</b> -- The Schedule Appointment Function allows the CLEC to select the date and time to have a Qwest technician dispatched for premises or non-premises work.</p> <ul style="list-style-type: none"> <li>- Batch Hot Cut (BHC) - BHC process allows the migration of existing analog services (e.g., Resale) to unbundled local loops (2-wire or 4-wire analog voice grade) in a batch mode if the current facilities can be reused.</li> </ul>	<p>No No</p>	
<p><b>Reserve Telephone Numbers</b> -- IMA offers CLEC several options for requesting/reserving Telephone Numbers</p>	<p>Unknown</p>	<p>EASE-GUI: <u>Reserving Telephone Numbers are not part of the Pre-Order function</u> and, though reserving TNs appears to be available in EASE, it is unclear as to when or how to access this capability.</p>

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Virtual Front Office (VFO)**

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EASE- GUI LSR	EASE- Electronic Data Interface (EDI) LSR**
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Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column (LSRs are processed in batch rather than real time. The time interval is determined by mutual agreement of the parties.)

- Select one or more of the TNs offered
- Exchange the TNs offered
- Reject the TNs offered

No	No*
No	No*
No	No*

**Check Facility Availability**

- Requested by address and/or TN
- Pots Facility Request
- # of Lines currently working at location
- Dual service availability
- Number of lines requested
- Status - Available, Held
- Whether a dispatch is required
- Products not supported
- Number of pending orders
- Order Number for pending orders
- Due date(s) for the pending orders

No	No
No	No*

**Validate CFA**

No	No*
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**View DLR** -- This function is utilized by PAETEC (LM) for LSRs. PAETEC (LM) uses it for ASRs only --

n/a	No*
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EASE-EDI: This function is available as an Order function for LSRs, but is not a Pre-Order function.

**Raw Loop Data** -- Refers to transmission path from the Qwest Central Office (CO) Distribution Frame, or equivalent, to the loop demarcation point at the end-user premises.

No	No*
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**Meet Point Query** -- allows you to validate details (e.g., end-user account information, facility and service availability, addresses, loop qualifications) prior to submitting service requests and avoids unnecessary errors and/or delays of your request.

No	No*
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**Loop Qualification** -- CLECs use the Loop Qualification option to **prequalify a requested circuit**. By making inquires against the existing telephone number or service address, CLECs can determine whether it meets ADSL specifications and whether a loop qualifies for different types of xDSL service.

No	No*
----	-----

Loop Qualification is not a Pre-Order function. Rather, it is part of the Ordering function, so there are no means for CLEC to identify what is available, if anything, prior to ordering.

- Can obtain Loop Retrieval information by: Street Address, Telephone Number, Circuit ID (ECCKT). And it identifies:

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EASE-GUI LSR	EASE-Electronic Data Interface (EDI) LSR**
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Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column (LSRs are processed in batch rather than real time. The time interval is determined by mutual agreement of the parties.)

- Whether the loop is copper or pair gain
- Whether there are bridged taps or load coils on the loop
- Whether the loop should be moved to copper to be unbundled
- Loop Qualification for the following products used by PAETEC:
  - Unbundled Asymmetric Digital Subscriber Line (ADSL)

No	No*
No	No*
No	No*
No	No

**Ordering**

**Ordering**

**Auto-fill or Pre-Populate LSR** - Customizes contact information for users by auto-populating data to the order

No	N/A
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Re: EASE-GUI: If the data accessed prior to Ordering was not saved previously by user, then user must re-input data again. Any data gathered prior to Ordering must be saved

**Post Order Responses to LEC system:** These are **real-time** flow-through automatic responses to Orders between the Qwest and PAETEC (LM) systems - **real time** (responses returned within seconds). Below is a sampling of a list:

No	Yes - batch time only
No	Yes - batch time only
No	Yes - batch time only
No	Yes - batch time only
No	Yes - batch time only

EASE-GUI: PAETEC User must access EASE-GUI periodically to search and find response. System does not notify us or update our system when a response is available.  
EASE-EDI: These responses are provided in **batch**, and not real time.  
EASE-GUI: PAETEC User must access EASE-GUI periodically to search and find response. System does not notify us or update our system.  
EASE-EDI: These responses are in batch, and not real time.  
EASE-GUI: PAETEC User must access EASE-GUI periodically to search and find response. System does not notify us or update our system.  
EASE-EDI: These responses are in batch, and not real time.  
EASE-GUI: PAETEC User must access EASE-GUI periodically to search and find response. System does not notify us or update our system.  
EASE-EDI: These responses are in batch, and not real time.

**ACK** - Acknowledgement

**FOC** - Firm Order Confirmation

**COM** - Completion

**BCN** - Billing Completion Notification

**911/E911 Ordering** - this service is available via e-bonding. However, Qwest uses a 3rd party vendor database, Intrado.

