60112607

CLEC LEX WEB
22-State

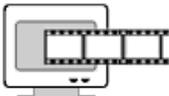**Student Workbook**

December 10, 2009

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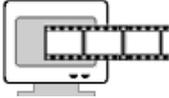*AT&T, Inc. except by prior written agreement. CLECs may use, reproduce, copy and distribute the information solely*
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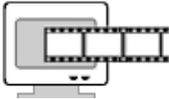*AT&T, Inc. except by prior written agreement. CLECs may use, reproduce, copy and distribute the information solely*
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Preparation

Notice   This document shall apply to the following AT&T ILECs:

- Southwestern Bell Telephone, L.P., d/b/a AT&T Oklahoma, AT&T Missouri, AT&T Kansas, AT&T Arkansas and AT&T Texas

- The Southern New England Telephone Company

- Nevada Bell Telephone Company, d/b/a AT&T Nevada

- Pacific Bell Telephone Company, d/b/a AT&T California

- Illinois Bell Telephone Company, d/b/a AT&T Illinois

- Indiana Bell Telephone Company Incorporated, d/b/a AT&T Indiana

- Michigan Bell Telephone Company, d/b/a AT&T Michigan

- The Ohio Bell Telephone Company, d/b/a AT&T Ohio

- Wisconsin Bell, Inc. d/b/a AT&T Wisconsin

- AT&T Alabama

- AT&T Florida

- AT&T Georgia

- AT&T Kentucky

- AT&T Louisiana

- AT&T Mississippi

- AT&T North Carolina

- AT&T South Carolina

- AT&T Tennessee

who shall collectively be referred to as "22-State Region" for purposes of this document.

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Introduction

Welcome	Welcome to the CLEC LEX WEB course.
	This course provides 22-state coverage on the **LEX** (**L**sr **EX**change) Operational Support Systems (OSS). It is designed to provide you with a solid foundation on which to build your system skills.
	The primary focus of the course is the information and instructions contained in the LEX WEB User Guide. The course includes a series of system demonstrations designed to enhance your learning experience.
	To simplify content, for the remainder of this course LEX WEB will be referred to as LEX and the LEX WEB User Guide will be UG.

Timing	This course should take approximately 4 hours to complete.

Objectives	Upon completion of this course, using the LEX WEB User Guide and all other available resources, you will be able to use the LEX WEB system order functionality to obtain the information necessary to submit accurate LSRs.

Course Presentation Method	This course consists of a Student Workbook and a set of recorded demonstrations. You will also be directed the LEX User Guide frequently during the course.
	The workbook is designed to walk you through the content of the User Guide while the demonstrations provide a visual learning component showing how the pre-order functions are performed.

- The icon will be used to indicate accessing information in the UG. When you see it open the Volume and Chapter indicated.
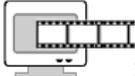
- The icon will be used to indicate playing of a demonstration. When you see it access the list and play the demonstration indicated.

Introduction, Continued

Resources

Since the primary focus of this course is the LEX User Guide, let's find out where it's located.

Use the table below to locate the LEX User Guide.

Regional Handbook	LEX UG Location
• **Southwest:** Arkansas, Kansas, Missouri, Oklahoma, Texas • **Midwest:** Illinois, Indiana, Michigan, Ohio, Wisconsin • **West:** California and Nevada • **East:** Connecticut • **Southeast:** Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee	• https://clec.att.com/clec • CLEC Online • CLEC Handbook (region) • Guides/Tech Pubs • Ordering • Local Service Request Exchange (LEX) – Volumes 1 & 2

Download the User Guide

As you can see the UG is presented in two volumes. You would never be able to memorize all the information contained in these volumes, but you can learn to find what you need quickly. That's why a large portion of this course covers finding information in the UG.

We will be referring to the UG frequently throughout this course. Having a copy on your desktop will make it easier and quicker to access. Go ahead and save both volumes of the UG to your desktop.

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User Guide Basics

User Guide Demonstration	In the demonstration you will see:

- The Table of Contents (TOC) for the document is displayed in the Bookmarks section.

- The + symbol next to a topic indicates there are sub-topics.

- Clicking on the + symbol will expand that portion of the TOC.

- From Bookmarks, you can access any topic or sub-topic by clicking on it.

- Using the Find function can help you locate information quickly.

Demonstration: User Guide Introduction
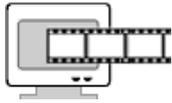
In this part of the course we are going to spend some time becoming familiar with the User Guide (UG). A demonstration has been created to introduce you to the UG and to show you a few navigational tips.

- Open the LEX WEB Demonstrations list

- Play the demonstration titled **User Guide Introduction**.

Now that you know a little about the UG, let's learn more about the Enhanced Verigate system.

What is LEX? The **L**sr (Local Service Request) **EX**change System, or LEX, is an online system used to create and submit LSRs.

Affiliate companies of AT&T offer LEX to Competitive Local Exchange Carriers (CLECs) as an ordering vehicle.

As part of our OSS, LEX works with other systems to:

- Distribute service requests to the necessary business units.

- Coordinate installation and provisioning activities.

- Provide tracking throughout the service order process.

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User Guide Basics, Continued

What is the LSOR?

Next, let's examine the LSOR.

- LEX uses graphical user interface (GUI) windows modeled after the existing LSR forms.

- The LSOR is the Local Service Ordering Requirements. It provides the fields' definitions and usage requirements for the LSR forms.

Use the table below to locate the LSOR:

Regional Handbook	LSOR Location
• **Southwest:** Arkansas, Kansas, Missouri, Oklahoma, Texas • **Midwest:** Illinois, Indiana, Michigan, Ohio, Wisconsin • **West:** California and Nevada • **East:** Connecticut	• https://clec.att.com/clec • CLEC Online • CLEC Handbook (region) • Guides/Tech Pubs • Ordering • LSOR Documentation
• **Southeast:** Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee	• https://clec.att.com/clec • CLEC Online • CLEC Handbook (region) • Guides/Tech Pubs • Ordering • Local Exchange Ordering Guides (LOH) and LSOR (9-State) Documentation

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User Guide Basics, Continued

LSOR – LEX Relationship

One of the objectives of this course is to identify the correlation of LEX windows and window tabs to the Local Service Ordering Requirements (LSOR), which is achieved by way of a walkthrough of either Resale or Unbundled Network Elements (UNE) orders.

- You should already have a working knowledge of Local Service Requests and the LSOR entry/data requirements – ***the LSR forms and LSOR are not taught in this class***.

- You should also have a working knowledge of the Enhanced Verigate pre-ordering system – ***Verigate is not taught in this class***.

The relationships between the Verigate system, LSOR and LEX are:

- LEX follows the LSOR and contains most of the fields shown in the LSOR.

- Some fields are automatically populated by LEX.

- Verigate validates customer address information.

- Some fields in LEX are automatically populated by Verigate.

Continued on next page

User Guide Basics, Continued

System Overview

- LEX is a browser-based application designed for use with the following Operating Systems:

    – Windows® 2000

    – Windows ® XP

- LEX is launched from the AT&T 22-State Web Toolbar.

- LEX is accessible over the Extranet Direct LAN (Local Area Network) or dial-up connection and the Internet.

- LEX has been designed for use with Microsoft Internet Explorer Web Browser with Cipher Strength of 128-bit encryption – available free of charge via the Internet:

    - http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.mspx

- The Web-Browser Plug-In designed to work with Internet Explorer and LEX is:

Sun Java Runtime Environment (JRE) (available free of charge via the AT&T 22-State Web Toolbar at: https://oss.att.com)

Internet Explorer is the only LEX supported browser.

Although other browsers might be used to access LEX, the best, most reliable results are achieved using Internet Explorer.

To ensure you always connect to the most up-to-date LEX software, your Web browser must be set up to check for a new version of a page each time the page is visited.

From the Internet Explorer Menu Bar, select:

- Tools

- Internet Options

- Temporary Internet Files: Settings

- Check for newer versions of stored pages: Every visit to the page

Continued on next page

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User Guide Basics, Continued

User Guide Contents

Now you have a general understanding of LEX, the role of the LSOR and Verigate, and some of the LEX system requirements. Next, you will learn about the contents of the LEX User Guide.

This is a comprehensive user guide, available to assist you in processing Local Service Requests (LSRs) in LEX.

The contents of Volumes I and II are:

- Chapter 1: About This Guide

- Chapter 2: Introduction

- Chapter 3: Getting Started

- Chapter 4: Pre-Order Integration

- Chapter 5: Processing Local Service Requests

- Chapter 6: Bulk Order Processing

- Chapter 7: Data Reports

- Appendix A: Glossary

- Appendix B: Administrator IDs

- Appendix C: CLEC Profile Utility

- Appendix D: LEX NPA Split Conversions

- Appendix E: LEX Forms

Let's move on and examine each of these individually.

Chapter 1: About This Guide

Chapter 1: Overview

Take a moment to review the *Revision History* section, located after the Table of Contents and before Chapter 1, contains a description of all the latest updates that have been made to the LEX User Guide since its last revision.

