

Chapter 10: IP Management

Overview

Introduction

The **Ordering** module allows you to enter and track configuration requests for your internet services, including:

- **IP Addressing** – Allows you to manage New IP Addressing, Return IP Addressing, Multiple Circuit IDs and SWIP (**Shared WhoIs Project**) Abuse.
 - **DNS** – Allows you to manage New DNS, Modify Existing DNS, Reverse DNS, Delete DNS, and check for DNS availability.
 - **Routing** – Allows you to add or delete routing configurations for your network.
 - **News Feeds** – Allows you to access a news server that will provide a feed to your accounts and configure the news feed Qwest provides your servers.
 - **Configuration Requests** – Allows you to track the status of your configuration requests.
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IP Addressing

Introduction

The IP Addressing screens allow you to request a new IP Address, request IP configurations for return IP addresses and begin the process of requesting additional circuits for your Internet service. The routing functionality is divided into four sections, including:

- **New IP Addressing**
- **Return IP Addressing**
- **Multiple IDs**
- **SWIP Abuse**

Note: The fields that appear on these screens are slightly different depending on whether you have selected the **New Service** or **Existing Service** radio button.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **New IP Addressing** ordering screens.

Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Sales Engineer E-mail Address	This field allows you to enter the email address for the sales engineer associated to your account. Note: This field is only available on the New Service screen.

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

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IP Addressing, continued

Fields and Descriptions

(continued)

Field Name	Description
Sales Representative E-mail Address	This field allows you to enter the email address for the Sales Rep associated to your account. Note: This field is only available on the New Service screen.
CORE Sales Order Number	This field allows you to enter the CORE identifier for your IP service. You should receive this number via e-mail after ordering your service. If you do not, please contact your Wholesale National Service Manager. Note: This field is only available on the New Service screen.
Circuit ID	This field allows you to enter the unique identifier for the IP circuit. Note: This field is only available on the Existing Service screen.
	This button allows you to save your entries and proceed to the next step of the process.
IP Requirements Screen	
Are you an ISP?	These radio buttons allow you to identify yourself as an Internet Service Provider. Note: The requirements for new IP addresses are different for ISP's and Non-ISP's. The information displayed below these radio buttons changes depending on your selection.
	This button allows you to save your entries and proceed to the next step of the process.
General Information	
Type of Product	This drop-down list allows you select the type of service for your configuration request. Your options may include: <ul style="list-style-type: none"> • Internet Port – provides customer locations with connectivity to the Internet. • Private Port – provides WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point layer two connections or layers 2 MPLS services with template based quality of service traffic priorities.

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IP Addressing, continued

Fields and Descriptions

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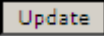

Field Name	Description
How name usable additional IP addresses do you need?	This field allows you to enter the number of IP Addresses you are requesting.
Type of Routing	<p>These radio buttons allow you to indicate the type of routing you will use with the IP addresses. Your options may include:</p> <ul style="list-style-type: none"> • BGP (Border Gateway Protocol) – a protocol that routers employ in order to exchange appropriate levels of information. • Static - this allows you to send data from your route to the router you want to reach on the end location. Unlike BGP, the network is unable to re-route traffic automatically. <p>Note: BGP routing is available for Internet Port service only.</p>
What role will the new IP's service in your network?	These radio buttons allow you to specify the type of request you are submitting.
How many hosts will you have connected to this block today?	This field allows you to enter the number of host machines that currently connect to your IP address(es).
How many hosts in 3 months?	This field allows you to enter the number of host machines that you predict will connect to your IP address(es) in three months.
Customer SWIP Contact	
First Name	This field allows you to enter the first name of the person responsible for managing your organization's IP assignments.
Last Name	This field allows you to enter the last name of the person responsible for managing your organization's IP assignments.
Phone Number	This field allows you to enter the telephone number of the person responsible for managing your organization's IP assignments.
E-mail	This field allows you to enter the email address for the person responsible for managing your organization's IP assignments.
ARIN Handle	<p>This field allows you to enter an existing handle from ARIN.</p> <p>Note: If you supply this value, you do not have to complete the other Customer SWIP contact fields.</p>

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IP Addressing, continued



Fields and Descriptions

(continued)

Field Name	Description
Subnet Information	
Lines of Existing Subnets	This field allows you to enter the total number of IP addresses you currently have, including Qwest and other providers.
Lines for Requested Subnets	This field allows you to enter the total number of IP addresses you are requesting.
	This button allows you to enter a new value in the Lines for Existing Subnets or Lines for Requested Subnets fields. Note: The fields for Existing and Requested Subnets are the same.
IP Address	This field allows you to enter the IP address for each subnet you indicated.
CIDR Prefix	This drop-down list allows you to select the appropriate CIDR (Classless InterDomain Routing) prefix to indicate how many addresses are available within each subnet.
Hosts Today	This field allows you to enter the total number hosts currently using each subnet.
Hosts in 3 Months	This field allows you to enter the number of hosts you expect to use for each subnet in three months.
What is this subnet user for?	This drop-down list allows you to indicate the purpose for each subnet.
Additional Information	
Add Additional Comments	This field allows you to provide additional information for large or complex IP configurations to assist in facilitating your configuration request. Note: For Wholesale Partner/Customer representing an end-user in this Qwest Control [®] ticket, please provide end-user contact information in narrative form in the comments section. We require both your contact information in this section and the end-user contact information.
	This button allows you to send your IP configuration information to the system.


Accessing IP Management

Procedure Follow the steps in the procedure below to access the **IP Management** application.

Step	Action
1	<p>From the Landing page, click on the iQ Networking service.</p> <p>Result: The iQ Networking drop down appears. Click on the IP Management. Note you can click any of the items in the drop down and navigate directly to that service for that product.</p> 
2	<p>From the drop down, click on the IP Management.</p> <p>Result: The IP Management screen appears.</p> 

Configuring IP Service(s) for ISPs


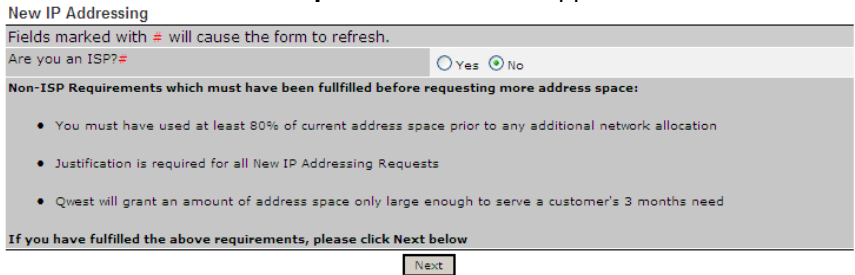
Procedure Follow the steps in the procedure below to configure a **New** or **Existing** IP service(s) for an ISP.

