

## Qwest Rules of Engagement—Revised (Retail and Resale DSL) OSP-QA-05-0013 Revision 2

This Communication Applies to HSI Information Only, and is applicable to **Field Technicians, OSP/CO/IOF Planning and Engineering, Marketing, Sales, Product, and LPC Personnel**. To learn more, log onto the [Qwest Rules of Engagement Web site](#).

### YOU CAN Completed DSL Technician Installation Process

Overview/Process	<p>Completed DSL Tech Installs can be referred through YOU CAN.</p> <ul style="list-style-type: none"><li>▪ If your customer requests a complete DSL Tech Install, please use the current invoice, write in the USOC 1CRMC, and obtain the customer's approval for the charges.</li><li>▪ The normal cost of a complete DSL Tech Install is \$99. Please check current promotions for reduced rates.</li><li>▪ To have the USOC added to the existing order, please call the order writers at 1 800-853-4633. This must be done prior to placing a referral with YOU CAN.</li><li>▪ To create referrals for 'completed DSL Tech Installs' <b>without</b> additional products, please call 1 866-896-8226, after the USOC has been added to the existing order by the order writers.</li><li>▪ DSL Tech Install requests for the future (not completed work orders) should be directed to the YOU CAN Sales offices at 1 866-896-8226.</li><li>▪ The only USOC that credit can be given for is 1CRMC. (1CRMG does not generate any revenue; therefore no credit will be given for it.)</li></ul>
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## YOU CAN Completed Jack Process

<b>Overview/Process</b>	<p>Completed Jack Installations can be referred through YOU CAN.</p> <ul style="list-style-type: none"><li>▪ If your customer requests a jack, please use the current invoice, write in the USOC HRDJ1 (or HRDS1 for subsequent jacks), and obtain the customer's approval for the charges.</li><li>▪ Add the proper USOC to the order via Tech Tad, or by calling the Order Center (1 800-853-4633). (An "R" order should only be created if the jack could not be added to the original order for some reason.)</li><li>▪ If on a repair ticket, please close ticket with a 1250/230 to bill the customer for the jack, or call the Order Center to have an "R" order created.</li><li>▪ Please DO NOT have an "R" order created if you've billed the customer elsewhere.</li><li>▪ To create referrals for 'completed jack installations' <b>without</b> additional products, please call 1 866-896-8226, after the USOC has been added to the existing order, or enter as a "completed work order" referral via your Tech Tad.</li><li>▪ Jack Installation requests for the future (not completed work orders) should be directed to the YOU CAN Sales offices at 1 866-896-8226.</li></ul>
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