

AT&T MANUAL ORDERING GUIDELINES

Version 64: 01-05-18

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| SECTION | REVISIONS |
|--------------------|--|
| General Document : | Removed references to AT&T Connecticut, AT&T 22-State, AT&T 13-State |

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Disclaimer: The information contained in this version of the Manual Ordering Guidelines supersedes information provided in all previous versions of the document. All downloaded/printed copies of previous versions should be discarded.

Section 1: LSR Process Details (21-State)

OVERVIEW

AT&T provides ordering through email submission of Local Service Request (LSR) Forms.

Manual Ordering requires that LSRs be emailed to the LSC on the 21-State AT&T Manual LSR Forms located in the Forms & Exhibits section of the CLEC Handbook.

The 21-State AT&T Manual LSR Forms are based on the most current version of the 12-State AT&T Local Service Ordering Requirements (LSOR) for the following regions: **Midwest** (Illinois, Indiana, Michigan, Ohio, Wisconsin), **Southwest** (Arkansas, Kansas, Missouri, Oklahoma, Texas), **West** (California, Nevada). In the **Southeast**, (Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee) manual LSR ordering is based on current versions of the AT&T Local Ordering Handbook (LOH) and **the 9-State** AT&T Local Service Ordering Requirements (LSOR).

As a result of the Federal Communications Commission (FCC) releasing a Report and Order (FCC 10-85), manual forms developed by the Ordering and Billing Forum (OBF) may be used when ordering Ports (REQTYP C) ONLY. The OBF forms may be sent in lieu of the AT&T manual forms. If the OBF forms are submitted, all forms for a request must be the OBF forms. A combination of AT&T format and OBF format of forms for the same request is prohibited.

The manual LSR ordering process is available to CLECs who:

- Submit manual LSRs requiring special attention. Manual Ordering Guidelines related to the Remarks field must be followed. (Enter Special Handling in the Remarks field in the Admin Section on the Local Service Request (LSR) Form.)
- Order electronically, but submit manual LSRs when OSS systems are unavailable or out of service.
- Choose to submit Manual LSR Forms

The Manual Ordering process is **required** for certain products and services that are not eligible for electronic ordering. Ordering instructions for those products and services "Special Handling" are located on the CLEC Website in the General Ordering section.

Products/Services Requiring Manual Submission

Ordering instructions related to requests requiring "Special Handling" have been removed from this section and are now provided on the CLEC Website at:

- CLEC Online (<https://clec.att.com/clec/>)
- Select CLEC Handbook
- Select any 21 state Region
- Select Ordering
- Select General Ordering UNE or Resale
- Scroll to "Special Handling Scenarios"

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Email Addresses for Sending Manual LSR Forms

| AT&T Region | Product/Service | Email |
|-------------|-------------------------------|--|
| Midwest | All | atmwlscrequest@att.com displayed as ATT MW LSC REQUEST |
| Southeast | All | attselscrequest@att.com displayed as ATT SE LSC REQUEST |
| | Service Inquiries | CRSGUNE@att.com crsgune@bellsouth.com |
| | Letter of Authorization (LOA) | lcscsupportdoc@att.com Do not send LSRs to this address |
| Southwest | All | attswlscrequest@att.com displayed as ATT SW LSC REQUEST |
| West | All | attwestlscrequest@att.com displayed as ATT WEST LSC REQUEST |

Instructions / Email Processing Rules

To avoid receipt of Email Server and Super Fatal error messages when emailing Manual LSR Forms, follow the rules below:

- Submit only one PON per Email.
- Include the Company Code (CC) and Purchase Order Number (PON) in the Subject Line of the email as follows: **CC:xxxx PON: xxxxxxxxxxxxxxxxx**
- Do not include messages in the body of the Email. They will be ignored.
- Attach only Manual LSR Forms and Core Product Templates displaying the current effective date to emails. Effective Dates are declared in Accessible Letters and are displayed on all manual forms. All Manual LSR Forms and Core Product Templates housed on the CLEC Website (with the exception of those labeled "For Review") are considered current versions.
- When emailing PON requests, the email and Manual LSR Form attachments combined must not exceed 8mb in size. If there is a need to send a large number of forms as attachments, it may be necessary to divide the request into multiple PONs and separate emails to stay within the 8mb limit. The AT&T email servers restrict the size of incoming email to 8mb. Large files sent in .ZIP format will not be accepted.
- Verify all Manual LSR Form and Core Product Template email attachments submitted through the Manual LSR process adhere to Manual Ordering Guidelines or they will not be accepted by AT&T.

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Email Attachments

- Email attachments, for most ordering scenarios, may include *any combination* of the following:
 - Individual Forms, added as separate attachments to an Email
 - Core Product Templates, added as a single attachment to an Email
(*Note: When attaching Core Product Templates, additional Individual Manual LSR Forms can be attached to the same email as necessary.*)
 - A combination of OBF manual forms and AT&T manual forms is prohibited for the same emailed request.
- All attached AT&T LSR Forms and Core Product Templates must be submitted in either MS Word document (.doc) or document template (.dot) format only.
- OBF forms may only be MS Word document (.doc)
- OBF forms may only be submitted for REQTYP C requests
- Refer to the AT&T Local Service Ordering Requirements (9 or 12-State LSOR) for required FORMS and entries per product type.
- Individual AT&T Forms and Core Product Templates are standardized forms with the fields pre-formatted for the correct data entry across 21 states. Submitting altered forms or form fields will cause a reject condition.
- Submitting altered OBF forms is prohibited and will cause a reject condition
- Currently, CLECs have the flexibility to use Microsoft Word 2007 for creating manual LSR forms. Microsoft Word 2007 provides backward compatibility to older versions of the software by allowing CLECs to save files in Word 97-2003 (.doc/.dot) format if necessary. Microsoft Word 2007 SAVE settings may be defaulted to save files automatically in the required .doc/.dot format or the CLEC can opt to save files individually to the Microsoft Word 97-2003 format. Either of these options will allow CLECs to submit manual LSR forms in the required format even if they have upgraded to Microsoft Word 2007. Instructions for saving manual LSR forms in Word 2007 have been added to the Manual Ordering Guidelines, 'Instructions for Creating a Multi-Form Template' Section.
- CLECs are not required to use older versions of Microsoft Word when completing manual LSR forms. CLECs are only required to SAVE the forms in the Microsoft Word 97-2003 format

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Email Standards

Standard security rules apply to incoming Email messages. If an incoming Email fails one of the security checks in place, an "Email Server Message" will be returned to all addresses on the original Email (including CCs). Requests receiving "Email Server Message(s)" will not be processed by AT&T. For a list of these errors, see the **Email Server Error Messages** section of this document. AT&T servers will not return "Read Receipts".