This part of the material covers Chapter 1: About This Guide in the UG. The sub-headings in this section are:

- Purpose

- Organization

- Conventions Used in This Guide

- Related Information

Each of these topics will be covered individually.

To begin,

- Locate the **About This Guide** content in the UG.

- As each topic is covered in the workbook, locate and review the corresponding content in the About This Guide section of the UG.

Purpose

The LEX User Guide works hand in hand with the LSOR. For information regarding the use and availability of the LEX forms and their corresponding fields, consult the most current AT&T Local Service Order Requirements (LSOR) for the business requirements.

Review the Purpose information in the UG.

Organization

Go to the **"Organization"** section.

As we have already seen the UG content is set up in chapter and appendix format. There is also an index at the end of the guide to help locate information that might be difficult to find.

Review the Organization information in the UG.

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Chapter 1: About This Guide, Continued

Conventions Used in This Guide

Locate the **"Conventions Used in This Guide"** section.

This user guide is intended to provide the information that you need to effectively submit LSRs using the LEX system. Information is presented in an easy-to-read format using predefined information types—such as steps, notes, and warnings—and conventions designed to clarify meaning and foster understanding.

Review the Conventions Used in This Guide information in the UG.

Related Information

Now read the **"Related Information"** section.

Use the following guidelines for any questions you have:

- Direct questions about specific order requests to the Local Service Center (LSC).

- Direct all CLEC inquiries involving ordering activity, system navigation, and business rules via LEX to the Mechanized Customer Production Support Center (MCPSC) at 877-681-2271. When calling, select Option 2. Then, on the ACD menu choose the region in which you are doing business.

- All system questions (e.g., access trouble or user ID and passwords) should be directed to the IS Call Center at 314-235-7225.

- Questions can also be directed to your Account Manager and OSS Support Manager.

Additional resources can be found on CLEC Online at https://clec.att.com/clec.

Review the Related Information in the UG.

Chapter 1: About This Guide, Continued

Quiz Q&A   Refer to the UG to answer the following questions. Note the page number of
the answer location.

1. • **Topic:** Purpose

   • **Page:** _____

   • **Question:** What should you consult for business rules associated with
   using LEX?

   • **Answer:** _____

2. • **Topic:** Organization

   • **Page:** _____

   • **Question:** Where would you find information about the Bulk Order
   process for the AT&T Southeast Region?

   • **Answer:** _____

3. • **Topic:** Conventions Used in This Guide

   • **Page:** _____

   • **Question:** Page number 3.18 indicates what?

   • **Answer:** _____

4. • **Topic:** Related Information

   • **Page:** _____

   • **Question:** Where can you locate the most current information about
   business rules and changes to LEX and other AT&T OSS applications?

   • **Answer:** _____

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User Guide Basics, Continued

Quiz Debrief Answers to the Chapter 1 Quiz Q&A are located in the Answer Key at the end of this material.

While taking the quiz, you may have discovered that there are different ways to locate information in the UG. Use any method you prefer to make your searches easier and faster.

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Chapter 2: Introduction

Chapter 2: Introduction

This chapter provides general information about LEX and the system environment. It describes the following:

- Overview

- System Requirements

- Connecting to LEX

- System Availability and Support

- Graphical User Interface (GUI) Tips

- Browser Tips

- LEX Online Help

Review the UG to see what it says about them.

- Open **Volume I Chapter 2** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

- Start by reviewing the **Overview** section.

- Keep the UG open as you will refer to it throughout this Introduction material.

Chapter 2: Introduction, Continued

Overview

Locate the **"Overview"** section.

This section provides general information about LEX and the system environment.

Review the Overview information in the UG.

System Requirements

Now find the **"System Requirements and Software Requirements"** sections.

This section provides further details of the software and hardware requirements.

Review the System Requirements information in the UG.

Connecting to LEX

Next, locate the **"Connecting to LEX"** section.

A CLEC User ID Request Form must be completed before you can access LEX.

The request form is obtained from your Account Manager.

Access Methods:

− The Remote Access Facility (RAF). URL: https://ossraf.att.com
− The Internet. URL: https://oss.att.com

Review the Connecting to LEX information in the UG.

Chapter 2: Introduction, Continued

System Availability and Support

Locate the **"System Availability and Support"** sections.

The hours of operation and numbers to call for:

LEX access hours

- **IS Call Center**

  – Provides assistance in answering questions involving expired passwords, application and network problems, etc.

- **Mechanized Customer Production Support Center**

  – Provides assistance regarding ordering activity, system navigation, and business rules.

- **Customer Care Center**

  – Helps with order problems by providing the LSOR requirements for your customer and network interconnection orders.

  – Provides assistance with ordering and billing issues related to resold services, UNEs, and facilities for interconnection.

Note:

Mechanized Customer Production Support Center hours are 8:00 a.m. – 5:30 p.m. (CT) M–F only. Hours may vary due to holiday and other OSS availability issues. See "Holiday and other OSS availability" in Chapter 2 of the User Guide for more details.

Review the System Availability and Support information in the UG.

Graphical User Interface Tips

Next move to the **"Graphical User Interface Tips"** sections.

LEX, like other Web-based applications, is built upon the principles of Windows and GUI systems.

This User Guide assumes you have some familiarity with Microsoft® Windows® environments, as well as the Internet.

This section of the guide reviews some basic principles.

Review the Graphical User Interface Tips information in the UG.

Continued on next page

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Chapter 2: Introduction, Continued

Browser Tips

Locate and read the **"Browser Tips"** section.

Pay particular attention to the following key points:

- Browser compatibility
- Communication errors
- Checking for newer versions of stored pages
- Display settings
- Configuring Internet Explorer Pop-up Blocker

Review the Browser Tips information in the UG.

LEX Online Help

Now find the **"LEX Online Help"** section.

Review the three levels of online help:

- Help Topics
    – Provides instructions, definitions, and general LEX information.
- Field-level help
    – Describes all fields.
- Micro-level help
    – Displays the full field name in the LEX Desktop status bar along with the field's data characteristics and usage.

Review the Read Me file

- Recaps the most significant changes included in the release.

Review the LEX Online Help information in the UG.

Continued on next page

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Chapter 2: Introduction, Continued

Quiz Q&A   Refer to the UG to answer the following questions. Note the page number of the answer location. Check your answers using the Answer Key found at the end of this material.

1. • **Topic:** Overview

    • **Page:** _____

    • **Question:** What types of services can a CLEC order using LEX?

    • **Answer:** _____

2. • **Topic:** System Requirements

    • **Page:** _____

    • **Question:** How much available space do you need to have on your hard drive to run LEX?

    • **Answer:** _____

3. • **Topic:** Connecting to LEX

    • **Page:** _____

    • **Question:** Where is the completed and signed 22-State CLEC Profile form sent?

    • **Answer:** _____

4. • **Topic:** System Availability and Support

    • **Page:** _____

    • **Question:** What is the phone number for the IS Call Center?

    • **Answer:** _____

5. • **Topic:** Graphical User Interface Tips

    • **Page:** _____

    • **Question:** Is the correct year format for LEX 2 or 4 digits?

    • **Answer:** _____

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Chapter 2: Introduction, Continued

6.
- **Topic:** Browser Tips

- **Page:** _____

- **Question:** LEX has been designed for use with what browser?

- **Answer:** _____

7.
- **Topic:** LEX Online Help

- **Page:** _____

- **Question:** What are the three levels of online help in LEX?

- **Answer:** _____

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Chapter 3: Getting Started

Chapter 3: Getting Started

This chapter provides a comprehensive overview of the LEX GUI including the following:

- Accessing LEX

- LEX Desktop

- Menus

- Icon Bar

- LSR Header

- LSR Tree

- LSR Workspace

Review the UG to see what it says about them.

- Open **Volume I Chapter 3** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

- Start by reviewing the **Accessing LEX** section.

- Keep the UG open as you will refer to it throughout this Getting Started material.

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Chapter 3: Getting Started, Continued

Accessing LEX   Locate the **"Accessing LEX"** section of the UG.

The sub-headings in this section are:

- Toolbar on the Web

- Launching LEX

- LEX application time-out

- Exiting LEX

Each of these topics will be covered individually.

To begin,

- Locate the **Toolbar on the Web** content in the UG.

As each topic is covered in the workbook, locate and review the corresponding content in the Accessing LEX section of the UG.

Toolbar on the Web

As you learned earlier, LEX is accessed through the Toolbar application.

First, you must establish an account with your Account Manager and obtain user IDs.

Then you can install Toolbar application and the icon on your desktop.

Review the Toolbar on the Web information in the UG.

Chapter 3: Getting Started, Continued

Launching LEX

Now locate the **"Launching LEX"** section.

Log on to LEX by completing the following steps:

Step	Action
1	Access Internet Explorer.
2	Type URL address: https://oss.att.com
3	Click on message on right-hand side of the screen (If you have logged on to Toolbar before….).
4	Log on to Toolbar with **USER ID** and **PASSWORD**.
5	Click the LEX button on the Toolbar.