No	No*

- with this application, able to:
  - perform inside searches by address
  - perform TN look-up for our PAETEC customers
- Address discrepancies identified by Intrado are sent to CLEC through the Qwest Intrado application for investigation and resolution.

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**EASE-  
GUI LSR** | **EASE-  
Electronic  
Data  
Interface  
(EDI) LSR\*\***

**Notes, comments, clarifications** about EASE regarding the corresponding function noted in the Qwest column *(LSRs are processed in batch rather than real time. The time interval is determined by mutual agreement of the parties.)*

- Daily and Quarterly MSAG record updates provided through the Qwest Intradoc database download.
- CLEC corrections to 911 or MSAG records are submitted via the 911/E911 application.

No  
No

No\*  
No\*

EASE-GUI and EASE-EDI do not provide database and record updates via system downloads. Rather, CenturyLink will provide MSAG updates via email to designated contacts who must update our system separately.  
CLEC corrections to 911 or MSAG records are submitted manually via email to CenturyLink.

**Ordering Types - of which PAETEC avails itself**

**Ordering Types**

- Unbundled Loops
- Local Number Portability
- Loop with Number Port
- Directory Listing
- Resale POTS
- Resale ISDN
- Unbundled Analog Line Side Switch Port
- UNE-P ISDN BRI
- UNE-P PRI ISDN Facility
- UNE-P PRI ISDN Trunk
- EEL/UNE Combination
- Resale Centrex

Yes  
Yes  
Yes  
Yes  
Yes  
No  
No  
No  
No  
Yes  
Yes

No\*  
Yes\*  
No\*  
Yes\*  
No\*  
No\*  
No\*  
No\*  
No\*  
No\*

Re EASE-EDI: Though the guide indicates that this is available, the Ordering function for these products have not been implemented yet.  
Re EASE-EDI: Though the guide indicates that this is available, the Ordering function for these products have not been implemented yet.  
Re EASE-EDI: Though the guide indicates that this is available, the Ordering function for these products have not been implemented yet.  
Re EASE-EDI: Though the guide indicates that this is available, the Ordering function for these products have not been implemented yet.  
Re EASE-EDI: Though the guide indicates that this is available, the Ordering function for these products have not been implemented yet.

**Order support**

**Order support**

- IMA-XML and IMA GUI **Clean Order Edits** edits prior to submitting the order which increases efficiency by reducing time, resources and costs
- Local Service Ordering Guidelines -LSOG
- Product and Services-PCAT
- Qwest E-Business -online Centrex Management Tools
- Wholesale Customer Contacts business procedure escalations
- Wholesale Resources-IMA

No  
Yes  
Yes  
No  
No  
No

Yes\*  
Yes\*  
Yes\*  
No\*  
No\*  
No\*

EASE-GUI: Error codes - available to CLEC after the order has been submitted and reviewed by EASE, which then requires a supp order to correct  
LSOG 10 BRMS Custom Rules  
LSOG10 BRMS Rules  
CenturyLink Standard Practices, though not as robust, appears to serve a similar purpose as the Qwest PCAT.

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<u>EASE-GUI LSR</u>	<u>EASE-Electronic Data Interface (EDI) LSR**</u>	<u>Notes, comments, clarifications</u> about EASE regarding the corresponding function noted in the Qwest column <i>(LSRs are processed in batch rather than real time. The time interval is determined by mutual agreement of the parties.)</i>
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Product Specific Job Aids - To numerous to list -- extensive details including business rules, step-by-step processes, etc.

**Yes**

**Yes\***

EASE-GUI: Have job aids, but not as robust as Qwest's. See below for some available.  
 LSOG 10 Convert to LNP job Aid  
 VFO New Install Job Aid  
 VFO new loop Job Aid  
 Pre-Qualification Order Entry Job Aid for order entry  
 EASE-EDI: Have job aids, but not as robust as Qwest's

**Technical**

Connection Guide  
 IMA XML Implementation Guidelines  
 Upgrades 3X per year  
 - Combined CLEC Question and Answer Log for each upgrade  
 Stand Alone Testing Environment (SATE) for release Testing etc  
 - SATE data Document  
 - SATE Error List  
 - Question and answer Log per each upgrade

**No**

**Yes\***

**No**

**No\***

**No**

**No\***

**No**

**YES\***

EASE-EDI: It is available, but on a limited basis, and it does not mirror production.