Microsoft Exchange Server Messages

The following message is returned on emails that exceed 8mb in size. In addition to the undeliverable message, the email being submitted is returned to the sender.

"This message exceeds the maximum size allowed. Microsoft Exchange will not try to redeliver this message for you. Please make the message smaller – by removing attachments, for example – and try sending it again, or provide the following diagnostic text to your system administrator."

Email Server Error Messages

The following table can be used when evaluating errors returned by AT&T via email. The return email will be composed of the following information: Email Subject Line and Message Returned. The "Reason for Error" column provides an explanation why the error was received.

| Email Subject Line Returned is... | Message Returned | Reason for Error |
|-----------------------------------|--|--|
| Blank | ScanMail for Microsoft Exchange has detected virus infected attachments(s). | <i>Virus detected</i> |
| NO ATTACHMENT RECEIVED | AT&T did not receive any attachments on the Email with the subject line: " <i>inbound Email subject line</i> " This request will not be processed. Please resend an Email with the appropriate attachments, or contact the LSC Support for Manual ordering assistance. | <i>No Attachments were included in the email</i> |
| EMAIL RECEIVED WITH ERROR | AT&T was unable to process the Email with the subject line: " <i>inbound Email subject line</i> " This request will not be processed. Please attempt to address the error and resend the email, or contact the LSC Support for Manual ordering assistance. | <i>General Email Errors were incurred</i> |
| PON ERROR | AT&T received a request with inconsistent data in the PON fields on all Forms in the Email with the subject line: " <i>inbound Email subject line</i> " This request will not be processed. Please resend with consistent data, or contact the LSC Support for Manual ordering assistance. | <i>PON is different on one or more of the PON fields in the email. Could apply to one or multiple attachments.</i> |

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| Email Subject Line Returned is... | Message Returned | Reason for Error |
|------------------------------------|--|--|
| FORMS QUANTITY ERROR | AT&T received a request with incorrect number of LSR Admin or End User Forms in the Email with the subject line "inbound Email subject line" This request will not be processed. Please resend with the correct number of forms, or contact the LSC Support for Manual ordering assistance. | <i>The number of forms submitted does not meet the minimum or maximum number of LSR and EU Forms. This message also applies if none of the forms can be read, for example out-of-date forms. Validate the Effective Date on all forms to ensure the most current version of the form is being submitted.</i> |
| DOCX/DOTX FILE ATTACHMENT RECEIVED | AT&T received a manual request with the following subject line: <text of email subject line> containing attachments in .docx and/or .dotx format. This request cannot be processed. Please resubmit the email and attachments in one of the acceptable file formats. Consult the Manual Ordering Guidelines or contact the LSC for manual ordering assistance. | <i>One or more email attachments were submitted in .docx/.dotx format. When generating manual LSR forms in MS Word 2007, save all attachments in MS Word 2003(.doc/.dot) format and resubmit email. Refer to ALs: CLECALL08-060 & CLECSE08-136</i> |

NOTE: When resubmitting a request that received a Server Error Message, the same PON and Version should be sent. Do not populate the SUP field.

Manual LSR Edits

Once Security Server Edits are passed, Super Fatal edits for the manual ordering process will be performed. A comprehensive list of Super Fatal Error Messages and associated rules can be found in your local ordering guidelines (9 & 12-State LSOR).

LSR Form Options

CLECs are provided with single Product Forms, Core Product Templates, and the option to customize a set of product templates.

Ordering and Billing Forum (OBF) Manual LSR Options

CLECs are provided with the manual forms developed at the OBF as a result of the Federal Communications Commission (FCC) released a Report and Order (FCC 10-85). These forms may be used for Number Portability Ordering only. (REQTYP C). If one OBF form is used, all of the forms must be OBF. A combination of AT&T manual forms and OBF forms is prohibited for a request. Unless otherwise stated, all AT&T manual forms rules apply to the OBF forms. If a form is needed to complete your request and it not listed below, the AT&T manual forms must be sent:

- Local Service Request (OBF Format)
- End User Service Request (OBF Format)
- Number Portability Service Request (OBF Format)

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Location of Individual Product Forms

Individual forms are available for use as single email attachments when ordering manually. (This is a preferred method of creating and submitting manual requests)

The Email LSR Manual Forms may be accessed via the CLEC Online website (<https://clec.att.com/clec/>) by taking the following steps:

12-State Instructions:

- Access <https://clec.att.com/clec/>
- Select CLEC Handbook
- Select applicable state(s) from the top of the screen
- Select Forms & Exhibits
- Select LSR Manual Forms
- Select an individual form, core product template or the OBF forms

Southeast Instructions:

- Access <https://clec.att.com/clec/>
- Select CLEC Handbook
- Select Southeast state(s) from the top of the screen
- Select Forms & Templates
- Select Manual Forms
- Select an individual form, core product template or the OBF forms

Recommended steps for saving, completing and sending LSR Forms

Create a reusable form template by saving blank forms to the desktop:

- Access the individual forms needed from the CLEC Online website (See "Location of Individual Forms and Submission" section above)
- Save each individual form or core product template to the CLEC-defined desktop location (File|Save As). *
- Save the forms in MS Word as .doc or .dot format. (OBF forms must be in .doc format only) *
- Name file as desired
- **IMPORTANT - Validate the Effective Date in the upper left corner of each form to ensure it is the most current version of the form. Forms submitted with invalid Effective Dates will be rejected. Accessible Letters will be issued to advise CLECs when Effective Dates change.**

Create a copy of the reusable Form to begin processing an individual request:

- Open the previously saved reusable template.
- Save again (File|Save As) to retain the new copy of the (blank) form. *
- Name the copy as desired, for example use the form name and PON when saving
- Populate the field data on the form
- Save again so the data entries are retained. *
- Create an email and attach the completed form(s) (Insert|File) – Only one PON per email will be accepted
- Repeat the steps until each individual form has been completed, saved, and attached to the Email. **Ensure email and attachments do not exceed 8mb in size.**
- Enter the following information on the Subject Line of the Email:

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CC:xxxx PON:xxxxxxxxxxxxxxxxxx (Refer to "Email Processing Rules" Section)

- Submit the Email and all attachments to the appropriate Email address listed in the "Email Addresses for Manual LSR Submission" Section

* When utilizing Microsoft Word 2007, follow the instructions below when saving forms:

- ⇒ Open form to be saved
- ⇒ Click the Office Button (upper left corner of Word screen displaying Windows logo)
- ⇒ Select "Save As"
- ⇒ Select "Word 97-2003 Document"
- ⇒ Name document
- ⇒ Select "Save"

Core Product Templates

Templates are available for use as single Email attachments when ordering basic Core Products. (This is a preferred method of creating and submitting manual requests).

Note: not applicable to OBF forms

The email LSR Manual Core Product Templates may be accessed via the CLEC Online website (<https://clec.att.com/clec/>) by taking the following steps:

12-State Instructions:

- Access <https://clec.att.com/clec/>
- Select CLEC Handbook
- Select applicable state(s) from the top of the screen
- Select Forms & Exhibits
- Select LSR Manual Forms
- Select Core Product
- Templates Select a template from the list

Southeast Instructions:

- Access <https://clec.att.com/clec/>
- Select CLEC Handbook
- Select Southeast state(s) from the top of the screen
- Select Forms & Templates
- Select LSR Forms
- Select Core Product Templates
- Select a template from the list

Core Product Templates are available as described in the following table:

| REQTYPs | | | | | | | |
|--|------|------|-----|-------------------|-------------------|-------------------|-------------------|
| | AB | BB | CB | EB: (ACTs) N-T | EB: (ACTs) V-C | MB: (ACTs) N-T | MB: (ACTs) V-C |
| Template Contains these Forms | LSR | LSR | LSR | LSR | LSR | LSR | LSR |
| | EU | EU | EU | EU | EU | EU | EU |
| | LOOP | LSNP | NP | RESALE | RESALE | PORT | PORT |
| | | | | DL | | DL | |

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If an optional Directory Listing (DL) or Hunt Group Information (HGI) Form is required as part of the Local Service Request (LSR) and is not listed in the above table, CLECs must prepare individual DL and/or HGI Forms. These individual forms (DL and HGI) should accompany the template as an added attachment to the email.

If necessary, additional **individual** product forms may be attached to the email.

Ensure each PON's email and attachments do not exceed 8mb in size.

Note: Products not included in the above table must be ordered through the Manual Ordering process using individual forms or CLEC generated Multi-Form LSR Documents because they are not included in the combined templates provided.

Tips for completing Manual LSR Forms & Core Product Templates

- The 'PON' field is required on manual LSR form pages when ordering data has been input.
- The 'VER' field is conditional on manual LSR form pages when ordering data has been input.
- The 'PG_OF_' field is optional when ordering data has been input on manual LSR form pages. Page numbers may be entered on the manual LSR forms at the discretion of the CLEC, but are not required.
- To maximize efficiencies when creating LSR Manual Forms, **leave the 'PON', 'VER, and 'PG_OF_' fields blank when form pages don't require ordering data input.** (Note: Data input in the PG_OF_ field is not considered ordering data)
- Data integrity errors occur when carriage returns are entered within data input fields. Use the **Tab Key** to navigate from one field to the next when entering data on the form.
- Review the instructions related to "Special Handling Scenarios" on the CLEC Website. Steps for accessing this information are provided in the "Products/Services Requiring Manual Submission" section above.

Custom Single Multi-Form Documents (Not Recommended)

Creating customized multiform documents is not necessary unless there is a specific business need to do so. Using the recommended methods of completing and submitting individual forms and Manual Core Product Templates is easier and more efficient. If, however, custom multi-form documents are used, the following instructions must be followed closely to avoid altering the forms themselves. If fields are modified and forms are left unprotected, Super Fatal or Server Errors can occur.



[Instructions for Creating a Multi-Form Document](#)

Once the custom multi-form document has been created, utilize the instructions in the attachment below to validate that form bookmarks have not been corrupted in the process.



[LSR Manual Form Bookmarks](#)

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REQTYP J LSRs

CLECs in the Southeast Region that do not have the capability to mechanically submit REQTYP J requests, may email requests using the applicable LSR Manual forms.

CLECs in the Southwest, West, and Midwest that do not have the capability to mechanically submit REQTYP J requests, may fax requests to the following numbers:

| State | Fax Number |
|--|--------------|
| Midwest (except Indiana) | 313-223-2685 |
| Midwest (Indiana only) | 313-223-2068 |
| Southwest | 314-425-8297 |
| Southwest MO, OK, KS, AR (IP-VISP Only) | 314-335-5747 |
| Southwest TX (IP-VISP Only) | 314-335-5748 |
| West CLEC | 314-425-8299 |
| West VoIP (DMU) | 213-739-1884 |

LSR Acknowledgements

As a result of CLEC Issue #08-006, an LSR Acknowledgement will be returned on all manual LSRs submitted via email as of September 20, 2008. The new LSR Acknowledgement message will be returned to both the "from" and "cc" addresses on the email. The acknowledgement confirms receipt of an email sent in to the manual LSR ordering address. Although an LSR Acknowledgement is received, additional error messages could be returned separately.