Step	Action
1	<p>From the IP Addressing menu, select New IP Addressing.</p> <p>Result: The Customer Information screen appears.</p> 
2	From the New or Existing Service? radio buttons, select New or Existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Configuring IP Service(s) for ISPs, continued

Procedure (continued)

Step	Action						
7	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="618 457 1430 1052"> <thead> <tr> <th data-bbox="618 457 1024 520">If you want to New IP Addressing for...</th> <th data-bbox="1024 457 1430 520">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="618 520 1024 653">An Existing service</td> <td data-bbox="1024 520 1430 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="618 653 1024 1052">A New service</td> <td data-bbox="1024 653 1430 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to New IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
8	<p>Click .</p> <p>Result: The Non-ISP Requirements screen appears.</p> 						

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Configuring IP Service(s) for ISPs, continued

Procedure (continued)

Step	Action
9	<p>From the Are you an ISP? radio buttons, select Yes.</p> <p>Result: The ISP Requirements screen appears.</p> <p>New IP Addressing Fields marked with # will cause the form to refresh.</p> <p>Are you an ISP?# <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>ISP Requirements which must have been fulfilled before requesting more address space:</p> <ul style="list-style-type: none"> You must have used at least 80% of current address space prior to any additional network allocation Justification is required for all New IP Addressing Requests ISP requests for more than 4094 IP addresses (/20 or 16 Class Cs) have to be directly made to ARIN at http://www.arin.net Qwest will "SWIP" all IP addresses allocated to you. However, it is your responsibility to "SWIP" IP addresses that you allocate to your customers. The following link provides assistance in "SWIPing" your customers. It will assist you in filling out the form you will need to send to ARIN. Click here for assistance in "SWIPing" your customers. You must have "SWIPed" all networks currently allocated by you with ARIN (this is MANDATORY for ISPs who reassign networks to their own customers). Failure to do so will prevent future allocations. Qwest will grant an amount of address space only large enough to serve a customer's 3 months need <p>If you have fulfilled the above requirements, please click Next below</p> <p style="text-align: right;"><input type="button" value="Next"/></p>
10	<p>Click <input type="button" value="Next"/>.</p> <p>Result: The New IP Addressing for ISP Customer screen appears.</p> <p>New IP Addressing for ISP customer Fields marked with * are required fields. Fields marked with # will cause the form to refresh.</p> <p>Type of Product:# <input type="text" value="Internet Port"/> <input type="button" value="v"/></p> <p>For additional clarification, please click on the following tabs: IQ Ports PRN</p> <p>How many usable additional IP addresses do you need?# <input type="text"/></p> <p>Type of Routing:# Note: Qwest provides either static or BGP routing - the BGP routing is external BGP (eBGP).</p> <p>What role will the new IP's serve in your network?# Select one of the following four statements.</p> <p><input checked="" type="radio"/> This is a request for an IP address block in addition to an existing IP block.</p> <p><input type="radio"/> This is a request for new IP address block.</p> <p><input type="radio"/> This is a request for an IP address block as a replacement to an existing IP address block.</p> <p><input type="radio"/> No IP addresses needed (Please complete a new routing request and include your existing IP address block).</p> <p>How many hosts will you have connected to this block today?# <input type="text"/></p> <p>How many hosts in 3 months?# <input type="text"/></p> <p>Note: Hosts equate to the number of servers, pcs or modems that you have connected to the IP address block.</p> <p>Customer SWIP Contact</p>
11	<p>From the Type of Product drop-down list, select the product for which you are requesting IP addresses.</p>
12	<p>In the How many usable additional IP addresses do you need? field, type the total number of IP addresses you are requesting.</p>
13	<p>From the Type of Routing radio buttons, select whether you need BGP or Static routing.</p>
14	<p>From the What role will the new IP's serve in your network? radio buttons, select the option that meets your request needs.</p>

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Configuring IP Service(s) for ISPs, continued


Procedure (continued)

Step	Action
15	In the How many hosts will you have connected to this block today? field, enter the total number of hosts that currently use your IP address bandwidth.
16	In the How many hosts in 3 months? field, enter a projection of the total number of hosts your IP address bandwidth may need in three months. Note: Hosts equate to the number of servers, PCs or modems that you have connected to the IP address block.
17	In the First Name field, enter the first name of your SWIP contact.
18	In the Last Name field, enter the first name of your SWIP contact.
19	In the Phone Number field, enter the telephone number for your SWIP contact.
20	In the E-mail field, enter the email address of your SWIP contact.
21	In the ARIN Handle field, enter your SWIP contact's unique ARIN identifier. Note: A valid ARIN should be XXnnnnnnn-ARIN (X-Letter, n-Number). Example: QS1234567-ARIN. Please enter two letters and 1-7 numbers only.
22	In the Number of Existing Subnets field, enter the total number of IP addresses you currently have and then click <input type="button" value="Update"/> . Result: The system refreshes your browser window, displaying the appropriate number of IP Address , CIDR Prefix , Hosts Today , Hosts in 3 Months , and What is this subnet used for? fields.
23	In the IP Address field(s), enter your current IP address(es).
24	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
25	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
26	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
27	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
28	In the Number of Requested Subnets field, enter the total number of IP addresses you currently have, then click <input type="button" value="Update"/> . Result: The system refreshes your browser window, displaying the appropriate number of IP Address , CIDR Prefix , Hosts Today , Hosts in 3 Months , and What is this subnet used for? fields.

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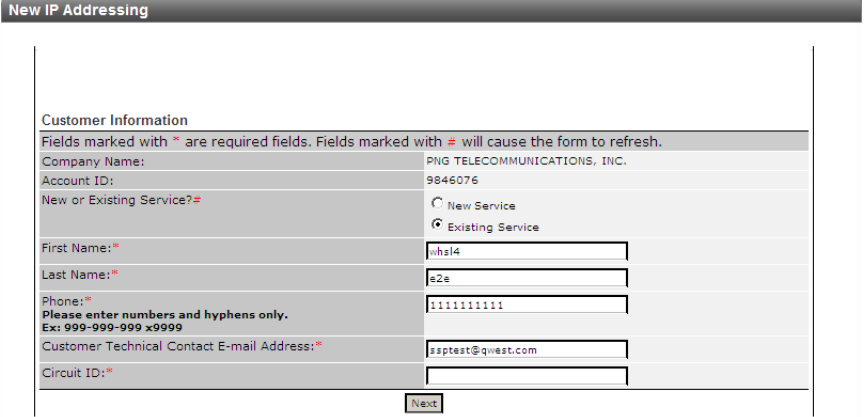
Configuring IP Service(s) for ISPs, continued

Procedure (continued)

Step	Action
29	In the IP Address field(s), enter your current IP address(es).
30	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
31	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
32	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
33	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
34	<p>In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.</p> <p>Note: For Wholesale Partner/Customer representing an end-user in this Qwest Control[®] ticket, please provide end-user contact information in narrative form in the comments section. We require both your contact information in this section and the end-user contact information.</p>
35	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 1136 1451 1320" style="border: 1px solid gray; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">ssptest@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

Configuring IP Service(s) for Non-ISPs


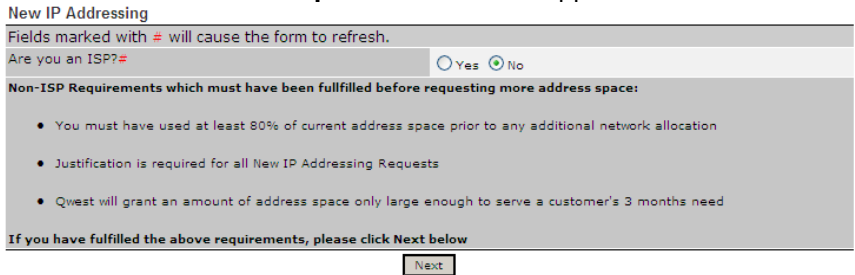
Procedure Follow the steps in the procedure below to configure a **New** or **Existing** IP service(s) for a Non-ISP.