Review the Launching LEX information in the UG.

LEX application Time-out

Next let's move to the **"LEX Application Time-Out"** section.

Regularly save your work, as unsaved changes are lost when LEX times out.

If LEX is open but inactive for more than two hours, it automatically times out and logs you out.

Review the LEX Application Time-out information in the UG.

Exiting LEX

Now find the **"Exiting LEX"** section.

Review the steps to log off as presented in the User Guide. Never log off LEX by using the close (X) button in the upper right corner of the LEX browser window. Exiting in this fashion prevents LEX from checking for unsaved data, which could result in the loss of data.

Chapter 3: Getting Started, Continued

**Demonstration:
LEX Log on
and Exit**
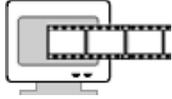
A demonstration has been created that shows you how to log into and exit LEX.

- Open the LEX WEB Demonstrations list.

- Play the **LEX Logon** demonstration.

Continued on next page

Chapter 3: Getting Started, Continued

LEX Desktop

Locate the **"LEX Desktop"** section in the UG.

The LEX desktop opens as a window in your Internet browser software.

At the top of the window, there is a title bar displaying the name of the application.

There are six work areas:

- Menus

- Icon Bar

- LSR Header

- LSR Tree

- LSR Tree Navigation Buttons

- LSR Workspace

Review the UG to see what it says about them.

- Open **Volume I Chapter 3** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

- Start by reviewing the **Menus** sub-topic in the LEX Desktop section.

Keep the UG open as you will refer to it throughout this LEX Desktop material.

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Chapter 3: Getting Started, Continued

Menus

The pull-down menus **File**, **View**, **Actions**, **Data Reports**, and **Help*** allow you to create and save documents, view and edit them, and perform various ordering and desktop activities. For more information about menu options, see the next section, *Menus*.

* Help is updated on all levels for changes being made with each version release.

Icon Bar

The icon bar provides shortcut buttons to most menu options. See the section *Icon Bar* in this chapter for more details.

LSR Header

In the LSR Header, you'll find general information about the selected LSR—its status, PON, version, user ID, last activity date and time, end user name, service type, and activity type. For more information about the Header content, see *LSR Header* later in this chapter.

LSR Tree

The LSR Tree shows the various forms and sections that make up the selected LSR. You use the Tree to navigate these areas as you create and modify the LSR. For more information, see *LSR Tree* in this chapter.

LSR Tree Navigation Buttons

Use these buttons to add, copy, delete, and navigate among forms and sections associated with line numbers (such as LNUMs, HNUMs, and DLNUMs). For more information about line numbers, see *Line number navigation* in the *LSR Tree* section of this chapter.

LSR Workspace

The LSR Workspace displays the form or section you select in the LSR Tree. The Workspace is the primary work area where you enter LSR data. For details, see *LSR Workspace* in this chapter.

Chapter 3: Getting Started, Continued

Menus

Locate the "Menus" section in the UG.

At the top of the LEX Desktop are the pull-down menus File, View, Actions, Data Reports, and Help. These menus allow you to create and save LSRs, view them, generate reports, and perform various desktop functions.

LEX - Microsoft Internet Explorer

File   View   Actions   Data Reports   Help

To view menu options, click a menu's name. The menu opens, showing its contents. With this menu open, you can move your cursor left and right over the other menus to view their options without having to click them. The last menu you open remains open until you close it. To close a menu, click it a second time, or click anywhere else on the menu bar.

The menu options are:

- File

- View

- Actions

- Data Reports

- Help

Review the UG to see what it says about them.

- Open Volume I Chapter 3 of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

- Start by reviewing the Menus section.

Keep the UG open as you will refer to it throughout this Menus material.

Continued on next page

Chapter 3: Getting Started, Continued

Data Reports

Let's take a closer look at the **"Data Reports"** section and the **"Current Notifications"** menu bar selection.

There are various notification messages that LEX receives from downstream OSSs.

The following response screens will appear as branch entries on the LSR Tree:

- **FOCs Received:** Once an issued LSR has passed edits, is distributed to the ordering system, and a due date is assigned, LEX receives a status of Firm Order Confirmation (FOC). You can continue to receive additional FOC notifications from the OSS while an LSR version is in FOC status. Details about an FOC notification are located in the Provider Initiative Activity tab of the LSR Workspace.

- **SOCs Received:** LEX receives a status of Complete (SOC) when the work associated with an LSR is complete.

- **Jeopardies Received:** If the service appointment of an LSR that had a Firm Order Confirmation (FOC) is jeopardized, the downstream OSS will send LEX a Jeopardy notification.

- **Errors/Rejects Received:** When the AT&T downstream systems identify errors/rejects on an issued LSR, they return the errors/rejects to LEX. These errors/rejects must be corrected prior to re-issuing the LSR.

- **Post to Bills Received:** When the service order numbers of an LSR have been posted to the billing system, the downstream OSS will send LEX a Post to Bill notification.

  – In the Southeast region, this is known as **Billing Completion Notice**.

- **Pending Order Status-(POS):** Status of a Pending Order is sent. (Southeast Region Only)

Continued on next page

Chapter 3: Getting Started, Continued

Icon Bar

Locate the **"Icon Bar"** section in the UG.

These buttons are shortcuts to the menu options.

As youmove your cursor over each button a tool tip will appear identifying the name of the button's menu option. The buttons are grouped by the menus on which their options are located.

File:
New, Save LSR, Bulk Ordering, Print, Exit

View:
Search, Inbox, Refresh, Change Region

Actions:
Issue, Copy LSR, Edit LSR, Close Edit, Supplement, Clear Optional Forms, Delete LSR, Process Errors

Data Reports:
There are no Icon Bar buttons for Data Reports

Help:
LEX Tip*s*, Help*

* Help is updated on all levels for changes being made with each version release.
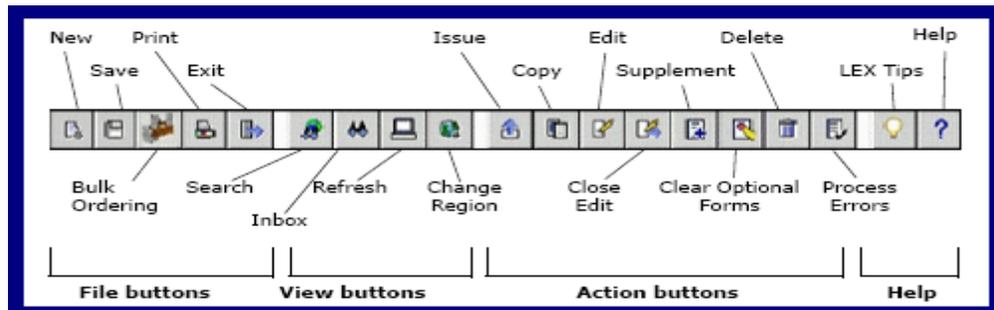
Chapter 3: Getting Started, Continued

LSR Header

Locate the **"LSR Header"** section in the UG.

The LSR header provides details about the LSR.

The header fields are:

- Status

- PON

- VER (Version)

- User ID

- Last Activity D/T

- End User Name

- Service Type

- Activity Type

AT&T Southwest Region							
Status	PON	VER	User ID	Last Activity D/T	End User Name	Service Type	Activity Type

Review the UG to see what it says about them.

- Open Volume I Chapter 3 of the UG.

- Locate the LSR Header section.

- Read the information for all of the sub-topics listed above.

Start by reviewing the Menus section.

Chapter 3: Getting Started, Continued

LSR Tree

Locate the **"LSR Tree"** section in the UG.

The LSR Tree is made up of:

- Folders

- Sections

- Forms

The LSR Tree contains the same information as the LSOR.

For 13-State Region

When a new LSR is created, LEX will require an entry in the "PON" box first. Next, you will select the appropriate "Service Type" from the drop-down menu. Once the service type has been selected, a new box will populate and the user will select the "Activity Type" from the drop-down menu and then click OK. Based on this information, LEX builds the contents of the LSR Tree.

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Chapter 3: Getting Started, Continued

LSR Tree
(continued)

For 9-State Southeast Region

With the selection of the PON, Service Type, and Activity Type, the remainder of the fields will become active, and based upon the combination of the two above types, will need to be completed.

- Company Code – drop-down field that contains all of the company codes for that particular userid.

- Type of Service – the TOS values for the Service Type selected will be displayed.

- AREA – drop-down field that contains all of the states within the AT&T Southeast Region.

- Migration Indicator – drop-down field that is contingent upon the selection made in the Service Type.

- Loop Type – drop-down field that is contingent upon the selection made in the Service Type (applicable for Requisition Type A and B).

- Telephone Account Number – editable field for a telephone number to be entered.

At this time you will need to access the LSOR. Review the information in Section 6, Local Service Request (LSR).

All information required for administrative, billing, and contact details is provided in the various fields contained within the LSR Form.