The email subject line of the message returned to the CLEC is: **LSR Acknowledgement.**

The text of the message returned to the CLEC is: **AT&T has received your email request with the subject line:<text of email subject line>. Thank You**

For more information, refer to ALs CLECALL08-060 and CLECSE08-136.

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Manual Notifications

Notifications for manual LSRs submitted via email:

- Will be returned via Email to the Email Originator's address unless the EMAIL field in the Contact Section of the manual LSR form is populated.
- If the EMAIL field is populated on the LSR, the notification will only be returned to that address. The notification **WILL NOT** be sent to both addresses.
 - The *EMAIL* field is referenced as "EMAIL" in the 12-State Local Service Ordering Requirements (LSOR) for Midwest, Southwest, and West.
 - The *EMAIL* field is referenced as "EMAIL-INIT" in the 9-State Local Service Ordering Requirements (LSOR) and Local Ordering Handbook (LOH) for Southeast.

All notifications related to the manual LSR ordering process will now be returned via email as a ".doc" attachment. In addition, two *new* responses, "Post to Bill" and "Completion" will be returned on manual LSRs sent via email. All notifications for a manual LSR will be sent to the Originator of the request or to the designated email address in the *EMAIL* field on the LSR.

Types of Manual Notifications:

- Super Fatal/Reject
- Reject/Clarification
- Firm Order Confirmation (FOC)
- Provider Initiated Activity (PIA)/Subsequent FOC
- Jeopardy (JEP)
- Service Order Completion (SOC)/Completion Notice (CN)
- Post To Bill (PTB)/Billing Completion Notice (BCN)
- Cancellation Notice
- Line Loss Notification (Southwest, West, and Midwest Only)

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Manual Notifications Detail and Examples:

Note: The example notification screens below were taken from Southeast; some 12-state notifications may differ slightly.

Super Fatal (Previously Reject)

Note: When a Super Fatal notification is received, a Sup request is not required. The same PON and Version can be resubmitted. Do not increment the version number when resubmitting

Example:

| |
|--|
| <h2>AT&T SUPER FATAL NOTICE</h2> |
| <u>Administrative Section</u> |
| CCNA: PON: AAABBBCCC1112 VER: 01 |
| CC: XXXX |
| REP: AT&T SOUTHEAST LSC TELNO: (800) 773-4967 |
| <u>Error Section</u> |
| ERROR CODE: SF008 |
| ERROR TEXT: MANUAL-LSR.SUP field value conflicts with PON status |

Reject (in SE, previously Clarification)

Example:

| |
|---|
| <h2>AT&T REJECT NOTICE</h2> |
| <u>ADMINISTRATIVE SECTION</u> |
| CC: XXXX LSR NO: 20080429L0000-01 PON: ABCDEFGHI12 VER: 01 |
| RT: E |
| REP: AT&T SOUTHEAST LSC TEL NO: (800) 773-4967 |
| <u>DETAIL SECTION</u> |
| ERROR CODE: MR0175 |
| ERROR MSG: TOS INVALID/INCOMPLETE INFORMATION |

Note: When a Reject notification is received, a Sup request is required. The same PON and Version must not be resubmitted. Use the same PON and increment the version number when resubmitting.

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Confirmation (Previously FOC or Firm Order Confirmation)

Example:

| | | | |
|--|---|---------------|---------|
| AT&T SE CONFIRMATION NOTICE | | | |
| <u>ADMINISTRATIVE SECTION</u> | | | |
| DATE: 20080509 | | | |
| CC: XXXX | LSR NO: 20080507L00000-03 | PON: CV000000 | VER: 03 |
| INIT: CLEC | | | |
| REP: AT&T SOUTHEAST LSC | TEL NO: (800) 773-4967 | | |
| <u>ORDER SECTION</u> | | | |
| DD: 05/27/2008 | FAC CHK MSG: Facilities have been checked | | |
| ORD: N00ABC00 | | | |
| <u>DETAIL SECTION</u> | | | |
| TNS: 222222222 | | | |

Note: A new confirmation (**subsequent FOC**) is generated when one or more of the following fields are changed:

- SVC-ORD
- DUE DATE (Subsequent Due Date)
- FDT
- EBD
- BAN1
- BAN2
- ECCKT
- L-ORD
- NP-ORD

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Jeopardy (previously JEP)

Example:

| | | | |
|--------------------------------------|--------------------------|---------------|---------|
| AT&T JEOPARDY NOTICE | | | |
| <u>ADMINISTRATIVE SECTION</u> | | | |
| CC: XXXX | LSR NO: 20080512L0000-00 | PON: AA-00000 | VER: 00 |
| RT: J | | | |
| REP: AT&T SOUTHEAST LSC | TEL NO: (800) 773-4967 | | |
| <u>DETAIL SECTION</u> | | | |
| RCODE: 2C | | | |
| RDET: Busy Cable and/or Pair | | | |
| ORDL: AB00CDE0 | | | |

Completion Notice (previously CN)

Example:

| | | | |
|--------------------------------------|--------------------------|---------------------|---------|
| AT&T COMPLETION NOTICE | | | |
| <u>ADMINISTRATIVE SECTION</u> | | | |
| CC: XXXX | LSR NO: 20080428L0000-01 | PON: ABCDEFG000000A | VER: 02 |
| CD: 05/13/2008 | | | |
| RT: Z | | | |
| REP: AT&T SOUTHEAST LSC | TEL NO: (800) 773-4967 | | |
| <u>ORDER SECTION</u> | | | |
| ORD: C00DEF00 | | | |

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Post To Bill (Previously BCN or Billing Completion Notice)

Example:

| | | | |
|--------------------------------------|--------------------------|------------------|---------|
| AT&T POST TO BILL NOTICE | | | |
| <u>ADMINISTRATIVE SECTION</u> | | | |
| CC: XXXX | LSR NO: 20080505L0000-01 | PON: 1234ABCDEFG | VER: 01 |
| DD/CD: 05/30/2008 | | | |
| RT: W | | | |
| REP: AT&T SOUTHEAST LSC | TEL NO: (800) 773-4967 | | |