Step	Action
1	<p>From the IP Addressing menu, select New IP Addressing.</p> <p>Result: The Customer Information screen appears.</p> 
2	From the New or Existing Service? radio buttons, select New or Existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Configuring IP Service(s) for Non-ISPs, continued


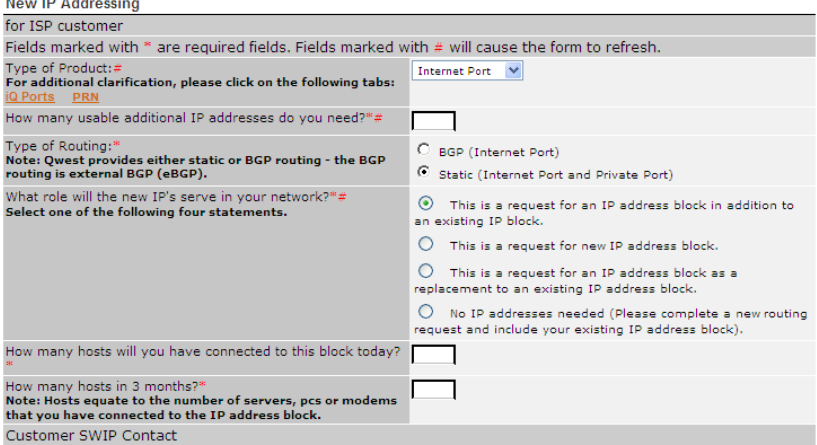
Procedure (continued)

Step	Action						
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8	<p>Click .</p> <p>Result: The Non-ISP Requirements screen appears.</p> 						
9	<p>From the Are you an ISP? radio buttons, select No.</p>						

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Configuring IP Service(s) for Non-ISPs, continued

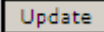
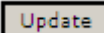
Procedure (continued)

Step	Action
10	<p>Click .</p> <p>Result: The New IP Addressing for Non-ISP Customer screen appears.</p> 
11	From the Type of Product drop-down list, select the product for which you are requesting IP addresses.
12	In the How many usable additional IP addresses do you need? field, type the total number of IP addresses you are requesting.
13	From the Type of Routing radio buttons, select whether you need BGP or Static routing.
14	From the What role will the new IP's serve in your network? radio buttons, select the option that meets your request needs.
15	In the How many hosts will you have connected to this block today? field, enter the total number of hosts that currently use your IP address bandwidth.
16	<p>In the How many hosts in 3 months? field, enter a projection of the total number of hosts your IP address bandwidth may need in three months.</p> <p>Note: Hosts equate to the number of servers, PCs or modems that you have connected to the IP address block.</p>
17	In the First Name field, enter the first name of your SWIP contact.
18	In the Last Name field, enter the first name of your SWIP contact.
19	In the Phone Number field, enter the telephone number for your SWIP contact.
20	In the E-mail field, enter the email address of your SWIP contact.

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Configuring IP Service(s) for Non-ISPs, continued


Procedure (continued)

Step	Action
21	In the ARIN Handle field, enter your SWIP contact's unique ARIN identifier. Note: A valid ARIN should be XXnnnnnnn-ARIN (X-Letter, n-Number). Example: QS1234567-ARIN. Please enter two letters and 1-7 numbers only.
22	In the Number of Existing Subnets field, enter the total number of IP addresses you currently have, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address, CIDR Prefix, Hosts Today, Hosts in 3 Months, and What is this subnet used for? fields.
23	In the IP Address field(s), enter your current IP address(es).
24	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
25	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
26	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
27	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
28	In the Number of Requested Subnets field, enter the total number of IP addresses you currently have, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address, CIDR Prefix, Hosts Today, Hosts in 3 Months, and What is this subnet used for? fields.
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32	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
33	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).

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Configuring IP Service(s) for Non-ISPs, continued

Procedure (continued)

Step	Action
34	<p>In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.</p> <p>Note: For Wholesale Partner/Customer representing an end-user in this Qwest Control[®] ticket, please provide end-user contact information in narrative form in the comments section. We require both your contact information in this section and the end-user contact information.</p>
35	<p>Click  .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 821 1451 997" style="border: 1px solid #ccc; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">ssptest@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Confia Requests</p> </div>

Return IP Addressing

Introduction The **Return IP Addressing** screen allows you to request IP configuration for return IP addresses.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Return IP Addressing** ordering screens.


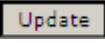

Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Sales Engineer E-mail Address	This field allows you to enter the email address for the sales engineer associated to your account. Note: This field is only available on the New Service screen.
Sales Representative E-mail Address	This field allows you to enter the email address for the Sales Rep associated to your account. Note: This field is only available on the New Service screen.

Continued on next page

Return IP Addressing, continued

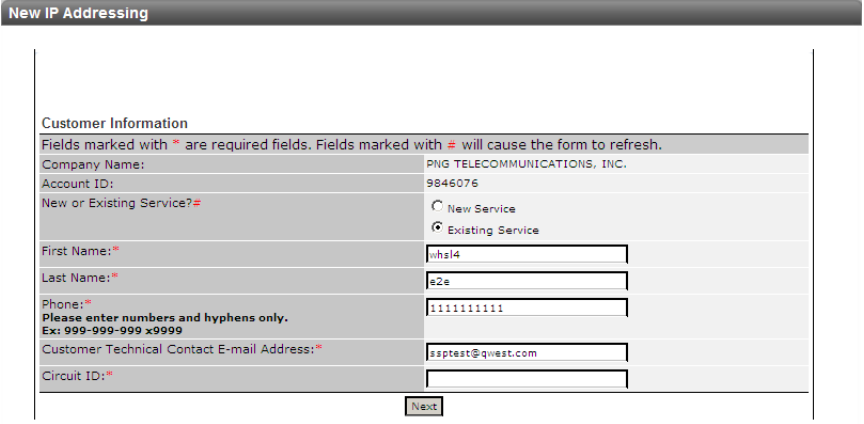
Fields and Descriptions

(continued)

Field Name	Description
CORE Sales Order Number	This field allows you to enter the CORE identifier for your IP service. You should receive this number via e-mail after ordering your service. If you do not, please contact your Wholesale National Service Manager. Note: This field is only available on the New Service screen.
Circuit ID	This field allows you to enter the unique identifier for the IP circuit. Note: This field is only available on the Existing Service screen.
	This button allows you to save your entries and proceed to the next step of the process.
General Information	
Type of Product	This drop-down list allows you select the type of service for your configuration request. Your options may include: <ul style="list-style-type: none"> • Internet Port – provides customer locations with connectivity to the Internet. • Private Port – provides WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point layer two connections or layers 2 MPLS services with template based quality of service traffic priorities.
Lines for Existing Customer IP Addresses	This field allows you to enter the total number of IP addresses you currently have, including Qwest and other providers.
	This button allows you to enter a new value in the Lines for Existing Customer IP Addresses .
IP Address	This field allows you to enter the IP address for each subnet you indicated.
CIDR Prefix	This drop-down list allows you to select the appropriate CIDR (Classless InterDomain Routing) prefix to indicate how many addresses are available within each subnet.
Add Additional Comments	This field allows you to provide additional information for large or complex IP configurations to assist in facilitating your configuration request.
	This button allows you to send your IP configuration information to the system.