Note the following key sections:

- Forms

- Sections

- Tabs

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Chapter 3: Getting Started, Continued

LSR Workspace

Locate the **"LSR Workspace"** section in the UG.

The Workspace is used to enter LSR information.

To display a form in the Workspace area, click on a form from the LSR tree.

In the UG review the format of the table in detail:

- Forms

- Sections

- Tabs in each form or section

Review the LSR Workspace information in the UG.

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Chapter 3: Getting Started, Continued

Quiz Q&A   Refer to the UG to answer the following questions. Note the page number of the answer location. Check your answers using the Answer Key found at the end of this material.

1.
- **Topic:** Accessing LEX

- **Page:** _____

- **Question:** What do you call the automatic LEX log off after an extended period of inactivity?

- **Answer:** _____

2.
- **Topic:** LEX Desktop

- **Page:** _____

- **Question:** Where can you find shortcuts to most menu options?

- **Answer:** _____

3.
- **Topic:** Menus

- **Page:** _____

- **Question:** Where are LEX Tips located?

- **Answer:** _____

4.
- **Topic:** Icon Bar

- **Page:** _____

- **Question:** How are icon buttons grouped?

- **Answer:** _____

5.
- **Topic:** LSR Header

- **Page:** _____

- **Question:** What field identifies the CLEC's unique purchase order number?

- **Answer:** _____

Chapter 3: Getting Started, Continued

6. • **Topic:** LSR Tree

   • **Page:** _____

   • **Question:** What is a line number?

   • **Answer:** _____

7. • **Topic:** LSR Workspace

   • **Page:** _____

   • **Question:** How do you display a form in the LSR Workspace?

   • **Answer:** _____

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Chapter 4: Pre-order Integeration

Chapter 4: Pre-order Integration

This chapter provides an overview of the Verigate system and its relationship to LEX including the following:

- Overview

- Address Validation

- TN Reservation

- PIC/LPIC

- Features

- View CSR

- Due Date Calculation

We will examine each of these topics individually.

- Open **Volume I Chapter 4** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

- Start by reviewing the **Overview** section.

- Keep the UG open as you will refer to it throughout this Pre-order Integration material.

Overview

Pre-Order Integration is the linking of the Verigate address validation system (*training for Verigate is a separate course*) with LEX. Information populated and validated in the Verigate system is shared with LEX. This allows automatic population of fields in LEX that previously had to be manually entered by the user. This chapter provides information relevant to the Pre-Order functionality available in LEX.

Continued on next page

Chapter 4: Pre-order Integeration, Continued

Address Validation

Locate the **"Address Validation"** section in the UG.

This section provides further details of the address validation process.

Take some time to look over the examples.

Note: If the examples are difficult to read remember that you can increase the size of the display in the LEX User Guide.
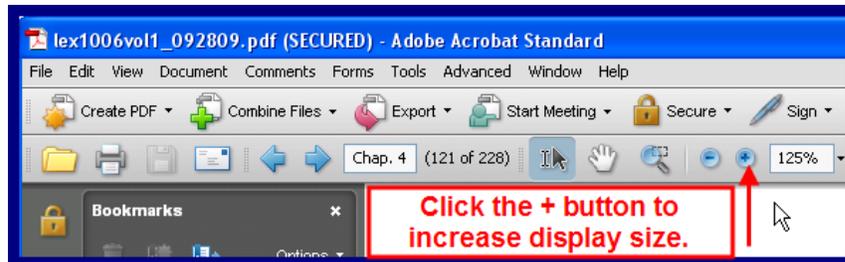
Review the Address Validation information in the UG.

Demonstration: Address Validation
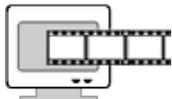
A demonstration has been created that shows you how to use Verigate to validate an address.

- Open the LEX WEB Demonstrations list.

- Play the **Address Validation** demonstration.

Chapter 4: Pre-order Integeration, Continued

TN Reservation

Locate the **"TN Reservation"** section in the UG.

The TN Reservation link requires that first an address validation must be done.

The TN Reservation link (or Select TN) is accessed from the product form.

Reserve TN process:

- Verigate will display the following links:
    - TN Inquiry – Random
    - TN Inquiry – Specified

The "Submit to LEX" button populates the reserved TNs in the appropriate LEX TN field on the LNUM(s) fields.

Read the TN Reservation information in the UG.

Demonstration: TN Reservation
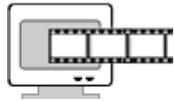
A demonstration has been created that shows you how to use Verigate to request and reserve a telephone number.

- Open the LEX WEB Demonstrations list.

- Play the **TN Reservation** demonstration.

Chapter 4: Pre-order Integeration, Continued

PIC/LPIC

Locate the **"PIC/LPIC"** section in the UG.

Like the TN Reservation link, the PIC/LPIC link requires that first an address validation must be done.

The PIC/LPIC link is accessed from the product form.

Read the PIC/LPIC information in the UG.

Features

Locate the **"Features"** section in the UG.

The Select Features link requires that first an address validation must be done.

The Select Features link is accessed from the product form.

Select Features process:

- Checkboxes will be displayed next to each row of data in the Features Detail table.

- User may select as many of the boxes as desired.

The "Submit to LEX" button populates the selected features on the service product form for each LNUM.

Read the Features information in the UG.

Demonstration: PIC/LPIC and Features
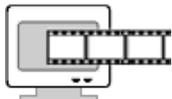
A demonstration has been created that shows you how to complete the PIC/LPIC and Features selections.

- Open the LEX WEB Demonstrations list.

- Play the **PIC Features** demonstration.

Chapter 4: Pre-order Integeration, Continued

View CSR

Locate the **"View CSR"** section in the UG.

The View CSR link is located on the End User form.

- For AT&T 13-State Regions, the CSR will be retrieved based upon the main Telephone Number from the LSR.

- For the AT&T Southeast Region, the CSR will be retrieved based upon the Telephone Number entered in the Create LSR screen and/or either the ATN or AN.

Verigate will display the same Letter of Authorization (LOA) field that appears on the existing CSI input screen.

If you click on the "Yes" radio button, run the CSR transaction using the TN passed to Verigate from LEX. Verigate will not have to pass any of the CSR data to LEX.

- For AT&T 13-State Regions, run the 13-State "Both CSI Plus Listings" CSI transaction.

- For the AT&T Southeast Region, run the Southeast "Unparsed CSR by ATN" transaction.

Read the View CSR information in the UG.

Chapter 4: Pre-order Integeration, Continued

Due Date Calculation

Locate the **"Due Date Calculation"** section in the UG.

The Due Date Calculation link is located on the LSR Admin form and is only applicable for the AT&T 13-State Regions.

The Due Date Calculation link is accessed from the LSR Admin form.

For AT&T Southeast Region users, this hyperlink will allow the user to view the tentative due date (Pre-FOC information) when LSR is in Processed status.

Read the View CSR information in the UG.

Conclusion

This chapter provided an overview of the Enhanced Verigate system. For additional or more detailed information there is a separate training course available for the Enhanced Verigate system. There is also a separate User Guide available in the CLEC Handbook for Verigate.

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Chapter 4: Pre-Order Integration, Continued

Quiz Q&A   Refer to the UG to answer the following questions. Note the page number of the answer location. Check your answers using the Answer Key found at the end of this material.

1.
- **Topic:** Overview
- **Page:** _____
- **Question:** How are Verigate Pre-order inquiries launched?
- **Answer:** _____

2.
- **Topic:** Address Validation
- **Page:** _____
- **Question:** What links are available for address validation?
- **Answer:** _____

3.
- **Topic:** TN Reservation
- **Page:** _____
- **Question:** What are the two types of TN inquiries?
- **Answer:** _____

4.
- **Topic:** PIC/LPIC
- **Page:** _____
- **Question:** What is used to send the PIC/LPIC value to LEX?
- **Answer:** _____

5.
- **Topic:** Features
- **Page:** _____
- **Question:** How many features can be selected on the Feature Detail table at a time?
- **Answer:** _____

Chapter 4: Pre-Order Integration, Continued

6.
- **Topic:** View CSR

- **Page:** _____

- **Question:** What is required to view CSR data?

- **Answer:** _____

7.
- **Topic:** Due Date Calculation

- **Page:** _____

- **Question:** For which region is the Due Date Calculation link applicable?

- **Answer:** _____

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Chapter 5: Processing LSRs

Chapter 5: Processing LSRs

Now you have an understanding of the LEX GUI. Next, you will learn about processing LSRs.

This chapter contains the step-by-step task-based instructions to perform the following functions in LEX:

- New LSRs

- Editing LSRs

- Saving LSRs

- Using LEX's Search Option

- Viewing LSRs

- Copying LSRs

- Template LSRs

- Clearing Optional Forms

- Deleting LSRs

- Issuing LSRs

- Supplementing LSRs

- Processing LSR Errors

- Printing LSRs

- Changing Regions of Operation

- Managing Provider Notifications (AT&T 13-State Only)

- Viewing LEX Tips

- Miscellaneous Processing LSRs (AT&T Southeast Region)

As we examine each of these topics individually:

- Open **Volume I Chapter 5** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

- Start by reviewing the **New LSRs** section.