Cancellation Notice (Sup 1 Cancel)

Example:

| | | | |
|--------------------------------------|---------------------------|----------------|---------|
| AT&T CANCELLATION NOTICE | | | |
| <u>ADMINISTRATIVE SECTION</u> | | | |
| CC: XXXX | LSR NO: 20080528L07675-01 | PON: 00000-ABC | VER: 01 |
| ATN: 3333333333 | | | |
| RT: N | | | |
| REP: AT&T SOUTHEAST LSC | TEL NO: (800) 773-4967 | | |

For additional information on notification types, messages and general ordering information, See AL CLECSE08-041 03-19-2008 and refer to your Local Ordering Guidelines (LSOR) or the CLEC website. Helpful links are included below:

AT&T Midwest, Southwest, and West:

<https://clec.att.com/clec/12-State LSOR>

AT&T Southeast:

<https://clec.att.com/clec/9-State LSOR>

or

<http://apps.interconnection.bellsouth.com/>

AT&T MANUAL ORDERING GUIDELINES

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Section 2: MANUAL NON-LSR EMAIL PROCESS

OVERVIEW:

AT&T 12-state region ONLY has a "manual" request option for CLECs to use for submission of emailed non-LSR forms. Non-LSR forms are ASR, CSI, Pre-Order and other AT&T Forms authorized for use by CLECs coordinating with the Local Service Center (LSC) previously faxed.

ASR, CSI and Pre-Order Email Process (effective 11/15/2010)

ASR, CSI and Pre-Order requests must be submitted using the Email Forms with the Effective Date 11/13/10. For more information refer to Accessible Letter CLECALL10-067.

The form templates for use in submitting emailed ASR, CSI or Pre-Order Requests are located in the CLEC Handbook within CLEC Online at <https://clec.att.com/clec>.

- Select CLEC Handbook
- Select applicable State(s) from the top of the screen
- Select Forms and Exhibits
- Select CSI/PREORDER/ASR MANUAL FORMS (EMAIL)

ASR, CSI and Pre-Order Email Forms (effective 11/15/2010)

Below is a complete list of email eligible ASR, CSI and Pre-Order forms (effective date 11/13/10) intended for use with the new email process.

| IMPACTED FORMS FORM NUMBER – FORM NAME |
|---|
| CSI |
| 044110 - Customer Service Inquiry |
| PREORDER |
| 061117 - LSR/End User/Hunt Group Information Reduced Input Form (For Complex Preorder |
| 062114 - DID PBX Reduced input Form (For Complex Preorder Use Only) |
| 063128 - BRI (Basic Rate) ISDN Form (For Complex Preorder Use Only) |
| 064118 - ISDN PRI Reduced Input Form (For Complex Preorder Use Only) |
| 065115 - Digital Trunking Reduced Input Form (For Complex Preorder Use Only) |
| 066112 - Resale Private Line Reduced Input Form (For Complex Preorder Use Only) |
| 067119 - Address Validation/TN Reservation Form |
| 068116 - Loop Qualification Request Form For Preorder Use Only (DSL/Line Sharing/Broadband – REQTYP A Only) (<i>applicable for AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, AT&T Texas only</i>) |
| 069120 - Centrex/Centrex ISDN Form (For Complex Preorder Use Only) |
| ASR |
| 050173 - Access Service Request Form (ASR) |
| 051125 - Trunking Form |
| 052139 - Additional Circuit Information Form |
| 053129 - Transport Request |
| 054140 - Translation Questionnaire |
| 055123 - Service Address Location Form |
| (SALI) 056137 - End User Special Access Request |
| 057110 - Multiple Exchange Company |

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OTHER NON-LSR FORMS Email Process (effective 6/20/2011)

Other AT&T Forms authorized for use by CLECs coordinating with the Local Service Center (LSC) previously faxed should use the following email addresses. For more information refer to Accessible Letter CLECALL11-022.

MANUAL NON-LSR Email Addresses

The following email addresses are established for use in sending the all non-LSR AT&T authorized email requests.

NOTE: Unauthorized Forms sent to the NON-LSR Email Addresses will not be processed.

| Ordering Region | eMail Address |
|-----------------|--|
| Midwest | ATTMWNNon-LSRRequest@att.com |
| Southwest | ATTSWNNon-LSRRequest@att.com |
| West | ATTWestNon-LSRRequest@att.com |

MANUAL NON-LSR Email Process Rules

- Bar-Coded forms sent to the above email addresses will be rejected. The fax process and related Bar-Coded forms will be retired at close of business June 17, 2011.
- Read receipts will not be returned by AT&T 12-State email servers.
- Emails should not contain pictures or avatars on signature lines.
- Do not type or copy information into the email message any such copy or writing will be ignored.
- Email attachments must include individual forms as separate attachments and only one request can be submitted per email (ASR, CSI, Pre-Order, etc.).
- Attach only AT&T Authorized Manual Forms to emails. Effective Dates are declared in Accessible Letters and are displayed on all manual forms. All Manual Forms housed on the CLEC Online Website (with the exception of those labeled "For Review") and are considered current versions.
- Subject line should include CC, PON, TN or other request identifying information.
- All attached Manual Forms must be submitted in either MS Word document (.doc) or document template (.dot) format only. (Note: Microsoft 2007 can be used to fill out form templates then saved in Microsoft 2003 Format).
- Email and Manual Form attachments must not exceed 8mb in size.
- Large files sent in .ZIP format will not be accepted
- Refer to the AT&T Local Service PreOrdering Requirements (LSOR) for required Forms and Entries.
- ASR, CSI and Pre-Order Forms contain pre-formatted fields. Do not modify form or field lengths because altered forms will cause error conditions(s).

