

					Additional Information can be found at: http://www.qwest.com/wholesale/systems/productionsupport.html		
	Trouble Ticket Number	Create Date	System	Version/Release	Summary	Severity	Current Status Under Investigation unless noted otherwise
1	3021928	6/21/2007	IMA	20	CLECs may have trouble submitting Unbundled Loop requests for the border town of Lewiston, ID.	3	
2	3371759	2/14/2008	IMA	21.22	CLECs may not receive the disconnect confirmation call on some EEL disconnect requests, even when QRD is not invoked by you.	3	In Production effective 12/14/09
3	3372388	2/29/2008	IMA	21.22	CLECs may receive a system reject for LNP requests in Wyoming that have a border town LSO.	3	
4	3378892	2/18/2008	CRIS	21.22	Problem is specific to eastern CRIS. A small number of border town exchanges in the Eastern Region have been found to have a processing problem with the assignment of a shared RAO code when the NXX is associated with a border point.	3	
5	4248433	9/23/2009	IMA	24.25	Business Impact: Providers may not be able to submit Directory Listing orders correctly, due to a problem with the SO field.	3	
6	4249014	9/24/2009	IMA	24.25	Government Type of Account (TOA) values on a Directory Listing (DL) form (Resale/UNE) may not process successfully due to an OSS problem.	3	Pending fix in March 2010
7	4313873	11/9/2009	IMA	26	IMA LSTR and DLIS caption queries may display an erroneous Tel No Phrase on a prior level Sub Caption Header.	3	
8	4318922	11/12/2009	IMA	26	Listing order activity changing the case or special characters in a Caption Header name are not processing correctly.	3	
9	4318929	11/12/2009	IMA	26	IMA does not allow a Sequence Override (SO) on FBDL LACT=Z activity. SO data may be inadvertently dropped with LACT=Z listing activity.	3	
10	4320236	11/13/2009	IMA	26	Entries in the Directory Listing Listed Address ROOM/MAIL STOP, FLOOR and BLDG fields may not reflect data entered on an FBDL order	3	
11	4320502	11/18/2009	IMA	26	CLECs may not be able to retrieve Partial CSR by WTN for some Western Region Centrex accounts.	3	Fixed in December