Configuring Return IP Addressing


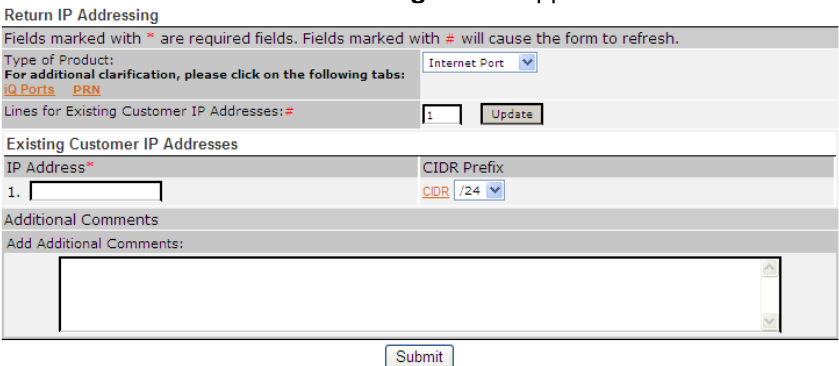
Procedure Follow the steps in the procedure below to configure a **new** or **existing** service for Return IP Addressing.

Step	Action
1	<p>From the IP Addressing menu, select Return IP Addressing.</p> <p>Result: The Customer Information screen appears.</p> 
2	From the New or Existing Service? radio buttons, select New or Existing service.
3	In the First Name field, enter the first name of the order contact.
4	In the Last Name field, enter the last name of the order contact.
5	In the Phone field, enter the telephone number of the order contact.
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

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Configuring Return IP Addressing, continued

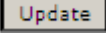

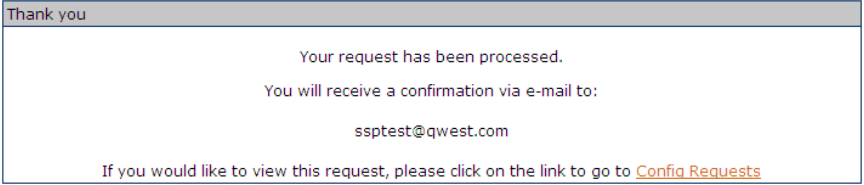
Procedure (continued)

Step	Action						
7	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="618 457 1430 1052"> <thead> <tr> <th data-bbox="618 457 1024 520">If you want to Return IP Addressing for...</th> <th data-bbox="1024 457 1430 520">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="618 520 1024 653">An Existing service</td> <td data-bbox="1024 520 1430 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="618 653 1024 1052">A New service</td> <td data-bbox="1024 653 1430 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to Return IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.
If you want to Return IP Addressing for...	Then...						
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.						
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
8	<p>Click .</p> <p>Result: The Return IP Addressing screen appears.</p> 						

Continued on next page

Configuring Return IP Addressing, continued

Procedure (continued)

Step	Action
9	From the Type of Product drop-down list, select the product for which you are requesting IP addresses.
10	In the Lines for Existing Customer IP Addresses field, enter the total number of IP addresses your Return IP addressing request, then click  . Result: The system refreshes your browser window, displaying the appropriate number of IP Address and CIDR Prefix fields.
11	In the IP Address field(s), enter each IP address that requires return addressing for your current IP address(es).
12	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
13	In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.
14	Click  . Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.  The screenshot shows a confirmation message with the following text: Thank you Your request has been processed. You will receive a confirmation via e-mail to: ssptest@qwest.com If you would like to view this request, please click on the link to go to Config Requests

Multiple CORE Orders

Introduction

The **Multiple CORE Orders** screen allows you to begin the process of requesting new internet circuit orders in the CORE system. From this screen, you indicate your ISP status, the number of CORE orders you need and the unique identifiers used for each order.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Multiple CORE Orders** screen.


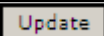

Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Sales Engineer E-mail Address	This field allows you to enter the email address for the sales engineer associated to your account. Note: This field is only available on the New Service screen.

Continued on next page

Multiple CORE Orders, continued

Fields and Descriptions

(continued)

Field Name	Description
Sales Representative E-mail Address	This field allows you to enter the email address for the Sales Rep associated to your account. Note: This field is only available on the New Service screen.
CORE Sales Order Number	This field allows you to enter the CORE identifier for your IP service. You should receive this number via e-mail after ordering your service. If you do not, please contact your Wholesale National Service Manager. Note: This field is only available on the New Service screen.
	This button allows you to save your entries and proceed to the next step of the process.
Multiple CORE Order IDs	
Are you an ISP or Non-ISP?	These radio buttons allow you to identify yourself as an ISP or Non-ISP provider.
Number of CORE Orders needed	This field allows you to enter the total number of CORE orders needed.
	This button allows you to change the number of CORE Order ID fields displayed for each order you indicated.
CORE Order ID	This field(s) allows you to enter the unique identifier(s) for the Core Order ID(s) you are requesting.
	This button allows you to submit your entries to the system and continue to the next stage of your circuit ID request. Note: Once you have click on this button, the system bridges you to either the New IP Addressing for ISP customer or New IP Addressing for Non-ISP customer screen, as appropriate.

Requesting Core Order IDs

Procedure





Follow the steps in the procedure below to submit a request for additional Internet Port Circuits for a **new** service.