Email Standards

Standard security rules apply to incoming Email messages. If an incoming Email fails one of the security checks in place, an "Email Server Message" will be returned to all addresses on the original Email (including CCs). Requests receiving "Email Server Message(s)" will not be processed by AT&T. For a list of these errors, see the **Email Server Error Messages** section of this document.

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Microsoft Exchange Server Messages

The following message is returned on emails that exceed 8mb in size. In addition to the undeliverable message, the email being submitted is returned to the sender.

“This message exceeds the maximum size allowed. Microsoft Exchange will not try to redeliver this message for you. Please make the message smaller – by removing attachments, for example – and try sending it again, or provide the following diagnostic text to your system administrator.”

Email Server Error Messages

| Email Subject Line Returned is... | Message Returned | Reason for Error |
|---|--|--|
| NO ATTACHMENT RECEIVED | AT&T did not receive any attachments on the email with the subject line: <XXXXXXX>. This request will not be processed. Please resend an email with the appropriate attachments, or contact the LSC support for manual ordering assistance. | When document attached is not in Word format or there are no attachment(s) sent with the email to the above email addresses, the email cannot be processed. Verify correct attachments are sent with email. |
| DOCX/DOTX FILE ATTACHMENT RECEIVED | AT&T received a manual request with the following subject line: <XXXXXXXXXXXX> [Compatibility Mode] containing attachments in .docx and/or .dotx format. This request cannot be processed. Please resubmit the email and attachment in one of the acceptable file formats. Consult the Manual Ordering Guidelines or contact the LSC for manual ordering assistance. | When the attachment is in Word .docx or .dotx format, the email will not be processed. Send only .doc or .dot attachments. |
| MULTIPLE ATTACHMENTS RECEIVED | AT&T received multiple attachments on the email with the subject line: <XXXXXX>. This request will not be processed. Please resend email with one request form at a time, or contact the LSC support for manual ordering assistance. | When request received with more than 1 CSI form attachment or with forms of mixed types of attachments the request will not be processed. Multiple ASR, Pre-Order or MISC forms are allowed on a single request as long as all forms on request are of the same type. |
| PON ERROR | AT&T received a request with inconsistent data in the PON fields on all forms in the email with the subject line: XXXXXXXXXXXXXXX. This request will not be processed. Please resend with consistent data, or contact the LSC Support for manual ordering assistance. | Forms received must contain the same PON or PRE PON value (as applicable). If not consistent on all pages and/or forms of the request (when populated), the request will not be processed. |
| REQUIRED FIELD MISSING | AT&T received a request with missing required data on the form in the email with the subject line: <XXXXX>. This request will not be processed. Please resend with all required data, or contact the LSC Support for manual ordering assistance. | Forms received with asterisk (*) fields not populated will not be process. Verify all asterisk (*) fields are populated. |

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Email Server Error Messages (cont'd)

| Email Subject Line Returned is... | Message Returned | Reason for Error |
|--|--|---|
| INVALID PRODUCT FORM | AT&T received a request with invalid product form on the email with the subject line: <XXXXX>. This request will not be processed. Please resend form/s to the right Email Address, or contact the LSC Support for manual ordering assistance. | When manual LSR forms are sent to these email addresses, the request will not be processed. |
| INVALID REQUEST – MISSING PAGES | AT&T received a request that was submitted with missing form pages in the email with the subject line: <XXXXX>. This request will not be processed. Please resend with all pages on the form, or contact the LSC Support for manual ordering assistance. | When Form is received and has missing pages, the request will not be processed. |

EMAIL Acknowledgements

Acknowledgement messages will be returned on all emailed ASR, CSI, and Pre-Order requests and sent to both the "from" and "cc" addresses on the email.

The acknowledgement confirms receipt of an email sent in email. Although an Acknowledgement is received, additional error messages could be returned separately.

The email subject line of the message returned to the CLEC is: **AT&T Acknowledgement**.

The text of the message returned to the CLEC is: **AT&T has received your email request with the subject line: <text of email subject line>. Thank You**

Fax Process (retired end of business 06/17/2011)

Manual Process Guidelines: Complex Services

Background

Requests for complex services, e.g., Digital Trucking, ISDN PRI, and PBX/DID, require various pre-ordering data that is not available via AT&T's mechanized pre-order Operational Support Systems (OSS), XML/VERIGATE. A manual process is in place to provide pre-order data for these complex products.

Mechanically, pre-order data can be obtained for Centrex, Centrex ISDN, Resale Private Line, and ISDN BRI utilizing the **Complex Products Inquiry** function in XML/VERIGATE. As with the manual process described in this document, the LSC's response time to return a mechanized pre-order request is within 72 hours from the time of receipt. If a firm order is not received within 7 business days, a manual reject will be sent back to the CLEC. Refer to the Enhanced Verigate User Guide for additional information.

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Note: The Manual process can be used for all complex products referenced in this document.

Pre-Order Information Manual Request Processes

The CLEC representative will need to submit a pre-order request prior to submitting a firm order (for complex services) when the firm order will be adding new lines, telephone numbers, trunks or facilities using Activities (ACTs) N, T, C or V (New, Outside Move, Change or Conversion as Specified).

AT&T offers two methods (formats) options to submit such requests:

- "LSR-Format" request process
- "Reduced-Input" request process

The LSR-Format Request Process, for CLECs who submit LSRs utilizing WEBLEX:

1. Prepare LSR - populating all appropriate fields as outlined in the LSOR, except for those fields designated as *AT&T Defined* in the table listed below.
2. Use the Save Command in WEBLEX to save the PON.
3. Use the *Print Forms* (Print all Forms) function to print the LSR.
4. Manually submit the LSR to the appropriate Email address.

For CLECs who submit LSRs in XML or manually:

1. Download the LSOR MANUAL FORMS from the CLEC Handbook.
2. Prepare LSR** - populating all appropriate fields as outlined in LSOR, except for those fields designated as *AT&T Defined* located in the table listed below.
(*Additional Exception: it is NOT necessary to populate/submit the DL (Directory Listing) Form when submitting the pre-order information request).
3. **Do not populate** the 2nd position of the REQTYP field on the LSR ADMIN Form, as a *Manual Pre-Order Information Request* is not a Firm Order.
4. Manually submit** the LSR to the appropriate Email address.

