CLEC/RESELLER RESOURCE GUIDE
To
OSS INTERFACES

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OVERVIEW

This guide is intended to provide pertinent information about the billing and reporting outputs which are available to all CLEC/Resellers who currently do business with Qwest or are interested in doing business with Qwest.

ORGANIZATION OF GUIDE:

The guide is generally organized by Report/Output name. The information covered includes:

1. The Connectivity Process
2. A brief description of each report/output.
3 Output media and transmission methods
4. A list of outputs by product type
5. Dedicated circuit installation
6. Trouble Shooting Guide

PROCESS FOR OSS CONNECTIVITY

1. The Wholesale Systems I&D (WS/I&D) Representative is advised that the customer has submitted the New Customer Questionnaire.

2. The WS/I&D Representative verifies there is a signed contract and that a BTN(s) has been established. The process cannot go forward until the BTN has been established .

3. The WS/I&D Representative schedules a meeting with the customer to review the New Customer Questionnaire and answer questions the customer may have about the outputs and/or the process.

4. Customer Guides are provided as needed.

5. Once the New Customer Questionnaire has been completed, the WS/I&D Representative issues the Summary Form which initiates the work required to establish connectivity.

6. Security access (Secur-ID, digital certificates, passwords) to systems and applications is provided as needed.

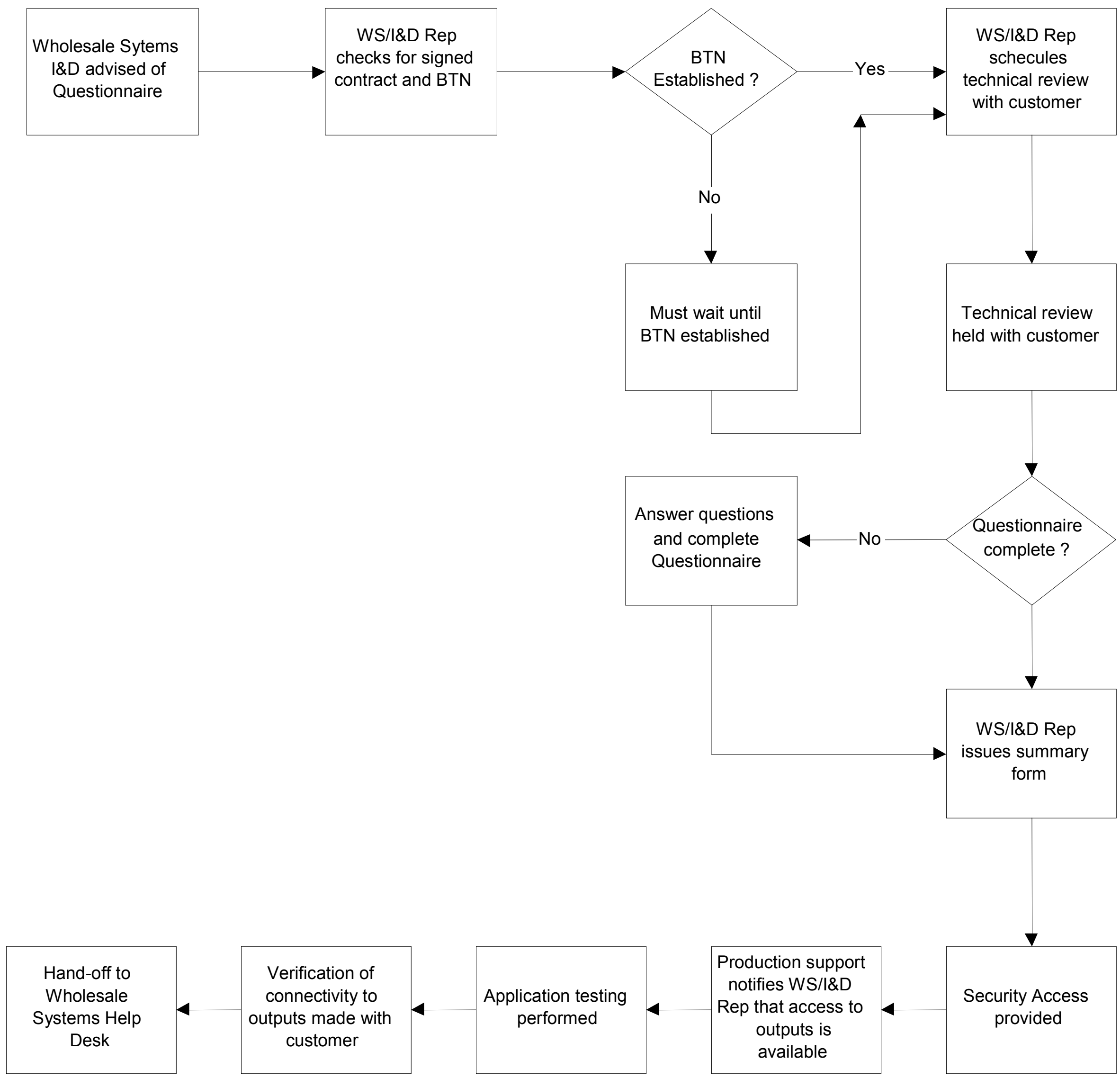
7. Establishment of connectivity to the Daily Usage File (DUF), CRIS Summary Bill and the Loss & Completion Reports takes approximately 4 weeks. Establishment of the Co-Carrier Return Usage (CCUR) takes approximately 2 months. The IABS billing is established when ASR activity begins.