Step	Action																						
1	<p>From the IP Addressing menu, select Multiple IDs.</p> <p>Result: The Customer Information screen appears.</p> <p>Customer Information</p> <p>Fields marked with * are required fields. Fields marked with # will cause the form to refresh.</p> <table border="1" data-bbox="597 611 1450 953"> <tr> <td>Company Name:</td> <td>PNG TELECOMMUNICATIONS, INC.</td> </tr> <tr> <td>Account ID:</td> <td>9846076</td> </tr> <tr> <td>New or Existing Service?#</td> <td> <input checked="" type="radio"/> New Service <input type="radio"/> Existing Service </td> </tr> <tr> <td>First Name:*</td> <td>whs14</td> </tr> <tr> <td>Last Name:*</td> <td>e2e</td> </tr> <tr> <td>Phone:*</td> <td>1111111111</td> </tr> <tr> <td colspan="2">Please enter numbers and hyphens only. Ex: 999-999-999 x9999</td> </tr> <tr> <td>Customer Technical Contact E-mail Address:*</td> <td>aspptest@qwest.com</td> </tr> <tr> <td>Sales Engineer E-mail Address:*</td> <td></td> </tr> <tr> <td>Sales Representative E-mail Address:*</td> <td></td> </tr> <tr> <td>CORE Sales Order Number:*</td> <td></td> </tr> </table> <p style="text-align: right;"><input type="button" value="Next"/></p>	Company Name:	PNG TELECOMMUNICATIONS, INC.	Account ID:	9846076	New or Existing Service?#	<input checked="" type="radio"/> New Service <input type="radio"/> Existing Service	First Name:*	whs14	Last Name:*	e2e	Phone:*	1111111111	Please enter numbers and hyphens only. Ex: 999-999-999 x9999		Customer Technical Contact E-mail Address:*	aspptest@qwest.com	Sales Engineer E-mail Address:*		Sales Representative E-mail Address:*		CORE Sales Order Number:*	
Company Name:	PNG TELECOMMUNICATIONS, INC.																						
Account ID:	9846076																						
New or Existing Service?#	<input checked="" type="radio"/> New Service <input type="radio"/> Existing Service																						
First Name:*	whs14																						
Last Name:*	e2e																						
Phone:*	1111111111																						
Please enter numbers and hyphens only. Ex: 999-999-999 x9999																							
Customer Technical Contact E-mail Address:*	aspptest@qwest.com																						
Sales Engineer E-mail Address:*																							
Sales Representative E-mail Address:*																							
CORE Sales Order Number:*																							
2	From the New or Existing Service? radio buttons, select New service.																						
3	In the First Name field, enter the first name of the order contact.																						
4	In the Last Name field, enter the last name of the order contact.																						
5	In the Phone field, enter the telephone number of the order contact.																						
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.																						
7	In the Sales Engineer Email Address field, enter the email address for your sales engineer.																						
8	In the Sales Representative Email Address field, enter the email address for your Sales Rep.																						
9	In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service.																						

Continued on next page

Requesting Core Order IDs, continued

Procedure (continued)

Step	Action
10	<p>Click .</p> <p>Result: The Multiple CORE Orders screen appears.</p> 
11	<p>From the Are you an ISP or Non-ISP? list, select ISP or Non-ISP to identify your provider status.</p>
12	<p>In the Number of Core Orders needed field, enter the total number of CORE Order IDs you are requesting.</p>
13	<p>Click .</p> <p>Result: The system refreshes your browser window, displaying a CORE Order ID field for each line number you requested.</p>
14	<p>In the Core Order ID field(s), enter the unique identifier you want to assign to each circuit.</p>
15	<p>Click .</p> <p>Result: Depending on your selection in Step 11, the New IP Addressing for ISP Customer or New IP Addressing for Non-ISP customer screen appears.</p>
16	<p>From the Type of Product drop-down list, select the product for which you are requesting IP addresses.</p>
17	<p>In the How many usable additional IP addresses do you need? field, type the total number of IP addresses you are requesting.</p>
18	<p>From the Type of Routing radio buttons, select whether you need BGP or Static routing.</p>
19	<p>From the What role will the new IP's serve in your network? radio buttons, select the option that meets your request needs.</p>

Continued on next page

Requesting Core Order IDs, continued


Procedure (continued)

Step	Action
20	In the How many hosts will you have connected to this block today? field, enter the total number of hosts that currently use your IP address bandwidth.
21	In the How many hosts in 3 months? field, enter a projection of the total number of hosts your IP address bandwidth may need in three months. Note: Hosts equate to the number of servers, PCs or modems that you have connected to the IP address block.
22	In the First Name field, enter the first name of your SWIP contact.
23	In the Last Name field, enter the first name of your SWIP contact.
24	In the Phone Number field, enter the telephone number for your SWIP contact.
25	In the E-mail field, enter the email address of your SWIP contact.
26	In the ARIN Handle field, enter your SWIP contact's unique ARIN identifier. Note: A valid ARIN should be XXnnnnnnn-ARIN (X-Letter, n-Number). Example: QS1234567-ARIN. Please enter two letters and 1-7 numbers only.
27	In the Number of Existing Subnets field, enter the total number of IP addresses you currently have, then click <input type="button" value="Update"/> . Result: The system refreshes your browser window, displaying the appropriate number of IP Address , CIDR Prefix , Hosts Today , Hosts in 3 Months , and What is this subnet used for? fields.
28	In the IP Address field(s), enter your current IP address(es).
29	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
30	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
31	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
32	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
33	In the Number of Requested Subnets field, enter the total number of IP addresses you currently have, then click <input type="button" value="Update"/> . Result: The system refreshes your browser window, displaying the appropriate number of IP Address , CIDR Prefix , Hosts Today , Hosts in 3 Months , and What is this subnet used for? fields.

Continued on next page

Requesting Core Order IDs, continued

Procedure (continued)

Step	Action
34	In the IP Address field(s), enter your current IP address(es).
35	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
36	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
37	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
38	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
39	<p>In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.</p> <p>Note: For Wholesale Partner/Customer representing an end-user in this Qwest Control[®] ticket, please provide end-user contact information in narrative form in the comments section. We require both your contact information in this section and the end-user contact information.</p>
40	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 1140 1455 1320" style="border: 1px solid gray; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">ssptest@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>


Multiple Circuit IDs

Introduction

The **Multiple Circuit ID's** screen allows you to begin the process of requesting additional circuits for your internet service. From this screen you can indicate your ISP status, the number of circuits you need and the unique identifiers used for each circuit.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Multiple Circuit IDs** screen.

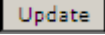

Field Name	Description
Customer Information Section	
Company Name	This field displays the customer maintained identifier for the account that will be associated to the configuration request.
Account ID	This field displays the unique provider maintained identifier for the account that will be associated to the configuration request.
New or Existing Service?	These radio buttons allow you to indicate whether you are configuring IP Address(es) for a new service or adding IP Addresses to an existing service.
First Name	This field allows you to enter the first name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Last Name	This field allows you to enter the last name of the customer contact associated with the service. Note: By default, this field displays the name of the primary contact associated with the account.
Phone	This field allows you to enter the telephone number for your contact. Note: By default, this field displays the telephone number of the primary contact for the account.
Customer Technical Contact E-mail Address	This field allows you to enter the email address for your technical contact. Note: This may or may not be the primary contact for the account.
Circuit ID	This field allows you to enter the unique identifier for the IP circuit. Note: This field is only available on the Existing Service screen.
	This button allows you to save your entries and proceed to the next step of the process.

Continued on next page

Multiple Circuit IDs, continued

Fields and Descriptions

(continued)

Field Name	Description
Multiple Circuit IDs	
Are you an ISP or Non-ISP?	These radio buttons allow you to identify yourself as an ISP or Non-ISP provider.
Lines for Circuit ID's needed	This field allows you to enter the total number of circuits you are requesting.
	This button allows you to change the number of Circuit ID fields displayed for your request.
Circuit ID	This field(s) allows you to enter the unique identifier(s) for the circuit(s) you are requesting.
	This button allows you to submit your entries to the system and continue to the next stage of your circuit ID request. Note: Once you have click on this button, the system bridges you to either the New IP Addressing for ISP customer or New IP Addressing for Non-ISP customer screen, as appropriate.