**Training**

User Guide  
 Web-based training, self-paced  
 Instructor LED

**Yes**

**Yes\***

**Yes**

**Yes\***

**No**

**No\***

Web-based training still requires human interaction/coordination

\*\* PAETEC (not LM), through a 3rd party, is electronically-bonded for ASRs and LSRs. Regarding LSRs, EASE e-bonded system only processes port and DL orders.  
 No\* - LM is not electronically-bonded with CenturyLink, so a "No" indicates that there was no information available to conclude that EASE-EDI for LSR performed the function.  
 Yes\* - LM is not electronically-bonded with CenturyLink, so a "Yes" indicates there was information available stating that EASE-EDI performed the function for LSRs.  
 Unknown\* - Based on the assumption that if EASE-GUI performs a function, the EASE-EDI will also perform the function. In the cases where EASE-GUI does not perform a function, and the information is unclear as to whether EASE-EDI performs the function, the "Unknown" response is entered.

**Qwest - Directory Listing Inquiry System (DLIS)**

PAETEC (LM) system(s) is currently e-bonded directly with Qwest system(s) via Directory Listing Inquiry System. **Real time.**

**CenturyLink - Electronic Administration & Service Order Exchange (EASE) Virtual Front Office (VFO)**

<b>EASE- GUI LSR</b>	<b>EASE- Electronic Interface (FTP) LSR**</b>
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Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column (DLIS functions are accomplished via LSRs).

<b>Description:</b>			<b>Directory Database</b>
<p>DLIS uses the Qwest listing database to obtain directory listing information. The listing database retains directory listing data for Qwest, Independent Exchange Carriers, Competitive Local Exchange Carriers, and Enhanced Service Providers</p>			<p>No specific database for directory only as DLIS                      -- Unable to find Directory DB. Unable to locate details about how to access Directory information - appears to be only available via the Customer Service Record.</p>
<p><b>Availability:</b>                      AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p>			
<p><b>Login Requirements</b>                      Digital Certificate Requirements to access                      Userid/Password                      Administrator to manage company users</p>			
<p><b>Electronic Access</b>                      Web Access -Application to Application (LM back-up)                      E-bonded - system to system direct connection                      Manual requests</p>	<p>Yes  Yes</p>	<p>No</p>	<b>Electronic Access</b>
<p><b>Facility-Base Directory Listings (FBDL)</b>  <b>Facility-Based CLEC Directory Listings</b> web page describes Qwest processes and business rules for working with CLECs to establish and maintain listing information within Qwest service areas.</p>		<p>Unknown</p>	
<p><b>Pre-Order Search Options</b>  <b>Listing information may be accessed by:</b></p> <ul style="list-style-type: none"> <li>▪ Account Telephone Number</li> <li>▪ Listed Telephone Number</li> <li>▪ Non Standard Telephone Number</li> </ul>	<p>No No No</p>	<p>No* No* No*</p>	<p><b>Pre-Order Search Options</b>                      T = Listings for telephone number</p>

**Qwest - Directory Listing Inquiry System (DLIS)**

**CenturyLink - Electronic Administration & Service Order Exchange (EASE)  
Virtual Front Office (VFO)**

PAETEC (LM) system(s) is currently e-bonded directly with Qwest system(s) via Directory Listing Inquiry System. *Real time.*

EASE- GUI LSR	EASE- Electronic Interface (FTP) LSR**	Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column <i>(DLIS functions are accomplished via LSRs.</i>
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- Service Access Code
- Straight Line Under (SLU) name
- Caption name

When multiple matches are found, DLIS allows you to select one or more listings to be displayed. Using the Company Code will help you determine if you own the account/listing

**Listing Reconciliation Query:**  
- Facility Based Listing auto-populate to the order

No	No*

**Order support**

Online help  
User Guides  
Error Codes  
Error Message with Corrective Procedures  
Matrix with Case Scenarios

Yes	Yes*
Yes	Unknown
Yes	Yes*
Yes	Unknown
No	No*

**Order support**

**Technical Support**

Business Rule Differences for upgrades  
Pre-Order Error List  
Technical Specifications  
Schema examples

No	No*
No	No*
Yes	Yes*
n/a	n/a

**Technical Support**

**Training**

User Guide  
Instructor LED  
Directory Listing Providers Business Procedures  
On-Demand Verification Proof Request Forms

No	Unknown

**Training**

Unable to locate a user guide for the GUI application

\*\* - PAETEC (not LM), through a 3rd party, is electronically-bonded for ASRs and LSRs. Regarding LSRs, EASE e-bonded system only processes port and DL orders.  
No\* - LM is not electronically-bonded with CenturyLink; so a "No" indicates that there was no information available to conclude that EASE-EDI for LSR performed the function.

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<u>EASE-</u> <u>GUI LSR</u>	<u>EASE-</u> <u>Electronic</u> <u>Interface</u> <u>(FTP) LSR**</u>
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Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column *(DLIS functions are accomplished via LSRs).*

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Yes\* - LM is not electronically-bonded with CenturyLink; so a "Yes" indicates there was information available stating that EASE-EDI performed the function for LSRs.

