

Acknowledgment Response Cycle - Order and Post-Order Table of Contents

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16. Acknowledgement Response Cycle- Order and Post-Order

Qwest will send synchronous Acknowledgements on all incoming Order transactions. Qwest will use the Work Order schema to acknowledge incoming Order transactions. Please refer to the Work Order Transaction Cycle chapter for further information.

Qwest expects to receive an Acknowledgement response for all notices sent to the CLEC's XML Gateway, as outlined below.

NOTE: Service Order Status Inquiry (SOSI) does not follow these business processes. SOSI falls in line with the Pre-Order business processes as it is a type of Query with automated response. Refer to Chapter 24.

16.1 Pull Notice Retrieval

All XML CLECs are expected to implement the Pull Notice Retrieval process. For CLECs who also implement the Push Notice Retrieval process it is expected that the CLEC will Pull notices at least once per day to collect any notices that were not successfully delivered. Within the Pull request, the CLEC can indicate the number of notices to be returned for that Pull Notice request, although Qwest has set a default maximum number of Pull notices per transaction. If the CLEC's request exceeds the Qwest default, Qwest will apply the default value. If additional notices remain to be pulled, Qwest will indicate this in the transaction response sent to the CLEC. The CLEC will send additional Pull Notice requests until all the queued notices are delivered.

The CLEC must send an Acknowledgement to Qwest for each individual notice received. An acknowledgment can contain multiple Notice IDs. If the Acknowledgement is not received within 24 hours, Qwest will reset the notice status to Available. This makes the notice available for Pull and the next Pull request will retrieve the notice again. This process will take place until Qwest successfully receives the Acknowledgement.

The LSR Post Order schema is utilized to Pull notices from Qwest. This same schema is also used to acknowledge the individual notices returned on the Pull response transaction.

16.2 Push Notice Retrieval

For CLECs who choose to implement the Push Notice Retrieval functionality – where Qwest automatically Pushes all notices as they are received – Qwest expects to receive asynchronous Acknowledgement. If one is not received, the notice will be made available for Pull. The CLEC is expected to have its web service available during the IMA production hours of operation. A Push will only be attempted once per notice. If Qwest cannot connect to the CLEC's web service to complete the Push, the notice will be made available for Pull. Where the unsuccessful Push is determined to be a Qwest issue, Qwest will correct the problem and re-Push the impacted notices.

The LSR Post Order Schema is utilized to Acknowledge notices Pushed from Qwest.

16.3 LSR Post Order Schema

Please refer to Appendix H - WSDL – Post Order.