Requesting Circuit IDs

Procedure


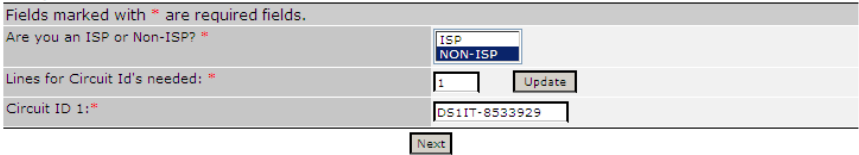


Follow the steps in the procedure below to submit a request for additional Internet Port Circuits for an **existing** service.

Step	Action																
1	<p>From the IP Addressing menu, select Multiple IDs.</p> <p>Result: The Customer Information screen appears.</p> <p>Customer Information</p> <p>Fields marked with * are required fields. Fields marked with # will cause the form to refresh.</p> <table border="1" data-bbox="597 611 1450 894"> <tr> <td>Company Name:</td> <td>PNG TELECOMMUNICATIONS, INC.</td> </tr> <tr> <td>Account ID:</td> <td>9846076</td> </tr> <tr> <td>New or Existing Service?#</td> <td> <input type="radio"/> New Service <input checked="" type="radio"/> Existing Service </td> </tr> <tr> <td>First Name:*</td> <td>jhsl4</td> </tr> <tr> <td>Last Name:*</td> <td>ae2e</td> </tr> <tr> <td>Phone:*</td> <td>1111111111</td> </tr> <tr> <td>Customer Technical Contact E-mail Address:*</td> <td>jsptest@qwest.com</td> </tr> <tr> <td>Circuit ID:*</td> <td></td> </tr> </table> <p style="text-align: right;"><input type="button" value="Next"/></p>	Company Name:	PNG TELECOMMUNICATIONS, INC.	Account ID:	9846076	New or Existing Service?#	<input type="radio"/> New Service <input checked="" type="radio"/> Existing Service	First Name:*	jhsl4	Last Name:*	ae2e	Phone:*	1111111111	Customer Technical Contact E-mail Address:*	jsptest@qwest.com	Circuit ID:*	
Company Name:	PNG TELECOMMUNICATIONS, INC.																
Account ID:	9846076																
New or Existing Service?#	<input type="radio"/> New Service <input checked="" type="radio"/> Existing Service																
First Name:*	jhsl4																
Last Name:*	ae2e																
Phone:*	1111111111																
Customer Technical Contact E-mail Address:*	jsptest@qwest.com																
Circuit ID:*																	
2	From the New or Existing Service? radio buttons, select Existing service.																
3	In the First Name field, enter the first name of the order contact.																
4	In the Last Name field, enter the last name of the order contact.																
5	In the Phone field, enter the telephone number of the order contact.																
6	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.																
7	In the Circuit ID field, enter the unique identifier of the circuit for your request.																

Continued on next page

Requesting Circuit IDs, continued

Procedure (continued)

Step	Action
8	<p>Click .</p> <p>Result: The Multiple Circuit IDs screen appears.</p> 
9	<p>From the Are you an ISP or Non-ISP? list, select ISP or Non-ISP to identify provider status.</p>
10	<p>In the Line for Circuit IDs needed field, enter the total number of circuit IDs you are requesting.</p>
11	<p>Click .</p> <p>Result: The system refreshes your browser window, displaying a Circuit ID field for each line number you requested.</p>
12	<p>In the Circuit ID field(s), enter the unique identifier you want to assign to each circuit.</p>
13	<p>Click .</p> <p>Result: Depending on your selection in Step 9, the New IP Addressing for ISP Customer or New IP Addressing for Non-ISP customer screen appears.</p>
14	<p>From the Type of Product drop-down list, select the product for which you are requesting IP addresses.</p>
15	<p>In the How many usable additional IP addresses do you need? field, type the total number of IP addresses you are requesting.</p>
16	<p>From the Type of Routing radio buttons, select whether you need BGP or Static routing.</p>
17	<p>From the What role will the new IP's serve in your network? radio buttons, select the option that meets your request needs.</p>

Continued on next page

Requesting Circuit IDs, continued


Procedure (continued)

Step	Action
18	In the How many hosts will you have connected to this block today? field, enter the total number of hosts that currently use your IP address bandwidth.
19	In the How many hosts in 3 months? field, enter a projection of the total number of hosts your IP address bandwidth may need in three months. Note: Hosts equate to the number of servers, PCs or modems that you have connected to the IP address block.
20	In the First Name field, enter the first name of your SWIP contact.
21	In the Last Name field, enter the first name of your SWIP contact.
22	In the Phone Number field, enter the telephone number for your SWIP contact.
23	In the E-mail field, enter the email address of your SWIP contact.
24	In the ARIN Handle field, enter your SWIP contact's unique ARIN identifier. Note: A valid ARIN should be XXnnnnnnn-ARIN (X-Letter, n-Number). Example: QS1234567-ARIN. Please enter two letters and 1-7 numbers only.
25	In the Number of Existing Subnets field, enter the total number of IP addresses you currently have, then click <input type="button" value="Update"/> . Result: The system refreshes your browser window, displaying the appropriate number of IP Address , CIDR Prefix , Hosts Today , Hosts in 3 Months , and What is this subnet used for? fields.
26	In the IP Address field(s), enter your current IP address(es).
27	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
28	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
29	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
30	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
31	In the Number of Requested Subnets field, enter the total number of IP addresses you currently have, then click <input type="button" value="Update"/> . Result: The system refreshes your browser window, displaying the appropriate number of IP Address , CIDR Prefix , Hosts Today , Hosts in 3 Months , and What is this subnet used for? fields.

Continued on next page

Requesting Circuit IDs, continued

Procedure (continued)

Step	Action
32	In the IP Address field(s), enter your current IP address(es).
33	From the CIDR Prefix drop-down list(s), select the appropriate value(s) to indicate the number of addresses that are available within each IP address block.
34	In the Hosts Today field(s), enter the total number of hosts currently using the IP address(es).
35	In the Hosts in 3 Months field(s), enter the number you project to have in three months.
36	From the What is this subnet used for? drop-down list, indicate how you use your current IP address block(s).
37	In the Add Additional Comments box, enter any additional information that you may need to communicate in configuring your routing.
38	<p>Click .</p> <p>Result: A successful confirmation message appears and system submits your request. In the event of a failure, a message will be provided to assist you in resolution; allowing you to resubmit your configuration request.</p> <div data-bbox="597 982 1455 1163" style="border: 1px solid gray; padding: 5px;"> <p>Thank you</p> <p style="text-align: center;">Your request has been processed.</p> <p style="text-align: center;">You will receive a confirmation via e-mail to:</p> <p style="text-align: center;">ssptest@qwest.com</p> <p style="text-align: center;">If you would like to view this request, please click on the link to go to Config Requests</p> </div>

SWIP

Introduction

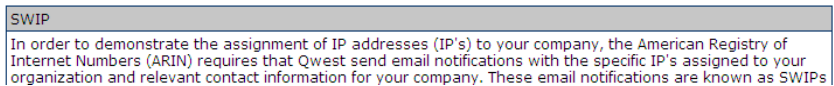
In order to demonstrate the assignment of IP addresses (IP's) to your company, the American Registry of Internet Numbers (ARIN) requires that Qwest send email notifications with the specific IP's assigned to your organization and relevant contact information for your company. These email notifications are known as SWIPs. They must be emailed to ARIN in a specific format, from a specific source.