**Qwest - Customer Electronic Maintenance and Repair (CEMR)**

**CenturyLink / Embarq - Comparable System/Application *not available***

CEMR is a web-based GUI which is accessed application to application.  
*Real time.*

EASE- GUI	EASE- Electronic Interface **	CTL/Embarq System / Application	Notes, comments, clarifications about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
<b>Description:</b>			
Is a web interface that allows you to interact with the Qwest Maintenance & Repair facilities and request service for trouble tickets. CEMR helps you manage trouble reports for both designed circuits and nondesigned circuits. It also provides prevalidation information that helps you prepare and manage those trouble reports.	n/a	n/a	No *
<b>Availability:</b>			
AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY	n/a	n/a	n/a
<b>Login Requirements</b>			
Digital Certificate Requirements to access QORA	n/a	n/a	n/a
Userid/Password	n/a	n/a	n/a
Administrator to manage company users	n/a	n/a	n/a
<b>Electronic Access</b>			
Web Access -Application to Application	n/a	n/a	No *
Manual process	n/a	n/a	No *
<b>Trouble Reports</b>			
<b>Trouble reports for designed circuits</b>			
- view circuit history	n/a	n/a	No *
- view DMARC information	n/a	n/a	No *
<b>- Submit trouble reports for</b>			
- design circuits other than Broadband	n/a	n/a	No *
- Broadband circuits	n/a	n/a	No *
<b>- Follow up on design trouble first finding them and than</b>			
- editing	n/a	n/a	No *
- canceling	n/a	n/a	No *
- authorizing closure	n/a	n/a	No *
- denying closure	n/a	n/a	No *
- changing UBL appointments	n/a	n/a	No *
<b>- Obtaining information on reports you've submitted by</b>			
- viewing ticket events	n/a	n/a	No *
- viewing trouble report history	n/a	n/a	No *
- checking the status of transactions	n/a	n/a	No *
<b>- Error Messages</b>			
	n/a	n/a	No *

*CTL/Embarq does not have a comparable system or application available.*

**Qwest - Customer Electronic Maintenance and Repair (CEMR)**

**CenturyLink / Embarq - Comparable System/Application *not available***

CEMR is a web-based GUI which is accessed application to application.  
*Real time.*

<u>EASE- GUI</u>	<u>EASE- Electronic Interface **</u>	<u>CTL/Embarq System / Application</u>
----------------------	----------------------------------------------	------------------------------------------------

Notes, comments, clarifications about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column

- creating trouble reports	n/a	n/a	No *
- maintaining trouble reports	n/a	n/a	No *
- viewing circuit history	n/a	n/a	No *
- viewing CMARC information	n/a	n/a	No *
<b>Trouble reports for nondesigned circuits</b>			
<b>- information about the circuit</b>			
- running an (MLT) Mechanized Loop Test	n/a	n/a	No *
- requesting Tone on Line	n/a	n/a	No *
- verifying features	n/a	n/a	No *
- viewing circuit history	n/a	n/a	No *
- viewing DMARC information	n/a	n/a	No *
<b>-Submit trouble reports</b>			
- Follow up on non design reports	n/a	n/a	No *
- editing	n/a	n/a	No *
- canceling	n/a	n/a	No *
- changing appointments	n/a	n/a	No *
<b>-information on nondesign trouble reports</b>			
- viewing ticket events	n/a	n/a	No *
- viewing status history	n/a	n/a	No *
- checking the status of transactions	n/a	n/a	No *
<b>- Error Messages</b>			
- creating trouble reports	n/a	n/a	No *
- maintaining trouble reports	n/a	n/a	No *
- running MLTS	n/a	n/a	No *
- viewing line records	n/a	n/a	No *
- viewing CMARC information	n/a	n/a	No *

**Prevalidation information**

Prevalidation information helps you prepare and manage trouble reports for both designed and nondesigned services.

**Prevalidation information**

<b>Validate service address</b>	n/a	n/a	No *
- Obtain Numbering Plan Area (NPA) and Local Serving Office (LSO)	n/a	n/a	No *
- Perform a street address search	n/a	n/a	No *
- Perform a descriptive address search (city and state)	n/a	n/a	No *
<b>View cable information</b>	n/a	n/a	No *
- Search and verify cabling	n/a	n/a	No *

**Qwest - Customer Electronic Maintenance and Repair (CEMR)**

**CenturyLink / Embarq - Comparable System/Application *not available***

CEMR is a web-based GUI which is accessed application to application.  
*Real time.*