- Keep the UG open as you will refer to it throughout this Processing LSRs material.

Chapter 5: Processing LSRs, Continued

New LSRs

Locate the **"New LSRs"** section in the UG.

This section provides the detailed steps to follow to create a new LSR.

Enhanced Verigate (Verification Gateway) is another application on the Toolbar.

Enhanced Verigate is used in conjunction with LEX to:

- Obtain pre-ordering information
- View existing service records
- Verify address information
- Reserve telephone numbers

There is a separate OSS class for Enhanced Verigate available. Refer to your Account Manager for additional information.

Review the New LSRs information in the UG.

New LSR – 13 State Region

The following steps are used to create a New LSR in the AT&T 13-State Region:

- Select **File** > **New LSR**
- Type in the **PON** (Purchase Order Number)
- Select the **Service Type** from the drop-down box
- Select an **Activity Type** from the drop-down box (if necessary)
- Click **OK**

Demonstration: Creating New LSR-13 State
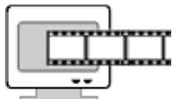
A demonstration has been created that shows you how to create a New LSR in the AT&T 13-State Region.

- Open the LEX WEB Demonstrations list.
- Play the **Creating New LSR-13 State** demonstration.

Chapter 5: Processing LSRs, Continued

New LSR – 9 In the 9-State (Southeast) Region there are some additional fields required to
State Region create a New LSR.

With the selection of the PON, Service Type, and Activity Type, the
remainder of the fields will become active, and based upon the combination
of the two above types, will need to be completed.

- Company Code – drop-down field that contains all of the company codes
  for that particular userid.

- Type of Service – the TOS values for the Service Type selected will be
  displayed.

- AREA – drop-down field that contains all of the states within the AT&T
  Southeast Region.

- Migration Indicator – drop-down field that is contingent upon the
  selection made in the Service Type.

- Loop Type – drop-down field that is contingent upon the selection made
  in the Service Type (applicable for Requisition Type A and B).

- Telephone Account Number – editable field for a telephone number to be
  entered.

Click the OK button once the appropriate fields are complete.

Use the following table to locate additional information in the LSOR on the
contents of the LSR Tree in the LEX User Guide.

LSR Tree	Related LSOR Section
Local Service Request	Section 6: Local Service Request
End User	Section 8: End User
Resale	Section 13: Resale Service

Demonstration: A demonstration has been created that shows you how to create a New LSR
Creating New in the AT&T 9-State Region.
LSR-9 State

- Open the LEX WEB Demonstrations list.

- Play the **Creating New LSR-9 State** demonstration.

Chapter 5: Processing LSRs, Continued

Editing LSRs   Locate the **"Editing LSRs"** section in the UG.

Now you know how to process a new LSR. Next, you will learn how to edit an existing LSR.

The sub-headings in this section are:

- Editing an LSR

- Edit shortcut menus

- Copying text from one field and pasting it in another

- Cutting text from one field and pasting it in another

- Closing edit mode

Each of these topics will be covered individually.

To begin,

- Locate the **Editing an LSR** content in the UG.

- As each sub-topic is covered in the workbook, locate and review the corresponding content in the Editing LSRs section of the UG.

Editing an LSR   When you select an LSR, it's opened for viewing only, making the information unavailable for change.

To make changes, you must place the LSR in edit mode by selecting the **Edit LSR** option from the **Actions** menu. This locks the LSR for your exclusive use.

Other users can only view the LSR while you have it locked in edit mode. They cannot change it.

When you're finished making changes, you need to close edit mode to release the LSR, allowing other users to change it if necessary.

Continued on next page

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Chapter 5: Processing LSRs, Continued

Edit Shortcut Menu

Locate the **"Edit Shortcut Menu"** section in the UG.

LEX allows you to select, copy, or cut and paste field information from one field to another using the shortcut menus.

This is very helpful when using the Enhanced Verigate system and you want to copy existing service and address information.

Before making changes be sure the EDIT Mode is activated.

Review the Edit Shortcut Menu information in the UG.

Copying Text

Locate the **"Copying text from one field and pasting it in another"** section in the UG.

You may copy data from field to field within LEX or from fields outside LEX (e.g., Verigate) to LEX. Be certain the fields represent the same information.

Read the Copying text information in the UG.

Cutting Text

Locate the **"Cutting text from one field and pasting it in another"** section in the UG.

In LEX, you may remove data from one field to paste into a different field by cutting the data. Use this feature only when you want to move data between fields.

Review the Cutting text information in the UG.

Continued on next page

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Chapter 5: Processing LSRs, Continued

Copying Text to Another Application

Locate the **"Copying text from one application to another"** section in the UG.

Like LEX, the AT&T Verigate system is an AT&T OSS.   It is used for pre-ordering activities.

Using Verigate, you can view existing service records, verify address information, or reserve a telephone number, for example.

Using LEX's edit features, you can copy existing service and address information from the Verigate system and paste it into the appropriate fields in LEX.

Review the Copying text from one application to another information in the UG.

Closing Edit Mode

Locate the **"Closing Edit Mode"** section in the UG.

Only one user at a time can edit an LSR. This means that when you have an LSR in edit mode, other users can only view it. They cannot make changes to it. For this reason, you need to close edit mode when you're finished making changes. By closing edit mode, you release the lock on the LSR so that another user can edit it, and you're returned to view-only mode.

Review the Closing Edit Mode information in the UG.

Chapter 5: Processing LSRs, Continued

Saving LSRs

Locate the **"Saving LSRs"** section in the UG.

You should regularly save your work.

LEX reminds you to save your work when in an Edit mode.

Read the Saving LSRs information in the UG.

Using LEX's Search Option

Locate the **"Using LEX's Search Option"** section in the UG.

The Search option allows you to use a specific set of criteria to search for LSRs throughout your company. You can search by the following:

Basic Search Options	Advanced Search Options
Status	SPEC
PON	BAN1
User ID	BAN2
Last Activity Date (from/to)	CKR
End User Name	ECCKT
Service Type	Order Number
Activity Type	ATN
SC AREA (For 9-State Southeast region)	
TN Selection	
TN	

Chapter 5: Processing LSRs, Continued

Using LEX's Search Option (cont.)

After entering the search criteria, the results are displayed in the Search window.

Once you've completed an LSR search, you can save and/or print the search results.

The Search Results window allows the flexibility to search by FIRST, PREV, NEXT, and LAST buttons. In addition, a page navigation function is included.

All PONs with a Last Activity Date/Time greater than two years old are automatically removed from the LEX database during regular monthly maintenance. Removed PONs will not be located by LSR searches.

Read the Using LEX's Search Option information in the UG.

Viewing LSRs

Locate the **"Viewing LSRs"** section in the UG.

To view a list of LSRs and the details of an LSR:

- Select View from the Menu Bar

- Select Inbox.

The Search Results window displays a list of the LSRs with their User ID.

To view the details of an LSR, point to the PON (it's underscored) and click.

Once the search results are viewed, select the Exit tab.

To view status information for another user (within your company):

- Select View from the Menu Bar.

- Select Search.

- Type the User ID of the other user.

- Click the Search button.

A list of LSRs for the User ID that was entered will be displayed in the Search Results window.

Once the search results are viewed, select the Exit tab.

Chapter 5: Processing LSRs, Continued

Demonstration:
Viewing and
Searching LSRs
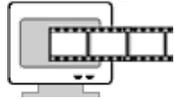
A demonstration has been created that shows you how to view and search for LSRs.

- Open the LEX WEB Demonstrations list.

- Play the **View Search LSRs** demonstration.

Viewing LSRs
(cont.)

The View, View Errors option provides a list of errors associated with an LSR. When you issue an LSR and required data is missing, or after an LSR has been issued and a downstream system determines it contains errors, you can actually view the list of errors. More about this coming up in the **Processing LSR Errors** section in this chapter.

The View, Refresh option is used to provide updates that may have been added to the LSR by other users or by receipt notifications (i.e., Error Notification Branch on the LSR tree) from downstream OSSs since it was last opened. (Note: Refresh is only available for LSRs not in edit mode.)

The View, Change Region option is used to switch among AT&T regions of operation during a work session. The active region displays in the LSR Header of the LEX Desktop.

The Provider Notification allows users with Administrator IDs to view all provider notifications received. The Provider Notifications option generates a list of notifications that can be printed. From this list, Administrators can delete provider notifications that are no longer needed. More information regarding Provider Notifications follows in this chapter. (This does not apply to the 9-State Southeast Region.)

Read the Viewing LSRs information in the UG.

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Chapter 5: Processing LSRs, Continued

Copying LSRs

Locate the **"Copying LSRs"** section in the UG.

The copy option allows you to create a copy of another LSR or an LSR template.

This option is helpful when you have LSRs for multiple customers who, with few exceptions, have identical information.

A copied LSR is in edit mode and the fields contain the same information as the original LSR.