The **SWIP** screen explains what SWIP is and why SWIP notices are necessary. This screen provides links to allow you to access more detailed information, provide brief instructions on what you need to do and email links if you need more assistance.

Accessing SWIP Abuse

Procedure

Follow the steps in the procedure below to view the **SWIP Abuse** screen.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select SWIP Abuse from the IP Addressing menu.</p> <p>Result: The SWIP screen appears.</p> 

DNS

Introduction

Domain Name Hosting, called **DNS (Domain Name Service)** allows you to associate an easily-remembered fully qualified domain name with your IP address(es).

The **DNS** screens allow you to request, modify or delete routing for your domain hosting services. The routing functionality is divided into four sections, including

- **New DNS**
- **Modify DNS**
- **Reverse DNS**
- **Delete DNS**

Note: Requesting DNS – When clicking on new, modify, reverse, delete, or availability DNS the following screen will appear. You will need to create a repair ticket and for the problem click on routing.

DNS requests has moved

For DNS requests, click on the "Create Ticket" link below or click on the Repair tab. Once there, please click on the "Create Ticket" link and select the appropriate DNS options to create a ticket. For detailed instructions on creating a ticket please [click here](#)
[Create Ticket](#)

Routing

Introduction

The **Routing** screens allow you to request, modify or delete routing between endpoints of your iQ Ports, **SmPVC (Smart PVC)** or **PRN (Private Routed Network)** services. The routing functionality is divided into four sections, including:

- **New Routing**
- **Modify Routing**
- **Delete Static Routing**
- **Delete Static Routing**

Note: Requesting Routing – When clicking on new, modify, delete static, delete BGP, or availability the following screen will appear. You will need to create a repair ticket and for the problem click on routing.

Routing requests for existing services has moved

For Routing requests associated with existing service, click on the "Create Ticket" link below or click on the Repair tab. Once there, please click on the "Create Ticket" link and select the appropriate routing options to create a ticket. For detailed instructions on creating a ticket please [click here](#)

[Create Ticket](#)

ASN Requests

Introduction

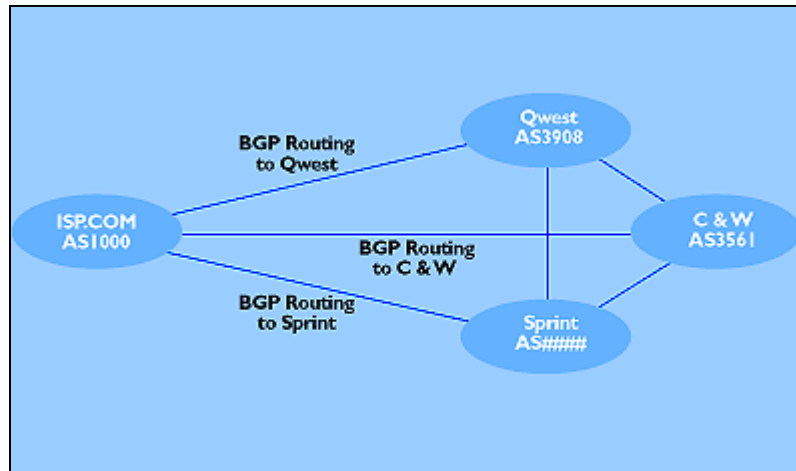
Autonomous System Number (ASN) is a unique number assigned by the InterNIC that identifies an autonomous system in the Internet. ASNs are used by routing protocols (i.e. BGP) to uniquely define an autonomous system.

An Autonomous System is a collection of routers under a single administrative authority using a common Interior Gateway Protocol for routing packets.

As identified in the diagram (**Figure 10.1**) below, large customers such as ISPs have the option of which Internet Network Provider they would like to route traffic to. There is no limit to the number of vendors a customer would like to route to. Some BGP customers can load balance their traffic over multiple ASNs. This allows for better performance when load balancing, dynamic re-routing and routing traffic to multiple carriers occurs.

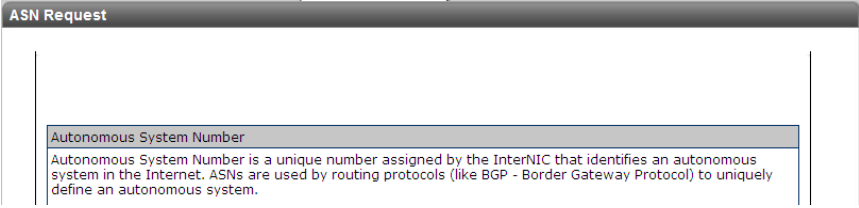
Note: If you need to request an Autonomous System Number, you will need to go directly to [ARIN](#)

Figure 10.1



Accessing ASN Requests

Procedure Follow the steps in the procedure below to view the **ASN Request** screen.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, select ASN Request from the Routing menu.</p> <p>Result: The Autonomous System Number screen appears.</p> 

Configuration Requests


Introduction

The **Configuration Requests** screen displays a listing of your service configuration requests, current status of each request, the request type and the product affected. You also have the ability to see who submitted each request and when it was submitted. This screen is divided into two sections: Filters and Search/View Requests.

- The **Filters** section allows you to enter specific criteria to display requests matching your criteria.
- The **Search/View Requests** section displays your list of requests in progress.

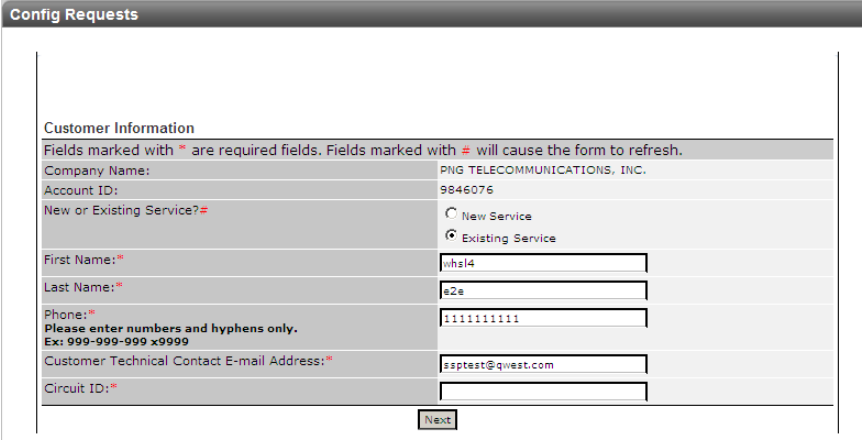
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Config Requests** screen.

Field Name	Description
Filters Section	
Request Type	This drop-down list allows you to select the type of configuration request you want to filter.
Request Status	This drop-down list allows you to select the status of the configuration requests you want to filter.
	This button allows you to retrieve the configuration requests matching the criteria you selected.
Search/View Requests Section	
Status	This column displays the current status of each configuration request in the list.
Tracking Number	This column displays the unique identifier assigned to each request in the list.
Product	This column displays the product affected by each configuration request in the list.
Request Type	This column identifies the type of request for each item listed.
Customer Name	This column displays the name of the user who submitted each request in the list.
Timestamp	This column displays the date and time each request in the list was submitted.