The Reduced-Input Format Request Process

1. The accurate completion of the following forms as follows:
 - "AT&T LSR/End User/Hunting Information Reduced Input Form"
 - Appropriate Preorder Complex Product "Reduced Input Form"
2. Manually submission of the forms (via email) to the appropriate AT&T LSC as described in this document.

The form templates for use in submitting emailed ASR, CSI or Pre-Order Requests are located in the CLEC Handbook within CLEC Online at <https://clec.att.com/clec>.

- Select CLEC Handbook
- Select applicable State(s) from the top of the screen
- Select Forms and Exhibits
- Select CSI/PREORDER/ASR MANUAL FORMS (EMAIL)

Manual Pre-Order Information Response Process

The LSC will use the ***AT&T Manual Pre-Order Information Response Sheet*** to return the pre-order information back to the CLEC within 72 hours of receiving the pre-order request. Please note, holidays, Saturdays, Sundays, and requests received after LSC cutoff times will be processed the next business day. Refer to "LSC Manual Cutoff Times" listed in Standard Due Date website (<https://ebiznet.sbc.com/standardduedates/>), for REQTYP being ordered.

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- ***AT&T Manual Pre-Order Information Response Sheet*** is for AT&T use only.
- The response will replicate the CLEC information provided on email request, as well as provide the applicable LSOR FIELD information. This is the data the CLEC will use on the firm order LSR.
- If the Multi-line Hunt section was populated, the LSC will supply the Hunt Identifier, in the HID field of the response sheet.
- If the request cannot be processed, e.g. LSR fields necessary to provide pre-order information are omitted or in error, the LSC will populate LSOR 05.0+ Manual Reject code MR0175 - <FIELD> Invalid/Incomplete Information in Section D.

Note: All returned information is valid for 7 Business Days from the date the LSC emails the response sheet back to the CLEC.

- If a firm order is not received on or before the 7th Business Day following receipt of returned information, the firm order will be rejected with reason, MR0175 - <Pre-Order Data Expired> Invalid/Incomplete Information.
- If this occurs, the CLEC must issue a new *Manual Pre-Ordering Information Request*.

Guidelines for Submitting Firm Order PON

Once the CLEC has received a completed *AT&T Manual Pre-Order Information Response Sheet*, a firm order PON can be submitted.

WEBLEX:

1. Open saved LSR PON
2. Populate LSOR field information provided in Section C of the *AT&T Manual Pre-Order Information Response Sheet* in the corresponding fields of the WEBLEX screens.
3. Submit LSR

XML:

1. Populate LSOR field information provided in Section C of the *AT&T Manual Pre-Order Information Response Sheet* in the corresponding fields of the LSR.
2. Populate "B" in 2nd position of REQTYP field indicating this is the Firm Order.
3. Submit LSR via XML

MANUAL PAPER FORMS:

1. Populate LSOR field information provided in Section C of the *AT&T Manual Pre-Order Information Response Sheet* in the corresponding fields of the LSC LSOR Manual Forms.
2. Populate "B" in 2nd position of REQTYP field indicating this is the Firm Order.
3. Submit MANUAL Forms utilizing the applicable e-mail address for the LSC for the product/service ordered.

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AT&T DEFINED Fields Matrix for COMPLEX Services

| Product/Service | REQTYP | Activity Type | Condition Requiring Manual or Enhanced Verigate Pre-Ordering | AT&T DEFINED FIELDS - will be provided to CLEC* |
|---|---------------------|----------------------------------|---|---|
| Multi-Line Hunting (AT&T Southwest/AT&T West/AT&T Midwest) | All (if applicable) | N & T or C & V with an HA of N | Installation of new Hunt Group when HNTYP = 1, 5-11 | Hunting ID (HID), TNS |
| ISDN BRI (Digiline, ISDN DIRECT) (AT&T Southwest /AT&T West/AT&T Midwest) | E, F, M | N & T or C & V with an LNA of N | Installation of a new ISDN BRI (Direct) pipe | Account Telephone Number (ATN), Exchange Company Circuit ID (ECCKT), ISDN Service Profile Identification (ISPID), Telephone Number (TNS) |
| Plexar I (AT&T Southwest) | E | N, T or C with LNA of N | Installation of new Plexar I | Account Telephone Number (ATN), TNS , FEATURE DETAIL (CPG - Call Pickup Group) |
| Centrex (AT&T Southwest /AT&T West/AT&T Midwest) | P | N, T | On new install of Common Block or when moving to a different Central Office | Account Telephone Number (ATN), Common Block (CB), Station Numbers (SN) |
| Centrex (AT&T West/AT&T Midwest) | X, V | N, T | On new install of Common Block or when moving to a different Central Office | ATN, CB, SN |
| Centrex ISDN (AT&T Southwest/AT&T West/AT&T Midwest) | P | N & T or C & V with LNA of N | Installation of a new ISDN BRI (Centrex) pipe | ATN, ECCKT, ISPID, TNS |
| DID/PBX Trunks (AT&T West) | T, U, W | N & T or C with LNA of N | New installation of PBX/DID trunks | ATN, TNS, ECCKT , DID Telephone Line Identifier (DTLI), DID Telephone Number Range (DTNR), Local Service Termination (LST) Note: ECCKT will be returned only if PBX will be riding a higher facility |
| DID/PBX Trunks (AT&T Midwest) | T, U, W | N & T or C with LNA of N | New installation of PBX/DID trunks | ATN, TNS , DID Trunk Group Number (DTGN), DID Trunk Group Number (LTGN), Trunk Group Route Index Number (TGRTI), DID Route Index Number (DRTI), ECCKT , DID Telephone Line Identifier (DTLI), DID Telephone Number Range (DTNR), Local Service Termination (LST) |
| DID/PBX Trunks (AT&T Southwest) | T, U, W | N & T or C with LNA of N | New installation of PBX/DID trunks | ATN, TNS, DTGN, LTGN, DRTI, ECCKT |
| Digital Trunking (SuperTrunk) (AT&T Southwest/ AT&T Midwest) | R, S, 3 | N & T or C with FLNA or LNA of N | Installation of a new DS1 or new trunks | ATN, TNS , Trunk Group Route Index Number (TGRTI), Trunk Group Number (LTGN), Trunk Group Number (TGN), (ECCKT), (FECCKT), (LST) and (EULST) |
| Digital Trunking (SuperTrunk) (AT&T West) | R | N & T or C with FLNA of N | Installation of a new DS1 or new trunks | ATN, TNS , (FECCKT), Local Service Termination (LST) and (EULST), Trunk Group Telephone Line Identifier (TGTLI TRKS) |
| Digital Trunking (SuperTrunk) (AT&T West) | S, 3 | N & T or C with FLNA of LNA of N | Installation of a new DS1 or new trunks | ATN, TNS , (ECCKT), (FECCKT), Local Service Termination (LST) and (EULST), Trunk Group Telephone Line Identifier (TGTLI TRKS) |