8. Once connectivity has been established, application testing is done.

9. The WS/I&D Representative verifies with the customer that access to all outputs has been achieved.

10. The customer is "handed-off" to the Wholesale Systems Help Desk, which is now the first point of contact for any questions concerning these outputs.

OSS CONNECTIVITY PROCESS FLOWCHART



CRIS SUMMARY BILL

Introduction

The CRIS Summary Bill is a consolidated bill from Qwest containing your customer's charges. This Summary Bill is provided if you are a Reseller of non-facility-based service including Residential, Business and Unbundled Loop. The Summary Bill provides one bill and one payment document for multiple accounts within the same state. It is the Qwest official bill of record that is received 7 to 10 days after the bill date. The Summary Bill account consists of two types of accounts:

Summary Bill Account – has a unique account number and summarizes all billing data.
Sub Accounts – contains your customer's billing data

Summary Bills are created at the state level and are limited to 2000 sub accounts per Summary Bill. If you have more than 2000 end users in one state, an additional Summary Bill will be produced.

The information provided on the Summary and Sub Account Bills is the same for all regions, however the formatting of the bills may be slightly different.

What Information is Included in the CRIS Summary Bill?

The Summary Bill contains detailed information for each sub account or customer associated to the summary account. Additional information is available at www.qwest.com/wholesale/clecs/cris.html

What is the Data Format for the CRIS Summary Bill?

The CRIS Summary Bill is provided in industry standard EDI (Electronic Data Interexchange) 811 record format. The 811 record is a consolidated invoice transaction set record. Formatting and content standards are established by the American National Standards Institute (ANSI) Accredited Standards Committee (ASC). The standards are known as X12 EDI transaction sets. Qwest currently has the 3020 version of the 811-transaction set. In order to read and understand the record you will need the documentation available from Alliance for Telecommunications Industry Solutions (ATIS). The documentation can be ordered by contacting ATIS at 800-387-2199 or via the Internet at www.atis.org.

Qwest has made available, web-based training for you to help interpret your Summary Bill. The training covers the following types of bills: (For more information on web-based training go to www.uswest.com/wholesale/training/tsc.html).

RESALE	UNBUNDLED	SWITCHED ACCESS	WIRELESS	PRIVATE LINE
Business/ Residence	Local Number Portability	LIS Trunking	Wireless Type 2	DSO
Centrex 21	Loop with LNP	Feature Group D		DS1
Centrex Plus	Interim Number Portability			DS3
Centron 3	Unbundled Loop			UDIT

What Method of Transmission is Available?

The CRIS Summary Bill can be transmitted in seven different ways. The transmission method is chosen when completing the New Customer Questionnaire with your Service Manager (the New Customer Questionnaire can be found at www.qwest.com/wholesale/clecs/newcustquestionnaire.html). A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the transport medium.

In each case, with the exception of the paper bill and BillMate®, the bill data is provided in EDI format. EDI is an industry standard 811 record format. The 811 record is a consolidated invoice transaction set record. Formatting and content standards are established by ANSI Accredited Standards Committee (ASC). Use of this format requires a 'translator' that enables you to convert EDI records into a format that your system can process. You will need to select a vendor for this application.