<u>EASE- GUI</u>	<u>EASE- Electronic Interface **</u>	<u>CTL/Embarq System / Application</u>	<u>Notes, comments, clarifications</u> about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
View carrier facility information	n/a	No *	
- View Carrier Facility Assignment (CFA)	n/a	No *	
View Design layout records (DLR)	n/a	No *	
Check order status for design services	n/a	No *	
-Circuit ID, order number, or Circuit layout number (CLO)	n/a	No *	
- Project ID	n/a	No *	
- Specific Trunk	n/a	No *	
<b>Trouble ticket support</b>			<b>Trouble ticket support</b>
- Online Support	n/a	No *	
- Descriptions on field names	n/a	No *	
- Error messages with discriptive resolutions	n/a	No *	
- Trouble types	n/a	No *	
- Circuit ID Format Guide	n/a	No *	
- Status and Error Codes	n/a	No *	
- Ticket Event States			
- Queued	n/a	No *	
- Open/Active	n/a	No *	
- Deferred	n/a	No *	
- Cleared *	n/a	No *	
- Closed **	n/a	No *	
- Disabled	n/a	No *	
<b>Technical Support</b>			<b>Technical Support</b>
Business Rule Differences for upgrades	n/a	n/a	
Technical Specifiations	n/a	n/a	
Schema examples	n/a	n/a	

No\* - LM is not electronically-bonded with CenturyLink; so a "No" indicates that there was no information available to conclude there was a comparable system that performed the function.  
Yes\* - LM is not electronically-bonded with CenturyLink; so a "Yes" indicates there was information available stating there was a comparable system that performed the function.

**Qwest - MEDIACC-EBTA**

**CenturyLink / Embarq - Comparable System/Application - *Unknown***

PAETEC (LM) system(s) is currently e-bonded directly with Qwest system(s) via Electronic Bonded Trouble Application (EBTA). *Real time*.

	<u>EASE-GUI</u>	<u>EASE-Electronic Interface **</u>	<u>CTL/Embarq Unknown Application</u>	<u>Notes, comments, clarifications</u> about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
<b>Description:</b>				
MEDIACC-EBTA provides a common electronic gateway for Qwest Wholesale customers to communicate with various Qwest business applications.	n/a	n/a	Yes*	<b>Embarq/CTL/Other System??:</b> The ability to create, modify, track and resolve trouble tickets is not done through EASE-EDI. However, based on information gathered from the CTL/Embarq website, <b><i>CTL appears to have a web interface that may perform some of the same functions.</i></b>
<b>Availability:</b>				
AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY	n/a	n/a	Unknown	
<b>Login Requirements</b>				<b>Login Requirements</b>
Digital Certificate Requirements to access	n/a	n/a	Unknown	
User ID/Password	n/a	n/a	Unknown	
Administrator to manage company users	n/a	n/a	Unknown	
<b>Electronic Access</b>				<b>Electronic Access</b>
MEDIACC-EBTA GUI -- Web Access -Application to Application	n/a	n/a	Unknown	
EBTA --I Qwest and PAETEC (LM) systems are electronically bonded.			No*	
Information is relayed in <b><i>real time</i></b> between the systems and companies.				
Manual process	n/a	n/a	Unknown	
<b>Function</b>				<b>Function</b>
Electronic Bonding is real-time and secure electronic exchange of data between information systems in separate companies.	n/a	n/a	Unknown	
<b>Create Trouble Report (Enter Trouble Report)</b>	n/a	n/a	Unknown	
<b>Request Trouble Report Status (GET)</b>	n/a	n/a	Unknown	
<b>Add Trouble Information</b>	n/a	n/a	Unknown	
<b>Modify Trouble Information</b>	n/a	n/a	Unknown	
<b>Status Change Event Notification</b>	n/a	n/a	Unknown	
- Confirmation from Qwest when they receive any correspondence from LM			Unknown	
- Provide status updates each time Qwest addresses the Trouble Ticket			Unknown	
- Note whether billable charges are associated with Trouble Ticket			Unknown	
<b>Critical Attributes for Flow-Through</b>				
Used to determine if the trouble report received achieves current flow-through	n/a	n/a	Unknown	
<b>Technical Support</b>				<b>Technical Support</b>
The MEDIACC/EBTA interoperability environment	n/a	n/a	Unknown	
Testing Environment	n/a	n/a	Unknown	

No\* - LM is not electronically-bonded with CenturyLink; so a "No" indicates that there was no information available to conclude there was a comparable system that performed the function.  
 Yes\* - LM is not electronically-bonded with CenturyLink; so a "Yes" indicates there was information available stating there was a comparable system that performed the function.

**Centrex Management System (CMS)**

**CenturyLink / Embarq - Comparable System/Application *not available***

PAETEC (LM) is currently e-bonded directly with Qwest system(s) to achieve a CMS Application to application arrangement. *Real time*.

