

# **Qwest Communications International, Inc.**

## **Remote Control User Manual**

**Version 7.0**

**September 2004**

**Qwest.** 

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# Qwest. *Anti-Slamming*

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## *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

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### Manual Purpose

Welcome to Qwest's Remote Control User Manual. This manual is designed to provide you with the following information:

- A general overview of each module within the Remote Control application
  - Detailed instructions on how to perform various tasks within Remote Control
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### Audience

This manual is for resellers and carriers of Qwest services who are responsible for submitting orders to Qwest for provisioning. 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 strong understanding of customer provisioning and Qwest products and services, including ANI, 8XX, and Business Card. You should also understand Dedicated Services such as Private Line, Qwest Metro Private Line (QMPL), Dedicated Internet Access (DIA) and Dedicated Toll Free Origination (DTFO). If not, contact your Account Manager (AM).
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### What is Remote Control?

Remote Control is an on-line, real-time order entry, processing, and reporting system that accommodates all switched functions for resellers. No intervention by support staff at Qwest is required for the processing of orders for switched services. Remote Control is also equipped to accept the online submission of your Private Line, Qwest Metro Private Line (QMPL), Dedicated Internet Access, and Dedicated Toll Free Origination. All orders, regardless of type, are entered in the same manner and formatted into a database that communicates with Qwest processing systems.

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### Support and Service

Telephone support for Remote Control is available by calling:

**1-877-793-7872 (1-877-Qwest RC)**

The support line is staffed Monday through Friday, 8 a.m. to 5 p.m. Eastern time. Remote Control has prescheduled downtime on Thursday and Sunday from 8:00 p.m. to 12:00 a.m. EST.

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## Manual Purpose, Audience, and History, Continued

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### Document History

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

Version	Release Date	Author	Description
1.0	First Publication		
3.0	March 15, 2001	Michelle Scobee	
3.1	July 12, 2001	Robi Gunn	
5.1	October 5, 2001	Robi Gunn	
5.2	23 January, 2002	Garth Lewis	This update includes the new functionality for submitting Dedicated Order Forms for Changes and Disconnects on PL and DIA orders, as well as the ability to submit Add, Change, and Disconnect orders for the Qwest Metro Private Line (QMPL) product.
6.0	7 October 2002	Catherine Morningstar	
7.0	May 2003	Catherine Morningstar	This update include the Wholesale Web Portal and PIU.

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