The available transmission methods are:

- *Paper*
  This is your official Qwest Bill of record – you will always receive this version of the Summary Bill and you may also choose an electronic medium. The paper version of the Summary Bill has two sections: the Return Document and the Summary Bill. The first page of every bill is the Return Document. The return document is returned along with the payment.

- *EDI via NDM (dedicated circuit)*
  NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. Connect Direct (dedicated) NDM uses transport circuitry from a secure node at a Qwest site to a secure node at your site, with security built into the transport mechanism.

Receipt of the CRIS Summary Bill via NDM requires a dedicated circuit between your location and Qwest. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) is required to make this connection. Since this

is a computer to computer transfer of information, an IP address, which indicates the location of our NDM node, is provided to you. You provide your IP address to Qwest for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish)

Establishment of the dedicated circuit generally takes an estimated six to eight weeks.

- *EDI via NDM (dial up)*
  NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure Qwest site node to your secure node at the Qwest site. You can then pick up the data via secure ID dialup access.

  In order to receive the CRIS Summary Bill via NDM dial-up you will need a SecurID with Connect Direct software and a RACF Functional ID. The secure ID is provided by Qwest and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. The RACF Functional ID is also provided by the WS/I&D Client Representative.

- *EDI via FTP*
  Receiving the CRIS Summary Bill via FTP (File Transfer Protocol) requires a dedicated circuit between you and Qwest. The process for installing the circuit is handled by the WS/I&D Client Representative. Since this is a computer to computer transfer of information, an IP address which indicates the location of our NDM node is provided to you. You provide your IP address for gateway (firewall) access. A RACF Functional ID is also required and is provided by the WS/I&D Client Representative.

Establishment of the dedicated circuit takes from 30 to 45 days.

- *EDI via WEB*
  An Internet connection and browser is needed to access the Service Delivery Gateway (SDG) which provides a secure communications mechanism for applications and data transfer on internal and external networks. Most users will be connected to an internal network that has a point of presence (POP) to the Internet that provides for online speeds of T1 or better and they will be using a Windows 95/98/2000/NT machine with either Netscape or Internet Explorer.

  In order to receive the CRIS Summary Bill via the Web, you will need a VeriSign (digital) certificate which register's your PC and allows you access to the records. The digital certificate can be downloaded from http://ecom.qwest.com. It requires a User ID and Password, which will be assigned to you by the WS/I&D Client Representative.

  The Web User Guide, which details the procedures for obtaining the digital certificate and for accessing the usage report on the web, can be sent to you by the WS/I&D Client Representative.

- *EDI via VAN (Value Added Network)*
  Within the EDI framework, when utilizing a VAN, the billing data will be transmitted from Qwest to the VAN where it is deposited into a secure 'mailbox'. You can access the mailbox electronically, retrieve the data and download it to your system. Qwest uses the General Electronic Information Services (GEIS) VAN. GEIS interconnects with other VANS as well.

- *Billmate* ®
  Billmate is a Qwest product which provides billing information in computer ready format on diskette or CD-ROM. The data is constructed of data elements recorded in American Standard Code (ASCII) and comma delimited. No translator or mapping is required with this format. Billmate can be setup for you by your Service Manager.

For more information about the CRIS Summary Bill, see the Billing-Customer Records and Information System (CRIS) Overview at: www.qwest.com/wholesale/clecs/cris.html.

IABS BILL

Introduction

The IABS (Integrated Access Billing System) BILL is available for customers who are facility-based and reselling service such as Frame Relay, ATM, Cell Relay and Transport LAN's or ordering Unbundled Transport or LIS/Collocation. You have the option of receiving a bill with full detail for each account or a Summary Bill that contains no detail, and only contains totals for each account.

What Method of Transmission is Available?
The IABS Bill can be transmitted in three different ways. The transmission method is chosen when completing the New Customer Questionnaire with your Service Manager (the New Customer Questionnaire can be found at www.qwest.com/wholesale/clecs/newcustquestionnaire.html). A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the transport medium.

The summary portion of the bill is available in paper format only. The detailed records may be provided electronically, in BDT (Bill Data Tape) format.

The available transmission methods are:

- *Paper*

- *Bill Data Tape (BDT) via NDM direct* - NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure Qwest site node to your secure node at the Qwest site.