<u>EASE-GUI</u>	<u>EASE-Electronic Interface **</u>	<u>CTL/Embarq System / Application</u>	<u>Notes, comments, clarifications</u> about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
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**Description:**

Centrex Management System (CMS) allows you to exercise substantial control over your Centrex facilities and functions. CMS provides you with direct access to a mirror image of your central office-based service. Through a user-friendly web based graphical user interface (GUI), you may make changes quickly and easily to keep pace as your business changes. CMS enables you to add features, change parameters, expand calling groups, verify information and target features and functions to the most appropriate personnel

n/a

n/a

No

*CTL/Embarq does not have a comparable system or application available.*

**Availability:**

AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY

n/a

n/a

n/a

**Availability:**

**Electronic Access**

**CMS GUI** -- Web Access -Application to Application  
**CMS** -- Qwest and PAETEC (LM) systems are electronically bonded. Information is relayed in *real time* between the systems and companies.  
 Manual process

n/a

n/a

No

No

No

**Electronic Access**

**Functions:**

Add features, change parameters, expand calling groups, verify information and target features and functions to the most appropriate personnel

n/a

n/a

No

**Functions:**

No\* - LM is not electronically-bonded with CenturyLink; so a "No" indicates that there was no information available to conclude there was a comparable system that performed the function.  
 Yes\* - LM is not electronically-bonded with CenturyLink; so a "Yes" indicates there was information available stating there was a comparable system that performed the function.

**Qwest - Qwest Online Request Application (QORA) Access Service Requests (ASRs)**

PAETEC (LM) system(s) is currently e-bonded directly with Qwest's system(s) to transmit ASRs. Real time.

**CenturyLink - Electronic Administration & Service Order Exchange (EASE) Virtual Front Office (VFO)**

EASE- GUI ASR  
EASE- Electronic Interface ASR\*\*

Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column (ASRs are processed in batch rather than real time. The time interval is determined by mutual agrmt of the parties.)

Function:	EASE- GUI ASR	EASE- Electronic Interface ASR**	Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column (ASRs are processed in batch rather than real time. The time interval is determined by mutual agrmt of the parties.)
<b>Function:</b> QORA allows users to electronically submit ASRs for trunking, Local Interconnect Services (LIS), interstate and intrastate-switched access, and Private Line Transport Services (PLTS) offered for the origination and/or termination of inter-exchange traffic. Qwest ASR Ordering follows the Access Service Ordering Guidelines (ASOG)			
<b>Availability:</b> AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY			
<b>Login Requirements</b> Digital Certificate Requirements to access QORA Userid/Password Administrator to manage company users	n/a Yes Yes	n/a Yes Yes	<b>Login Requirements</b>
<b>Electronic Access</b> E-Bonded ASR - direct system to system connection. QORA GUI - Web Access, Application to Application (LM uses for back-up) Manual Access	Yes Yes	Yes Yes	<b>Electronic Access</b>
<b>Pre-Order transactions</b> Location Inquiry <u>Address Validation; address, Telephone number and/or circuit</u> CFA Validation CLLI Scan-locate CLLI between two specific CLLI Codes NC/NCI Validation BAN Validation	Yes Yes Yes No	Yes Yes Unknown Unknown Unknown	<b>Pre-Order transactions</b>
<b>Order functions</b> - Checking Request Status - Revising a Rejected Request - Supplementing a Request - Copying a Request - Using a Request as a Template - Printing Requests - Deleting a Request - Editing a Request - Submitting a Request - Restructuring a Request - Searching For a Request - Creating a New Request Error Code Guide	Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes	Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown	<b>Order functions</b> Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest Provides function, but unaware of the scope of information provided compared to the e-bond ASRs with Qwest