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| Product/Service | REQTYP | Activity Type | Condition Requiring Manual or Enhanced Verigate Pre-Ordering | AT&T DEFINED FIELDS - will be provided to CLEC* |
|---|---------|---------------------------------------|--|---|
| ISDN PRI (Primary Rate ISDN) (AT&T West) | Z | N & T or C & V with FLNA of N | Installation of a new ISDN PRI DS1 | ATN, TNS , End User Local Service Termination (EULST), Facility Exchange Company Circuit ID (FECKT), Local Service Termination (LST) |
| ISDN PRI (Primary Rate ISDN) (AT&T West) | Y, 2 | N & T or C & V with FLNA of N | Installation of a new ISDN PRI DS1 | ATN, TNS , End User Local Service Termination (EULST), Facility Exchange Company Circuit ID (FECKT), Local Service Termination (LST) and ECCKT |
| ISDN PRI (ISDN PRIME, SmartTrunk, SelectVideo, SelectData) (AT&T Southwest /AT&T Midwest) | Y, Z, 2 | N & T or C & V with FLNA of N | Installation of a new ISDN PRI (PRIME) DS1 | ATN, TNS , Line Trunk Group Numbers (LTGN), PRI Trunk Group Number (TGN), Trunk Group PRI Route Index Number (TGRTI), End User Local Service Termination (EULST), Facility Exchange Company Circuit ID (FECKT), Local Service Termination (LST) and ECCKT |
| Resale Private Line (Giga MAN, Packet Switch Data, DDS-Digital Data Service, Hi-Cap) (AT&T Southwest/ AT&T West/AT&T Midwest) | K | N & T or C & V with a CKTA of N | Installation of a circuit | ECCKT , Primary Location (PRILOC), Secondary Location (SECLOC) and CLLI codes when applicable. |

*Not all of the fields listed will be returned to the CLEC. The actual fields returned will be dependent on CLEC defined information and business rules outlined in the LSOR and CLEC Online.

DSL Loop Qualification Inquiry Process Overview

A DSL Loop Qualification Inquiry Form has been developed across AT&T's 12-State region to assist CLECs with Loop Qualification issues.

Description

CLECs should use AT&T's pre-ordering interfaces to obtain loop makeup (LMU) data. However CLECs experiencing trouble when obtaining loop makeup data, can request a Manual Loop Report (MLR) from the LSC.

Accessing & Submitting the Inquiry Form

The CLEC must populate all the required fields on the "AT&T DSL Loop Qualification Inquiry Form" located in the CLEC Handbook within CLEC Online at <https://clec.at.com/clec>. Instructions are self explanatory.

- Select CLEC Handbook
- Select applicable State(s) from the top of the screen
- Select Forms and Exhibits
- Select CSI/PREORDER/ASR MANUAL FORMS (EMAIL)

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End user address information is required on the form. Enter the complete End User address at which the service is to be delivered exactly as the CLEC is inputting into the mechanized loop qual system (e.g. street number and name), any supplemental information (e.g. APT, AHN, City, State, Zip). Also provide WTN working at the address if available.

If the End User at the address or WTN being used for validation has recently moved, or is about to move locations, be sure to populate the End User's address at which the service is to be delivered and the WTN at which the service is to be delivered on the spreadsheet. This will eliminate the risk of retrieving loop make-up information for a location in which the End user is no longer residing in, or will soon be vacating.

The LSC will submit a Manual Loop Qualification Request (MLR) to Engineering to perform the loop qualification. Engineering turn-around time for MLR requests will be up to 3 business days. Forms with insufficient information (e.g. incomplete address or WTN), will be rejected.

The LSC will email back to the CLEC the results of the Loop Qualification using the **AT&T Manual Pre-Order Loop Qualification Response Sheet**. Turnaround time where the Request for Manual Loop Qualification section is not checked will be 1 business day.

ENHANCED VERIGATE – (CSI/PRE-ORDER WEB-BASED TOOL):

Another available system for obtaining CSI/Pre-Order data is the Enhanced Verigate application, which is accessed via the AT&T 21-State Toolbar. Enhanced Verigate is an online web-based system which provides electronic access to preorder information for a multitude of inquires. Access to AT&T 21-State Toolbar and Enhanced Verigate can be secured by contacting your Account Manager or Wholesale Support Manager (WSM), who will assist in the completion of applicable forms.

CAFÉ– (COMMON ACCESS FRONT END ASR ORDERING):

The Common Access Front End (CAFÉ) ordering tool is another available option for submitting ASRs. CAFÉ is an online web-based system which can be used to create and submit ASRs, in addition to other ordering and preordering functionality.

Access to the AT&T 21-State CAFÉ application can be secured by contacting your Account Manager, who will assist in the completion of applicable application access forms.