  The IABS Bill Data Tape format is created in Billing Output Specifications (BOS) Industry Guideline format. BOS standards are available from Telcordia at www.telcordia.com/index.html.

  Receipt of the IABS Bill via NDM direct, requires a dedicated circuit between your location and Qwest. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; *www.sterlingcommerce.com*) is required to make this connection. Since this is a computer to computer transfer of information, an IP address that indicates the location of our NDM node, is provided to you. You provide your IP address to Qwest for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish)

  Establishment of the dedicated circuit generally takes an estimated 30 to 45 days.

- *OBS/TAXI (On-line Billing Service/Terminal Access Interexchange Inquiry)via NDM dial-up*
  In order to receive the IABS Bill via NDM dial-up you will need a SecurID with Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; *www.sterlingcommerce.com*) and a RACF Functional ID. The secure ID is provided by Qwest and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. The RACF Functional ID is also provided by the WS/I&D Client Representative.

For more information about the IABS Bill, see the Billing-Integrated Access Billing System (IABS) Overview at: www.qwest.com/wholesale/clecs/iabs.html.

DAILY USAGE FILE

Introduction

The Daily Usage File (DUF) is a file of rated and unrated messages that are sent to the Co-Provider at the Co-Provider's request.

Rated usage is priced usage. One type of rated call is derived from an outside service such as those that offer information on time and weather. Usage is also rated for interstate intraLATA calls as well as for alternately billed calls that bill in a different state than they originate. In addition, calls that come from other companies through the Independent Company/CLEC feeds are also rated.

Unrated usage is non-priced usage. All direct dialed usage on calls covered by a Qwest intrastate tariff is passed to you unrated. Also, intrastate alternately billed calls that bill in the same state as they originate are unrated. For most of our Co-Providers, unrated usage composes the majority of usage found in the DUF.

What Products Generate Data Reported on the DUF?

The following Interconnect and Resale products generate usage:

- ❒ Business Exchange – 1FB
- ❒ CCSAC/SS& Baseline Service
- ❒ Centrex
- ❒ DS1 Message Trunk Port
- ❒ Interim Number Portability
- ❒ Single Line ISDN BRI
- ❒ PBX Service
- ❒ Public Access Line (PAL)
- ❒ Residence Exchange – 1FR
- ❒ Shared Tenant
- ❒ Unbundled Switching
- ❒ UNE-P

What Records are included in the DUF?

The Daily Usage File contains records which report usage generated and is captured at the Central Office Switch .

The call detail records in the DUF contain information such as:

- ❒ Calling telephone number
- ❒ Called telephone number
- ❒ Date of the call
- ❒ Connect time
- ❒ Elapsed time (local, intralata, interlata)
- ❒ Billing number

The file includes:

- ❒ Residence and Business Measured Service usage
- ❒ 800 ServiceLine and WATS (Wide Area Telephone Service) usage
- ❒ IntraLATA Toll
- ❒ Billing Line Verify
- ❒ Bill Line Interrupt
- ❒ Continuous Redial
- ❒ Call Trace
- ❒ Directory Assistance (DA)
- ❒ Directory Assistance Complete-A-Call (ADACC)

What Is the Format For the DUF?

The DUF is provided in industry standard EMI (Exchange Message Interface) format. In order to read and understand the record you will need the documentation available from ATIS (Alliance for Telecommunication Industry Solutions - 800-387-2199; www.atis.org).

When will I receive the DUF?

The DUF is typically received daily (Monday through Friday, excluding Qwest holidays). If there is no usage recorded on a particular day, no file or notice will be sent. It takes approximately three days from the time a call is made for the record to appear on the DUF. If you have chosen to receive the DUF via one of the electronic media options, then there will be no further delay. However, if you have chosen to receive the DUF on a non-electronic medium, you should allow additional time for mailing.

In the Central region (AZ, CO, SO. ID, MT, NM, UT, WY), the DUF is available on a daily basis.
In the Eastern region (IA, MN, NE, ND, SD), the DUF is available daily, weekly or monthly.
In the Western region (NO. ID, OR, WA), the DUF is available daily, weekly or monthly. In this region, the file can also be requested on a specific day of the week.

What Method of Transmission is Available?

The DUF can be transmitted in six different ways. The method is chosen when completing the New Customer Questionnaire with your Service Manager. A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the DUF.