<b>Qwest - Qwest Online Request Application (QORA) Access Service Requests (ASRs)</b>	<b>CenturyLink - Electronic Administration &amp; Service Order Exchange (EASE) Virtual Front Office (VFO)</b>		<i>Notes, comments, clarifications about EASE regarding the corresponding function noted in the Qwest column (ASRs are processed in batch rather than real time. The time interval is determined by mutual agrmt of the parties.)</i>
PAETEC (LM) system(s) is currently e-bonded directly with Qwest's system(s) to transmit ASRs. <i>Real time.</i>	<u>EASE- GUI ASR</u>	<u>EASE- Electronic Interface ASR**</u>	
<b>Order support</b>			<b>Order support</b>
Online help User Guides Field Level Help Full Field Names Glossary support	Yes Yes Yes Yes No	Unknown Yes Unknown Unknown Unknown No	
ASRs that have been submitted will be retained in the database for a period of 2 years. A purge of these records twice annually in January and July. The purge date will be based on the date of the last activity transmitted on the ASR. Requests that have been created but not submitted to Qwest will not be purged from the database regardless of the date created. Your browser may ask you whether you want passwords and information you type to be saved for future use.	No	No	
Unknown	Unknown		
<b>Post-Order functions</b>			<b>Post-Order functions</b>
Reporting Tool- of submitted requests and order statuses- downloadable Search ASR requests for status ASR status summary Firm Order Confirmation View DLR information Clarification / Notification Request	No No No No No No	Unknown Unknown Unknown Unknown Unknown Unknown	
<b>Training</b>			<b>Training</b>
ASR User Guide Instructor LED Customer Administrators Guide ASR Implementation Guidelines	Yes No Yes Yes	Yes No Yes Yes	
<b>OSS Support</b>			<b>OSS Support</b>
ASOG Question Log ASOG Frequently Asked question log ICSC Codes OSS Production Support -Event Notifications-Processes, Systems, Technical,	No No Unknown Yes	No No Unknown Yes	
<b>Technical Support</b>			<b>Technical Support</b>
ICSC Codes Determination Business Rule Differences from one upgrade to another Pre-Order Error List Technical Specifications Transport Schema Valid Spec Codes	Unknown No No Yes No Yes	Unknown No No Yes No Yes	

**Qwest - Q.Pricer**

**CenturyLink / Embarq - Comparable System/Application?? *appears not available***

Q.Pricer is a web-based GUI which is accessed application to application. *Real time.*

<u>EASE-GUI</u>	<u>EASE-Electronic Interface**</u>	<u>CTL/Embarq System / Application</u>	<u>Notes, comments, clarifications</u> about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
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**Description**

Q.pricer allows customers to obtain and save a price quote for unregulated leased local access, unregulated private line services, unregulated Qwest local broadband services, Customer Provided Access (CPA) and regulated private line services.

n/a

n/a

No\*

**Embarq/CTL Application??:** Based on our research of the CTL/Embarq website, there appear *not to be a comparable application available for this function, nor does it appear that this function is available* in an application.

**Availability:**

AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY

n/a

n/a

n/a

**Availability:**

**Electronic Access**

Web Access -Application to Application

n/a

n/a

No\*

**Electronic Access**

**Function:**

Product Pricing

n/a

n/a

No\*

**Function:**

No\* - LM is not electronically-bonded with CenturyLink; so a "No" indicates that there was no information available to conclude there was a comparable system that performed the function.  
 Yes\* - LM is not electronically-bonded with CenturyLink; so a "Yes" indicates there was information available stating there was a comparable system that performed the function.

**Qwest - Qwest Control (Qcontrol)**

**CenturyLink / Embarq - Comparable System/Application?? *appears not available***

Qwest Control is a web-based GUI which is accessed application to application. *Real time*.

EASE-GUI	EASE-Electronic Interface **	CTL/Embarq System / Application	Notes, comments, clarifications about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
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**Description:**

QControl is a secure proprietary on-line and web-based application that provides instant access and management control over a broad range of Qwest National Wholesale Products and Services

n/a

n/a

No\*

**Embarq/CTL Application??:** Based on our research of the CTL/Embarq website, there appear *not to be a comparable application available for this function, nor does it appear that this function is available* in an application.

**Availability:**

AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY

n/a

n/a

n/a

**Login Requirements**

Self Service web portal  
User ID/Password

n/a

n/a

n/a

**Login Requirements**

**Electronic Access**

Web Access -Application to Application

n/a

n/a

No\*

**Electronic Access**

**Primary Function**

Pull resale invoices not received electronically  
Ordering and Billing

n/a

n/a

No\*

n/a

n/a

No\*

**Primary Function**

**Capabilities/Modules/Applications:**

**Home Module**

This module provides you access to QControl Products and Services, access to the Resource Center and a link to contact Qwest

n/a

n/a

No\*

**Toll Free Application**

View the inventory of Toll Free services associated to your QControl ID. In addition, you have the ability to reserve numbers, run utilization, configuration and summary reports, view and modify existing call plan routes, and access repair tickets for your Toll Free services.

n/a

n/a

No\*

**Capabilities/Modules/Applications:**

**Qwest - Qwest Control (Qcontrol)**

**CenturyLink / Embarq - Comparable System/Application?? *appears not available***

Qwest Control is a web-based GUI which is accessed application to application. Real time.

