

13 States Special Handling Scenarios

Date	Revision History
4/13/10	Inserted CLEC Handbook path to locate Manual Ordering Guidelines for REQ TYP J
9/24/10	Added REQ TYPs E & M, ACT N When ordering additional TNs for an existing Charter Number in the West
11/3/10	Added REQ TYP M (Midwest), ACTs N, V, T, when IF0002/IF0004/LPIC invalid for Central Office messages are encountered, LSR needs to be resubmitted with Special Handling in REMARKS, per CLECALL10-076 (11/3/10), effective with November 13, 2010 Release

13 States Special Handling Scenarios

The special handling process is required for certain products and services that are not eligible for electronic ordering. The words **Special Handling** will need to be added in the remarks section of the LSR for e-mailed/manual requests. The following table identifies those products and services by Request Type (REQTYP) and Activity Type (ACT) that will require **Special Handling** in Remarks.

REQ TYP	AT&T Region	Product	ACT	Condition Requiring Manual Submission
A	Southwest West East Midwest	Dark Fiber Loop Inquiry Only/Dark Fiber Sub-Loop Inquiry Only	N	When REQ TYP is AA, an Inquiry
A	Southwest West East Midwest	Special Access to UNE	N	When no CFA or CCEA is populated, POP to Prem configuration. Use SPEC EELXXX & PROJECT Field = SBCAC2LOOP
A	Midwest, West	PREM to PREM	N	When two End User Forms are required, PREM to PREM configuration
A	Midwest	Private Line to UNE	V	When two End User Forms are required, PREM to PREM configuration
A	Midwest, Southwest, West	EEL (Enhanced Extended Loop)	N, C, V, T	When no CFA or CCEA is populated, POP to PREM configuration. Use SPEC EELXXX.
A	Southwest Midwest West East	All	All	When the TSP field is populated on the product page – populate Project ID with 'SBCTSPREQ'
A	East, Midwest, Southwest, West	EEL (Enhanced Extended Loop)	N, C, D	When requesting UNE DS1 Loop Commingled with DS1 Access Transport populate ACT N, PROJECT field = NEWCMGL ACT C, D PROJECT field = SBCCMGL
A	Texas (Richardson, Texas Only)	FTTC (Fiber To The Curb)	N, C, D, V, T	When SPEC Code = FOLXXX
B, C	Southwest	HVCI (High Volume Call In)	V	When ordering HVCI. Refer to LERG for appropriate NPANXX for Ported NBR field.
B, C	West	HVCI (High Volume Call In)	V	When ordering HVCI. Refer to LERG for appropriate NPANXX for Ported NBR field. Note: If CLEC has a valid NNSP/SPID request for HVCI may be sent in electronically.

13 States Special Handling Scenarios

REQ TYP	AT&T Region	Product	ACT	Condition Requiring Manual Submission
C	Southwest West East Midwest	Number Portability	V	Requests to Port a Range of TNs to a CLEC or a WSP (Wireless Service Provider). The Port Out TNs along with "Port Out Range" are noted in the Remarks section of the LSR page Not available in Southeast Region.
C	Southwest	Number Portability	V	When ordering Distinctive Ring Port Out and the TN cannot be located in the preorder process. PROJECT field on LSR page = SBCNMO.
E	Southwest	Coin	V	When migrating a coin account from LWC/UNE-P to Resale and the Class of Service is something other than 17W
E	Southwest	Resale – Personalized ring	W, S, B, Y, T	When line contains personalized ring
E	West	ISDN BRI	N, C, T, V, LNA N	Requests for New ISDN BRI Lines - Special Handling must be populated in Remarks
E, F, M	Southwest, Midwest, West, East	All	All	When the TSP field is populated on the product page – populate Project ID with 'SBCTSPREQ'
E, F, M	Connecticut	Temporary Suspension	S	When canceling (SUP 1) a pending Temporary Suspension request
E, M	West	Charter Number	N	When ordering additional TNs for an existing Charter number
J	All	See "REQTYP J LSRs" located in CLEC Handbook/Ordering/General Ordering Resale or UNE/scroll to Manual Ordering Guidelines.		
K	Southwest West East Midwest	Resale Private Line	C	When changing End User Name
K	Southwest West East Midwest	Resale Private Line	N, C, D, T, V, W	When ordering a "channelized" DS1, DS3, SONET, etc., where the circuit is in a CLF format instead of a CLS format.

13 States Special Handling Scenarios

REQ TYP	AT&T Region	Product	ACT	Condition Requiring Manual Submission
M	Southwest West East Midwest	LWC™	C	When changing main directory listing via an AUX TN/Bill Add-On TN to Main TN, or Main TN to AUX TN/Bill Add-On TN
M	West	LWC™	N, V, C, D, T	When establishing, migrating, changing, disconnecting, or moving a Direct Connect Port with Loop
M	Midwest	LWC™	N, V, T	When IF0002/IF0004 PIC/LPIC invalid for Central Office messages are encountered, resubmit PON with Special Handling in Remarks.
P	Midwest Connecticut West	Centrex Resale	N	Common Block information must be populated in Remarks