The available transmission methods are:

- *EMI via NDM (dedicated circuit)*
  NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. Connect Direct (dedicated) NDM uses transport circuitry from a secure node at a Qwest site to a secure node at your site, with security built into the transport mechanism.

Receipt of the DUF Report via NDM requires a dedicated circuit between your location and Qwest. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) is required to make this connection. Since this is a computer to computer transfer of information, an IP address that indicates the location of our NDM node, is provided to you.

You provide your IP address to Qwest for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish).

Establishment of the dedicated circuit takes from 30 to 45 days.

- *EMI via NDM (dial up)*
  NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure Qwest site node to your secure node at the Qwest site. You can then pick up the data via secure ID dialup access.

  In order to receive the DUF via NDM dial-up, you will need a SecurID with Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) and a RACF Functional ID. The Secure ID is provided by Qwest and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. A RACF Functional ID is also provided by the WS/I&D Client Representative.

- *EMI via FTP (dedicated)*
  In order to receive the DUF Report via FTP (File Transfer Protocol), a dedicated circuit between your location and Qwest is required. The process for installing the circuit is handled by the WS/I&D Client Representative. Since this is a computer to computer transfer of information an IP address, which indicates the location of our NDM node, is provided to you. You will provide Qwest with your IP address for gateway (firewall) access. A RACF Functional ID is also required and is provided by the WS/I&D Client Representative.

Establishment of the dedicated circuit takes from 30 to 45 days.

- *EMI via Web*
  An Internet connection and browser is needed to access the Service Delivery Gateway (SDG) which provides a secure communications mechanism for applications and data transfer on internal and external networks. Most users will be connected to an internal network that has a point of presence (POP) to the Internet that provides for online speeds of T1 or better and they will be using a Windows 95/98/2000/NT machine with either Netscape or Internet Explorer.

  In order to receive the DUF via the Web, you will need a VeriSign (digital) certificate which registers your PC and allows you access to the records. The digital certificate can be downloaded from the web at http://ecom.qwest.com and requires a User ID and Password. The ID and password will be assigned to you by the WS/I&D Client Representative.

  The DUF is not formatted for paper and cannot be faxed.

How Long Does the DUF Remain Available?

Usage data is stored for 180 days. After that time, retransmission will not be possible. After the 180-day time frame, you may request a special retransmission of the DUF data through the IT-Wholesale Systems Help Desk at 1-888-796-9102.

Is There a Test File Available?

A Test file, which includes samples of usage records generated on accounts, is available. This is not an all-inclusive sample of each record that could possibly be generated on an account. This request can be made by contacting your IT-Wholesale Systems WS/I&D Client Representative.

For more information about the Daily Usage File, see the Billing-Daily Usage File (DUF) Overview at: www.qwest.com/wholesale/clecs/duf.html.

LOSS REPORT

Introduction

The Loss Report indicates any change in your customer's service that results in a loss to you – i.e., the customer changes service providers or disconnects a line. This information is included for each interconnect product that you provide. The file is sorted in NPA-telephone order. You may choose to receive a Loss Report for any of the following products:

- Resale
- Unbundled Loop
- Unbundled Switch
- UNE-P
- Interim Number Portability (INP)

What Records are included on the Loss Report?

The Loss Report contains information such as: Account Number, Order Number, Customer Code, Order Completion Date, Name and Address of Customer. Examples of the Loss Report for Resale, Unbundled Loop and Unbundled Switch and Interim Number Portability products can be provided by the IT-Wholesale Systems Implementation and Deployment (WS/I&D) Client Representative. A Report Layout example can be provided by the WS/I&D Client Representative.

When will I receive the Loss Report?

The Loss Report is sent on a daily, positive basis – whether or not there is data to report. This prevents any question as to whether or not a file was made available on succeeding days.

What Method of Transmission is Available?

The Loss Report can be transmitted in five different ways. The transmission method is chosen when completing the New Customer Questionnaire with your Service Manager. A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the Loss Report. A User Guide can be provided by the WS/I&D Client Representative.

The available transmission methods are:

° *NDM (dedicated circuit)*
  NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. Connect Direct (dedicated) NDM uses transport circuitry from a secure node at a Qwest site to a secure node at your site, with security built into the transport mechanism.