Note:

DDD, DDO, DFDT, and Date/Time Sent fields are specific to each LSR. LEX will not copy these fields and will leave them blank so you can enter the correct information.

Read the Copying LSRs information in the UG.

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Chapter 5: Processing LSRs, Continued

Template LSRs

Locate the **"Template LSRs"** section in the UG.

This option allows you to create LSR templates from which other LSRs can be copied.

To create a Template LSR:

- Select Actions from the Menu Bar.

- Copy LSR. A dialog box appears.

- Select the Copy Template check box.

- Enter the Template name in the PON.

- Select OK.

The newly created template should be displayed in the LSR Header.

Once a template is created, it must be copied before it can be used to create an LSR.

Clearing Optional Forms

Locate the **"Clearing Optional Forms"** section in the LEX User Guide.

This option allows you to **clear all data** from one or more optional forms based on the Service Type and Activity Type of the selected LSR.

This option is only enabled for LSRs that have:

- A status of New

- Never been issued

- A supplement code 3

- Been created as a result of processing errors

To clear optional forms:

- Select Actions from the Menu Bar.

- Select Clear Optional Forms. A dialog box appears.

- Select All to clear all the available optional forms.

- Select OK.

Read the Clearing Optional Forms information in the UG.

Chapter 5: Processing LSRs, Continued

Deleting vs. Canceling LSRs

Locate the **"Deleting LSRs"** section in the UG.

LSRs not awaiting notification or confirmation from our OSSs can be deleted.

LSRs awaiting response from our OSSs cannot be deleted. They must be canceled using the Supplement option.

The table below displays a list of LSR statuses for Deleted and Canceled activities.

LSRs with the following statuses must be **DELETED**:	LSRs with the following statuses must be **CANCELED**:
NEW WORKED COMPLETE POST TO BILL BILLING COMPLETION NOTICE FATAL ERROR SUPER FATAL SUPPLEMENT CANCEL FOC AT&T CANCEL TEMPLATE	ISSUED PROCESSED JEOPARDY FOC

Review the Deleting LSRs information in the UG.

Demonstration: Deleting An LSR
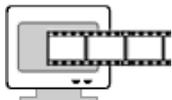
A demonstration has been created that shows you how to delete an LSR in LEX.

- Open the LEX WEB Demonstrations list.

- Play the **Deleting An LSR** demonstration.

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Chapter 5: Processing LSRs, Continued

Issuing LSRs   Locate the **"Issuing LSRs"** section in the UG.

This option allows you to issue an LSR.

To Issue an LSR:

- Select Actions from the Menu Bar.

- Select Issue LSR.

- Select the OK button.

- A confirmation dialog box is displayed; select OK.

If data is missing from any of the required forms and fields, LEX will display a message. Note: required fields (in green) are only those fields required across all Request Types. The LSOR must be checked for required fields for specific request types.

If data is missing, review the Missing Required Fields/Forms List. (See Step 6 in the LEX User Guide.) This list identifies the fields that must be completed before the LSR can be successfully issued.

The Missing Required Fields/Forms list can be kept open for reference while editing the LSR.

There may be times when you attempt to issue an LSR, but the LSR is unavailable for issuing. There are two possible causes:

1. When you are working with an LSR, the system automatically locks it, preventing other workers from accessing it. If you choose an LSR that is locked you will not be able to issue it. You will receive a message indicating that another user is working with that LSR.

2. You may not be able to issue the LSR because it's been deleted from the system by another user. The system will notify you of this by displaying the message that no further action can be taken.

If an LSR remains in Pending status for more than 15 to 20 minutes, contact the IS Call Center.

An LSR may pass initial edits and be rejected by an LSC representative later in the process. An LSR such as this will receive a manual rejection rather than a mechanized rejection and will be returned to LEX with a status of Fatal Error.

Review the Issuing LSRs information in the UG.

Chapter 5: Processing LSRs, Continued

Supplementing LSRs

Locate the **"Supplementing LSRs"** section in the UG.

This feature allows you to make changes to a previously issued LSR.

This action can only be performed on LSRs with the status of:

- Issued*

- Processed

- Jeopardy

- FOC

*Note: If an LSR is supplemented while in "Issued" status, the action will more than likely fail. LSRs are passed directly to LASR after they are issued and since LASR responds almost immediately, the status of the LSR will be changed to Processed, Fatal Error, or Super Fatal Error.

Supplement types:

Supplement Type	13-State	9-State
Canceled LSRs**	SUP Type 1	SUP Type 1
Changed DDD, DDDO, APPTIME DDD, RESID	SUP Type 2	SUP Type 4
Other Modifications	SUP Type 3	SUP Type 5

** There is a standard method for handling LSRs with multiple versions when a Supplement Type 1 is initiated:

- If an "FOC" str. is returned, LEX will set the current version of the LSR to "Cancel FOC" status:

  - All versions of the LSR will be visible to the user and not deleted.

  - The user will have the option of (1) leaving them as is, or (2) performing a Delete.

Continued on next page

Chapter 5: Processing LSRs, Continued

Supplementing LSRs (cont.)

** Continued:

- If an "Error" is returned, LEX will set the current version of the LSR to "Error" status:

    – All versions of the LSR will be visible to the user and not deleted.

    – The user will have the option of (1) performing "Process Errors" on the current version, or (2) deleting the current version of the LSR in "Error" status.

    – If Option 2 is selected, the previous version becomes the current version with the previous status.

    – In the 9-State Southeast Region, the version will remain "00" until the LSR is error free.

Detailed steps are provided in this section of the LEX User Guide for:

- Modifying an issued LSR

- Changing the desired due dates

- Canceling an LSR

Read the Issuing LSRs information in the UG.

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Chapter 5: Processing LSRs, Continued

Processing LSR Errors	Locate the **"Processing LSR Errors"** section in the UG.
	This section discusses how to correct errors returned by downstream OSSs.
	Key Points:

- When errors are processed on an existing LSR, LEX sets the original LSR's status to Worked and creates a new version of the LSR.

- In addition, LEX assists the user in locating errors by highlighting tabs and fields containing errors in yellow.

- LEX displays two types of error statuses: Fatal Error and Super Fatal.

- The OSSs provide LEX with the error code and error message.

Review the Processing LSR Errors information in the UG.

Common Errors	Following is a list of common errors that can result in LEX orders being rejected.

- Address Validation Failed

- Prohibited Field is Present

- Incomplete Information

- Invalid/Missing Value for Field name

Chapter 5: Processing LSRs, Continued

Super Fatal Errors

When an LSR is returned with a status of Fatal Error or Super Fatal, the downstream OSSs have provided LEX with the error code and a message that explains the error. Super Fatal errors include invalid SC, CC, or AREA (9-State SE region).

The Process Errors command (listed under Actions in the menu bar) lets you correct LSR Fatal Errors and Super Fatal.

The OSS will also provide the line number where the error is located, the LEX field name, and the LEX form where the field is located.

When you process errors, LEX changes the original LSR status to Worked and creates a new version of the LSR with a status of NEW.

If the error is a Fatal Error, the Supplement Type field is set to 3 or 5.

If the error is a Super Fatal, LEX does not assign a value to Supplement Type on the new LSR version.

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Chapter 5: Processing LSRs, Continued

Printing LSRs

Locate the **"Printing LSRs"** section in the UG.

This section contains information regarding:

- Printing of LSR forms

- Printing the LEX Desktop

Note:

- LEX reports are landscape oriented. You will need to set your browser to landscape orientation.

- Instructions on how to change the orientation are included in this section.

Review the Printing LSRs information in the UG.

Changing Regions of Operation

Locate the "**Changing Regions of Operation"** section in the UG.

Change Region allows a user to manage LSRs in multiple operating regions. It is only available to users who possess multi-region User IDs.

Contact your Account Manager to secure the appropriate form if you need to have a multi-region User ID set up.

To change regions use the following steps:

- Select View from the Menu Bar.

- Select the Change Region option.

- Select a Region (click the button adjacent to a region name, or click a region on the map).

- Click Submit.

Participants are now connected to the region's database. A LEX Welcome is displayed in the LSR Workspace. The name of the region is displayed i.e Status in the LSR Header.

Review the Changing Regions of Operation information in the UG.

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Chapter 5: Processing LSRs, Continued

Provider Notifications

Locate the **"Managing Provider Notifications (AT&T 13-State Only)"** section in the UG.

A **Provider Notification** is typically sent to the original provider when an end user changes their Local Service Provider.

LEX users can check to see if LEX has received Notifications using the Provider Notifications option on the View menu Provider.

The list of Provider Notifications includes the following information:

- Date and Time Sent (D/T Sent)

- Conversion Date of Order (CVD)

- Working Telephone Number Lost (WTN)

- Exchange Company Circuit (ECCKT)

- Notification Type (NT)

- Notification Type Activity (NTA)

- Response Days (RDY)

- Telephone Number Change (TNC)

Provider Notifications can be sorted and saved then exported for use in other applications. These functions parallel how the current Search functionality works. Users will have the ability to specify a date range when viewing Provider Notifications. The display of data will be limited to notifications with a Date Sent within the specified range.