<u>EASE-GUI</u>	<u>EASE-Electronic Interface **</u>	<u>CTL/Embarq System / Application</u>	Notes, comments, clarifications about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
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**Data Application**

Allows you to manage your domestic Asynchronous Transfer Mode (ATM) and Frame Relay services associated to your QControl ID. Some of the features available under the Data product include access to inventory, the ability to request & view reports, check alarm status, view network maps, and view/create repair tickets.

n/a

n/a

No\*

**Dedicated Hosting (DH) Application**

Allows you to manage your DH services associated to your QControl ID. Some of the features available under the Hosting product include access to inventory, the ability to request and view reports and access to your account information through a Hosting Portal.

n/a

n/a

No\*

**Qwest IQ Net (DIA) Application**

allows you to manage your DIA (Dedicated Internet Access) services associated to your QControl ID. Some of the features available under the Qwest IQ Net product include access to inventory, the ability to request and view reports, configuration status and the ability to create and monitor repair tickets.

n/a

n/a

No\*

**Long Distance (LD) Application**

Allows you to view a listing of your LD inventory associated to your QControl ID. You also have the ability to filter and/or download your inventory and the ability to create and monitor repair tickets. In addition, the LD product application provides you the ability to view your Project Accounting Codes (PAC). Included in this application is your Dedicated Long Distance (LD) inventory. This application allows you to filter and download your inventory, as well as open repair tickets.

n/a

n/a

No\*

**eBilling Module**

Allows you to access your online bills (eBills), specify your delivery options, request and view a history of your charges and add more billing accounts to your QControl ID.

n/a

n/a

No\*

**Qwest - Qwest Control (Qcontrol)**

**CenturyLink / Embarq - Comparable System/Application?? *appears not available***

Qwest Control is a web-based GUI which is accessed application to application. *Real time*.

<u>EASE-GUI</u>	<u>EASE-Electronic Interface **</u>	<u>CTL/Embarq System / Application</u>	Notes, comments, clarifications about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
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<b>IP Addressing</b> Allows you to manage New IP Addressing, Return IP Addressing, Multiple Circuit IDs and SWIP (Shared Wholesale Project) abuse.	n/a	n/a	No*	
<b>DNS</b> Allows you to manage New DNS, Modify Existing DNS, Reverse DNS, Delete DNS, and check for DNS availability.	n/a	n/a	No*	
<b>Routing</b> Allows you to add or delete routing configurations for your network	n/a	n/a	No*	
<b>Configuration Requests</b> Allows you to track the status of your configuration requests	n/a	n/a	No*	
<b>Repair Module</b> Allows you view or create tickets for your products and services that are associated to your QControl ID.	n/a	n/a	No*	
<b>Support</b>				<b>Support</b>
User Guide	n/a	n/a	No*	
Administrative User Guide				

No\* - LM is not electronically-bonded with CenturyLink; so a "No" indicates that there was no information available to conclude there was a comparable system that performed the function.  
 Yes\* - LM is not electronically-bonded with CenturyLink; so a "Yes" indicates there was information available stating there was a comparable system that performed the function.

**Qwest - Online Dispute Management (ODM)**

**CenturyLink / Embarq - Comparable System/Application - *Unknown***

ODM is a web-based GUI which is accessed application to application. *Real time*.

EASE-GUI	EASE-Electronic Interface **	CTL/Embarq Unknown Application	Notes, comments, clarifications about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
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Description:	EASE-GUI	EASE-Electronic Interface **	CTL/Embarq Unknown Application	Notes, comments, clarifications about CTL/Embarq system/application regarding the corresponding function noted in the Qwest column
<p><b>ODM is a common Web portal accessed via the Remote Control ordering system that allows Qwest Wholesale national customers to enter, submit, view, update, and cancel billing disputes.</b></p>	n/a	n/a	Yes*	<b>Embarq/CTL/Other System??:</b> The ability to enter, submit, view, update, and cancel billing disputes is not done through EASE-EDI. However, based on information gathered from the CTL/Embarq website, <i>CTL appears to have an electronic interface for this process.</i>
<p><b>Availability:</b></p> <p>AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p>	n/a	n/a	Unknown	
<p><b>Electronic Access</b></p> <p>Web Access -Application to Application</p>	n/a	n/a	Unknown	<b>Electronic Access</b>
<p><b>Functions:</b></p> <p>Access the Create Dispute Module                      Create a new dispute                      Add attachment to a new dispute                      Submit a new dispute and print confirmation                      Download dispute lists                      Display dispute history                      View dispute details                      Cancel a dispute                      Print dispute lists                      Dispute Types</p>	n/a	n/a	Unknown	<b>Functions:</b>
<p><b>Support:</b></p> <p>Graph for quick links menu</p>	n/a	n/a	Unknown	<b>Support:</b>
<p><b>Training</b></p> <p>User Guide                      Online Training</p>	n/a	n/a	Unknown	<b>Training</b>

No\* - LM is not electronically-bonded with CenturyLink; so a "No" indicates that there was no information available to conclude there was a comparable system that performed the function.  
 Yes\* - LM is not electronically-bonded with CenturyLink; so a "Yes" indicates there was information available stating there was a comparable system that performed the function.