Receipt of the Loss Report via NDM requires a dedicated circuit between your location and Qwest. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) is required to make this connection. Since this is a computer to computer transfer of information, an IP address that indicates the location of our NDM node, is provided to you. You provide your IP address to Qwest for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish).

Establishment of the dedicated circuit takes from 30 to 45 days.

The Loss Report is available in two formats:

- Flat File – This option gives you the Loss data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Loss data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

◦ *NDM (dial up)*
NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure Qwest site node to your secure node at the Qwest site. You can then pick up the data via secure ID dialup access.

In order to receive the Completion Report via NDM dial-up, you will need a SecurID with Connect Direct Software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) and a RACF Functional ID. The secure ID is provided by Qwest and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. A RACF Functional ID is also provided by the WS/I&D Client Representative.

The Loss Report is available in two formats:

- Flat File – This option gives you the Loss data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Loss data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Set up takes approximately 4 weeks.

◦ *FTP (dedicated circuit)*
In order to receive the Loss Report via FTP (File Transfer Protocol), a dedicated circuit between your location and Qwest is required. The process for installing the circuit is handled by the WS/I&D Client Representative. Since this is a computer to computer transfer of information an IP address, which indicates the location of our NDM node, is provided to you. You will provide Qwest with your IP address for gateway (firewall) access. A RACF Functional ID is also required and is provided by the WS/I&D Client Representative.

The Loss Report is available in two formats:

- Flat File – This option gives you the Loss data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Loss data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Establishment of the dedicated circuit takes 6 to 8 weeks.

◦ *Web Access*

An Internet connection and browser is needed to access the Service Delivery Gateway (SDG) which provides a secure communications mechanism for applications and data transfer on internal and external networks. Most users will be connected to an internal network that has a point of presence (POP) to the Internet that provides for online speeds of T1 or better and they will be using a Windows 95/98/2000/NT machine with either Netscape or Internet Explorer.

In order to receive the Loss Report via the Web, you will need a VeriSign (digital) certificate which register's your PC and allows you access to the records. The digital certificate can be downloaded from the web at http://ecom.qwest.com. The digital certificate, provided by Qwest, requires a User ID and Password. This ID and password will be assigned to you by the WS/I&D Client Representative.

The Web User Guide, which details the procedures for obtaining the digital certificate and for accessing the usage report on the web, will be sent to you by the WS/I&D Client Representative.

The Loss Report is available in two formats:

- Flat File – This option gives you the Loss data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Loss data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Establishment of Web access takes approximately four weeks.

◦ *Electronic Fax*

Receipt of the Loss Report by fax requires that you provide to Qwest your fax number. The report is only provided in the Report Layout format which appears with columns and headings.

How Long Does the Loss Report Remain Available?

The Loss report is available for two weeks via the Web, however, once the Loss data has been retrieved, it cannot be downloaded again. In order to have the data retransmitted, a request must be made by calling the IT-Wholesale Systems Help Desk at 1-888-796-9102.

COMPLETION REPORT

Introduction

The Completion Report indicates all orders that have completed through the Qwest Service Order Processing (SOP) system. This means that the order has been provisioned, but has not necessarily posted to the billing system (BOSS/CARS). The Completion file is typically received on the day after the service order goes into a completed status. The Completion Report is provided for each interconnect product that you have. The file is sorted in NPA-telephone order. You may choose to receive a Completion Report for any of the following products:

- Resale
- Unbundled Loop
- Unbundled Switch
- UNE-P
- Interim Number Portability (INP)

What Records are Included on the Completion Report?

The Completion Report contains information such as: Account Number, Order Number, Customer Code, Order Completion Date and Name and Address of Customer. Examples of the Loss Report for Resale, Unbundled Loop and Unbundled Switch and Interim Number Portability products can be provided by the IT-Wholesale Systems Implementation and Deployment (WS/I&D) Client Representative. A Report Layout example can be provided by the WS/I&D Client Representative.

When will I receive the Completion Report?

The Completion Report is sent on a daily, positive basis – whether or not there is data to report. This prevents any questions as to whether or not information was not sent or missed.

What Method of Transmission Is Available?

The Completion Report can be transmitted in five different ways. The transmission method is chosen when completing the New Customer Questionnaire with your Service Manager. A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the Completion Report A User Guide can be provided by the WS/I&D Client Representative.