Provider Notifications with a Date Sent greater than two years old are automatically removed from the LEX database during regular monthly maintenance. Removed notifications will not be visible. See Section 4, Managing Provider Notifications, in User Guide for additional information.

Review the Managing Provider Notifications information in the UG.

Chapter 5: Processing LSRs, Continued

LEX Tips

Locate the **"Viewing LEX Tips"** section in the UG.

LEX Tips is a communication tool that provides helpful hints about how to use the system along with system advice that has not yet been published in the user guide.

LEX Tips are:

- Located in the Help Menu.

- Accessible any time within the application.

- Updated several times a month.

- Sortable. The sort order of the Date or Title of the LEX Tips can be reversed.

- The LEX Tips can also be printed.

- To select specific tips, click the check box in the **Print** column next to the specific tips you want to print.

- To select all the tips displayed, click **Select All** above the **Print** column.

Note:

AT&T will not provide urgent or time-sensitive information, such as system downtimes or outage details, via LEX Tips. Accessible letters are distributed to communicate such information.

Review the Viewing LEX Tips information in the UG.

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Chapter 5: Processing LSRs, Continued

Miscellaneous Processing LSRs

Locate the **"Miscellaneous Processing LSRs (AT&T Southeast Region)"** section in the UG.

Fast Track is an option that permits the user to submit a minimum number of required fields and LEX will derive the remainder of the fields from different sources.

Fast Track process:

- Available for Requisition Types E and M

- Available for Activity Types D, B, W, L, and Y

- You will populate the fields on the LSR Create screen as in the normal process of creating any LSR

Review the Miscellaneous Processing LSRs (AT&T Southeast Region) information in the UG.

Chapter 5: Processing LSRs, Continued

Order Examples

Order examples are available in the CLEC Online Handbook. Use the following step chart to access LEX order examples:

Step	Action
1	Access **CLEC Online**.
2	Click on **Product/LSR Examples Search Tool**
3	Select the current **LSOR Version**.
4	Select the desired AT&T **Region**.
5	Click on the desired **State**.
6	Make a selection in the **Product Classification** drop-down box.
7	Make a selection in the **Product** drop-down box.
8	Click on **Search**.

Order Example Demonstrations
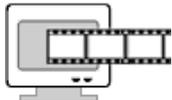
Demonstrations have been created that show you examples of the LEX order process. Since this training focuses on the LEX process, demonstrations showing the Process Errors function do not include actual error correction.

- Open the LEX WEB Demonstrations list.

- Play the following demonstrations:

  - **MW-Conversion-Migration Local Wholesale Complete**

  - **SW-New Resale**

  - **CT-Conversion-Migration Basic Residence Loop**

  - **W-New Basic Res Loop**

  - **SE-New Connect Single Line**

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Chapter 5: Processing Local Service Requests, Continued

Quiz Q&A   Refer to the UG to answer the following questions. Note the page number of
the answer location. Check your answers using the Answer Key found at the
end of this material.

1. • **Topic:** Editing LSRs

   • **Page:** _____

   • **Question:** What locks the LSR and prohibits other users from making
   changes?

   • **Answer:** _____

2. • **Topic:** Using LEX's Search Option

   • **Page:** _____

   • **Question:** What character can be used to help find potential matches
   when only partial search information is available?

   • **Answer:** _____

3. • **Topic:** Copying LSRs

   • **Page:** _____

   • **Question:** What are the choices available for copying LSRs?

   • **Answer:** _____

4. • **Topic:** Clearing Optional Forms

   • **Page:** _____

   • **Question:** Clear Optional Forms is enabled for which three types of
   LSRs?

   • **Answer:** _____

5. • **Topic:** Supplementing LSRs

   • **Page:** _____

   • **Question:** LSRs with what statuses must be canceled?

   • **Answer:** _____

Chapter 6: Bulk Order Processing – 9-States Southeast Region

Chapter 6: Bulk Order Processing	This chapter provides information relevant to the Bulk Order Processing functionality available in LEX. It describes the following:

- Overview

- Creating a Bulk Order

- Viewing Bulk Orders

We will examine each of these topics individually.

- Open **Volume II Chapter 6** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

- Start by reviewing the **Overview** section.

- Keep the UG open as you will refer to it throughout this Bulk Order Processing material.

Overview

This section provides information about the Bulk Order functionality, which allows you to group all orders for a particular Requisition Type, Activity Type, and Type of Service and submit them in one transaction.

Bulk Order is limited to Requisition Type E (Activity Types of Disconnect, Deny, Suspend, Restore, Conversion As Is) and Requisition Type F (Activity Type of Conversion As Is).

Chapter 6: Bulk Order Processing, Continued

Create a Bulk Order

Locate the **"Create a Bulk Order"** section in the UG.

There are two methods for Bulk Order entry: File Upload or Manual Entry.

File Upload method has a maximum of 500 PONs.

Manual Entry method has a maximum of 100 PONs.

The Bulk Order Entry Page will consist of the following required fields:

- Billing Account Number (BAN1)
- Area
- Company Code
- Desired Due Date (DDD)
- Service Type (either E or M)
- Activity Type (value displayed based on selection of Service Type)
- Type of Service (TOS)

Review the Create a Bulk Order information in the UG.

Viewing Bulk Orders

A user can view Bulk Orders that have been submitted within the last 45 days and can either enter the Bulk Order Number to view, or select one of the Bulk Orders listed in the area below the Status.

To view a Bulk Order:

- Select the first Bulk Order listed.
- Click on the first PON hyperlink to view the PON in its entirety.

The PON viewable in its entirety shows the latest status and is editable. Each PON in a Bulk Order package is treated as an individual PON and can be edited as needed.

Review the Viewing Bulk Orders information in the UG.

Chapter 6: Bulk Order Processing, Continued

Quiz Q&A   Refer to the UG to answer the following questions. Note the page number of the answer location. Check your answers using the Answer Key found at the end of this material.

1.
- **Topic:** Overview
- **Page:** _____
- **Question:** Bulk Order Processing is limited to what order types?
- **Answer:** _____

2.
- **Topic:** Create a Bulk Order
- **Page:** _____
- **Question:** What is the maximum number of PONs when using the upload a file method for Bulk Order Processing?
- **Answer:** _____

Chapter 7: Data Reports

Chapter 7: Data Reports

This chapter provides information relevant to the Data Reports functionality available in LEX. It describes the following:

- Overview

- Types of Reports

- Creating Reports

- Saving A Report

- Checking Your Report Results

- Data Report Summaries

- Field Value Reference

- Service Type Field

- Status Field

We will examine each of these topics individually.

- Open **Volume II Chapter 7** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

- Start by reviewing the **Overview** section.

- Keep the UG open as you will refer to it throughout this Data Reports material.

Overview

Data Reports analyze data based on the criteria you input. Each report provides a set of selection criteria that corresponds to fields found on LSRs and notifications. Some of these fields are required.

The Data Reports feature allows the flexibility of initiating a report request while working with an LSR at the same time. After initiating the request, you can return to the LEX task at hand and LEX will simultaneously generate the report you've requested.

When you generate a data report, LEX assigns:

- A filename consisting of the selected LEX report name.

- A timestamp that uniquely identifies the time the generated report was run.

Chapter 7: Data Reports, Continued

Types of Reports

The Data Reports sub-menus are:

- LSR/Service Form Data: Provides data from the LSR and End User forms as well as various service forms.

- Current Notifications – Provides data from notifications forms: FOC, SOC, Error, and Jeopardy.

- Coordination – Provides data associated with transactions that may require coordination between your company and AT&T.

- Historical Analysis – Provides information that can be used to analyze LSR and company data.

- Usage Analysis – Provides data summarizing the activities of LEX users.

The table on the following page displays the sub-menus and the reports each sub-menu option contains.

Chapter 7: Data Reports, Continued

Types of Reports (cont.)

Sub-Menu	Report Name
LSR / Service Form Data	LSR-EU*
	Loop Service
	Loop with NP Service
	Number Portability Service
	Port Service
	Port with Loop Service
	Resale Service
	Directory Listings
	Directory Service Request – EU
Current Notifications	FOCs Received*
	SOCs Received*
	Jeopardies Received
	Errors/Rejects Received
	Post to Bills Received
Coordination	Orders Due*
	Orders Past Due*
	Coordinated Hot Cuts*
	Expedited Orders*

*Indicates reports that have added or changed fields, effective 7/16/05. Refer to Accessible Letter CLECALLS05-058 for further information.

Chapter 7: Data Reports, Continued

Types of Reports (cont.)

Sub-Menu	Report Name
Historical Analysis	LSR – Notification*
	Jeopardy Analysis Summary
	Jeopardy Analysis Detail
	Error Analysis Summary
	Error Analysis Detail
	Error Turnaround Summary*
	LSR NUM Summary
Usage Analysis	LSR Issuance – Status
	LSR – No Activity*

* Please refer to your LEX User Guide, Chapter 7 Data Reports, for additional details regarding these reports.