Viewing the Configuration Requests


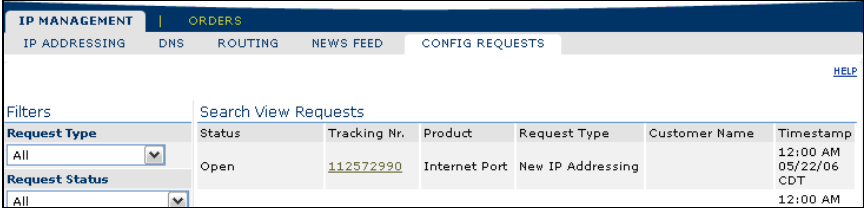
Procedure Follow the steps in the procedure below to view your **Configuration Requests**.

Step	Action
1	From the Home page, click on the Ordering module.
2	<p>From the IP Management application, click on the Config Requests menu.</p> <p>Result: The Customer Information screen appears.</p> 
3	From the New or Existing Service? radio buttons, select New or Existing service.
4	In the First Name field, enter the first name of the order contact.
5	In the Last Name field, enter the last name of the order contact.
6	In the Phone field, enter the telephone number of the order contact.
7	In the Customer Technical Contact E-mail Address field, enter the email address of the technical contact.

Continued on next page

Viewing the Configuration Requests, continued


Procedure (continued)

Step	Action												
8	<p>Are you requesting return IP addressing for a New or Existing service?</p> <table border="1" data-bbox="618 457 1430 1052"> <thead> <tr> <th data-bbox="618 457 1024 520">If you want to New IP Addressing for...</th> <th data-bbox="1024 457 1430 520">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="618 520 1024 653">An Existing service</td> <td data-bbox="1024 520 1430 653">In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.</td> </tr> <tr> <td data-bbox="618 653 1024 1052">A New service</td> <td data-bbox="1024 653 1430 1052"> <ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. </td> </tr> </tbody> </table>	If you want to New IP Addressing for...	Then...	An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.	A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 						
If you want to New IP Addressing for...	Then...												
An Existing service	In the Circuit ID field, enter the unique identifier of the circuit to configure Return IP Addressing.												
A New service	<ol style="list-style-type: none"> 1. In the Sales Engineer Email Address field, enter the email address for your sales engineer. 2. In the Sales Representative Email Address field, enter the email address for your Sales Rep. 3. In the CORE Sales Order Number field, enter the CORE Sales Order ID you received from Qwest when you ordered your service. 												
9	<p>Click .</p> <p>Result: The Search/View Requests screen appears.</p>  <p>The screenshot shows a web interface with a navigation bar containing 'IP MANAGEMENT' and 'ORDERS'. Under 'ORDERS', there are tabs for 'IP ADDRESSING', 'DNS', 'ROUTING', 'NEWS FEED', and 'CONFIG REQUESTS'. Below the navigation bar, there are filter dropdowns for 'Request Type' and 'Request Status', both set to 'All'. A table titled 'Search View Requests' displays the following data:</p> <table border="1" data-bbox="597 1325 1455 1409"> <thead> <tr> <th>Status</th> <th>Tracking Nr.</th> <th>Product</th> <th>Request Type</th> <th>Customer Name</th> <th>Timestamp</th> </tr> </thead> <tbody> <tr> <td>Open</td> <td>112572990</td> <td>Internet Port</td> <td>New IP Addressing</td> <td></td> <td>12:00 AM 05/22/06 CDT</td> </tr> </tbody> </table>	Status	Tracking Nr.	Product	Request Type	Customer Name	Timestamp	Open	112572990	Internet Port	New IP Addressing		12:00 AM 05/22/06 CDT
Status	Tracking Nr.	Product	Request Type	Customer Name	Timestamp								
Open	112572990	Internet Port	New IP Addressing		12:00 AM 05/22/06 CDT								

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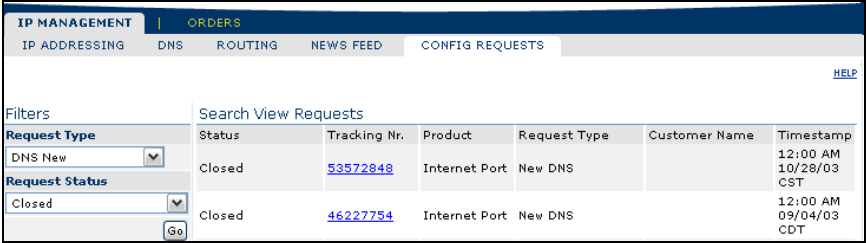
Viewing the Configuration Requests, continued

Procedure (continued)

Step	Action
10	<p>From the Search View Requests screen, click on the link associated to the Tracking Nr. to view the request details.</p> <p>Result: The associated ordering details screen appears.</p>  <p>The screenshot shows a web form titled "New IP Addressing". Key fields include: Request ID: 112572990, Request Type: New IP Addressing, Requestor Information (Company Name: QCONTROL TEST, First Name, Last Name, Phone: 6666666666), Customer Technical Contact E-mail Address (input field), Account ID, Circuit ID (input field), Status (Open dropdown), Type of Product: Internet Port (dropdown), and How many usable additional IP addresses do you need? (input field with value 1). There are also links for "iQ Ports" and "PRN".</p>

Filtering the Search/View Request List

Procedure Follow the steps in the procedure below to **filter** your list of configuration requests.

Step	Action																		
1	From the Search View Requests screen, select the type of configuration request you want to filter from the Request Type drop-down list.																		
2	From the Request Status drop-down list, select the status code that are applicable to the requests your want to filter.																		
3	<p>Click  .</p> <p>Result: The system retrieves the configuration requests matching your criteria.</p>  <p>The screenshot shows the 'Search View Requests' interface. On the left, there are two filter dropdowns: 'Request Type' set to 'DNS New' and 'Request Status' set to 'Closed'. A 'Go' button is located below the filters. The main area displays a table with the following data:</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Tracking Nr.</th> <th>Product</th> <th>Request Type</th> <th>Customer Name</th> <th>Timestamp</th> </tr> </thead> <tbody> <tr> <td>Closed</td> <td>53572848</td> <td>Internet Port</td> <td>New DNS</td> <td></td> <td>12:00 AM 10/28/03 CST</td> </tr> <tr> <td>Closed</td> <td>46227754</td> <td>Internet Port</td> <td>New DNS</td> <td></td> <td>12:00 AM 09/04/03 CDT</td> </tr> </tbody> </table>	Status	Tracking Nr.	Product	Request Type	Customer Name	Timestamp	Closed	53572848	Internet Port	New DNS		12:00 AM 10/28/03 CST	Closed	46227754	Internet Port	New DNS		12:00 AM 09/04/03 CDT
Status	Tracking Nr.	Product	Request Type	Customer Name	Timestamp														
Closed	53572848	Internet Port	New DNS		12:00 AM 10/28/03 CST														
Closed	46227754	Internet Port	New DNS		12:00 AM 09/04/03 CDT														