

## EVENT NOTIFICATION

**To:** Qwest Wholesale Customers  
**From:** Qwest IT Wholesale Systems Help Desk  
**Date:** November 19, 2002  
**Subject:** System Event Notification

Initial  Update  Closure

This Event Notification is sent to advise you that Qwest was experiencing trouble with the below system:

Ticket Number: 6089676 Ticket Severity: 2

Database Ticket: 1551793

Event Onset Description of Trouble: CLECs may have received the error "LSR requests work on disconnected account" on a live account.  
Time: 10:15 MTN

AM  PM Business Impact: CLECs may have been unable to submit an LSR on a live account.

Date: 11/19/02 Work Around: See URL: None Required

System/Application/  
Process:

IMA-GUI – Release 11.0 only	<input checked="" type="checkbox"/>
IMA-EDI – Release 11.0 only	<input checked="" type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other:	<input type="checkbox"/>

Client Region:

Eastern	<input type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input checked="" type="checkbox"/>

Estimated resolution Time: 3:00 MTN  AM  PM Date: 11/19/02

Event Closure Resolution: Trouble resolved in patch.

Time: 3:00 MTN

AM  PM

Date: 11/19/02

System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.