Creating Reports

Data Reports allows you to input a specific set of criteria to analyze the data of LSRs.

You identify the data to be included in a report by selecting one or more of these criteria. Some fields are required. LEX compares your specifications to the data in fields of all LSR forms and notifications (except Provider Notifications) that have the same names as the report criteria fields.

Review the Creating Reports information in the UG.

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Chapter 7: Data Reports, Continued

Creating Reports (cont.)

Generate a report by selecting:

- Data Reports from the Menu Bar
- Historical Analysis
- Error Analysis Summary

The Data Reports window with selection criteria specific to the report you selected is displayed. Look at the top of the screen – the Category is Historical Analysis. The Report is Error Analysis Summary.

- Enter data in one or more fields – be sure to complete all required fields.

- Select the Submit button.

LEX searches the database for LSRs containing data that matches the criteria you've identified. Once the matching data is located, a File Download window will display on your screen. You have the option of opening, saving, or canceling the file.

Note: If the system did not find any LSRs matching your criteria, you will receive a message: "No records match the input criteria for this request."

- Open the report by selecting the Open button.

After you select Open, your report results will be displayed in Microsoft Excel. (Make sure Excel is installed on your computer – for more information on this, refer to Chapter 7 of the LEX User Guide.)

Once Microsoft Excel opens, you'll see all the LSRs that match your criteria and the data related to these LSRs.

- You can customize the report as you choose. Customizing data reports requires an understanding of Microsoft Excel. Refer to your Microsoft Excel user documentation or online help systems for assistance.

Review the Generating A Report information in the UG.

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Chapter 7: Data Reports, Continued

**Saving A
Report**

Generate a report by selecting:

Data Reports from the Menu Bar

Historical Analysis

Error Analysis Detail

- The Data Reports window with selection criteria specific to the report you
  selected is displayed. Look at the top of the screen – the Category is
  Historical Analysis. The Report is Error Analysis Detail

Enter data in one or more fields – be sure to complete all required fields.

Select the Submit button:

- After locating matching data, LEX sends the report results from the
  database to your computer and presents you with a File Download
  message.

When the File Download message displays, click Save:

- The Windows Save As dialog is presented.

Select a location on your computer's hard disk or other storage device where
you want the report results to be saved. If you choose, you may rename the
file by changing the default filename. Then, click Save.

The report results are downloaded from LEX to your computer. After they are
saved to the location you selected, a Download Complete message displays.

Read the Savng A Report information in the UG.

Chapter 7: Data Reports, Continued

Checking Your Report Results

Some of your generated Data Reports could exceed Microsoft Excel's worksheet size.

To help you manage situations in which data might be lost, LEX tracks the size of each report it generates. If the report exceeds the worksheet size that Excel can manage, LEX will present a message in the Data Reports window and place a warning in the last row of the Excel worksheet containing your report results.

Review the Checking Your Report Results information in the UG.

Chapter 7: Data Reports, Continued

Data Report Summaries

Locate the **"Data Report Summaries"** section in Volume II of the UG.

Various data reports are:

- **LSR/Service Form Data Reports –** Reports in this category provide data from the LSR and End User forms as well as various service forms.

- **LSR-EU Report** – Retrieves and displays data from the LSR and End User forms.

- **Loop Service Report** – Retrieves and displays data from the Loop Service and LSR forms.

- **Loop with NP Service Report** – Retrieves and displays data from the Loop with NP Service and LSR forms.

- **Port Service Report** – Retrieves and displays data from the Port Service and LSR forms.

- **Port with Loop Service Report** – Retrieves and displays data from the Port with Loop Service and LSR forms.

- **Resale Service Report** – Retrieves and displays data from the Resale Service and LSR forms.

- **Directory Listings Report** – Retrieves and displays data from the Directory Listings section of the Directory Listings form.

- **Directory Service Request-EU Report** – Retrieves and displays data from the LSR and End User forms of Directory Service requests (Requisition Type J LSRs).

The **LSR-EU Report** also provides similar data; however, it is specific to non-Requisition Type J LSRs. The **Directory Service Request-EU Report**, by contrast, has been designed to accommodate the End User content of Directory Service requests, which differs from that of other LSRs.

Chapter 7: Data Reports, Continued

**Data Report
Summaries**
(cont.)

Current Notifications Reports – Reports in this category provide data from
the notification forms – the FOC, SOC, Error, and Jeopardy notifications.

- **FOCs Received Report**

  - Generates a list of LSRS in FOC status.

  - Circuit Details information is included.

  - For LSRs having multiple order numbers, each ORD is provided.

- **SOCS Received Report**

  - Generates a list of LSRs in Complete status.

  - Listing Details information is included.

  - For LSRs having multiple order numbers, each ORD is provided.

- **Jeopardies Received Report**

  - Generates a list of LSRs in Jeopardy status.

- **Errors/Rejects Received Report**

  - Generates a list of LSRs in Fatal Error or Super Fatal status.

  - Information about each returned error is provided.

- **Post to Bills Received Report**

  - Generates a list of LSRs in Post to Bills status.

Continued on next page

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Chapter 7: Data Reports, Continued

Data Report Summaries (cont.)

Coordination Reports – Provide data from notification forms; namely, the FOC, SOC, Error, and Jeopardy notifications.

- **Orders Due Report**

  - Generates a list of LSRs having a current or upcoming Due Date (DD).

  - LSR must have a FOC DD that occurs during the date range you select:

    - Starting date: any date beginning with today's date up to one year from today's date.

    - Ending date: no more than 31 days from the starting date.

    - Any selected date range may include from only one day up to a total of 31 consecutive days.

  - LSRs in Complete, Post to Bill, or Cancel FOC Status are excluded from the report.

- **Orders Past Due Report**

  - Generates a list of LSRS having a Due Date (DD) during the past 31 days.

  - LSR must have reached FOC status and a FOC DD that occurred during the date range you select.

    - Spanning from yesterday's date up to 31 days in the past, or

    - Any number of consecutive days during this 31-day range.

  - LSRs in Complete, Post to Bill, or Cancel FOC Status are excluded from the report.

Chapter 7: Data Reports, Continued

Data Report Summaries (cont.)

Coordination Reports (continued)

- **Coordinated Hot Cuts Report**

  – Generates a list of LSRS in which the most recent version has a checked CHC (Coordinated Hot Cut) field.

  – LSR must have a checked CHC field AND a Last Activity Date that occurred during the date range you select:

    ▪ May span from yesterday's date up to 31 days in the past, or

    ▪ Any number of consecutive days during the selected 31-day range.

- **Expedited Orders Report**

  – Generates a list of LSRs in which the most recent version has a checked EXP (Expedite) field.

  – LSR must have a checked EXP field and a Last Activity Date that occurred during the date range selected:

    ▪ Date range may span from yesterday's date up to 31 days in the past, or

    ▪ Any number of consecutive days during the selected 31-day range.

Continued on next page

Chapter 7: Data Reports, Continued

Data Report Summaries (cont.)

Historical Analysis Reports – Provide information that can be used to analyze LSR and company data.

- **LSR-Notification Report**

  – Generates a list of LSRS in which the current version of each LSR is in either FOC, Complete, or Post to Bill status.

  – Includes fields that are common to several different forms.

  – Retrieves and displays data from the LSR and End User forms and from the FOC, SOC, and Post to Bill notifications.

  – Some field names are preceded by the name of the form from which the field has been retrieved (e.g., *LSR DDD* indicates the *DDD* field from the *LSR* form).

  – Where applicable, data at the NUM level is included.

  – Duration of the report may span up to 31 consecutive days.

- **Jeopardy Analysis Summary Report**

  – Generates a summary of Jeopardy data your company has received during a date range you select.

  – Duration of the report may span up to 31 consecutive days.

  – Displays one row of data for each RCODE (Reason Code) your company has received on LSRs that match the selected criteria.

  – An RCODE may be associated with different RDET (Reason Detail) descriptions.

  – RCODE is repeated for each RDET with which it was returned (e.g., if you received RCODE *1E*, RDET might be "End user not ready" or "Premises not ready").

  – Each combination is listed on a separate row.

Continued on next page

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Chapter 7: Data Reports, Continued

Data Report Summaries (cont.)

Historical Analysis Reports (continued)

- **Jeopardy Analysis Detail Report**

    – Generates a list of LSRS that received a Jeopardy on any version.

    – Current status of LSR does not need to be in Jeopardy for the LSR to be included in the report – LSR is included even if the Jeopardy was returned on a past version.

    – If the LSR received multiple Jeopardies, each is listed on a separate row.

    – Duration of the report may span up to 31 consecutive days.

- **Error Analysis Summary Report**

    – Generates a summary of Error data your company has received during a date range you select.

    – Displays one row of data for each Error Code your company has received on LSRs that match the selected criteria.

    – The Error Code is repeated for each Error Message with which it was returned (e.g., if you received Error Code *LS1234*, you might receive the Error Message "Invalid Feature ABC" or "Invalid Feature MOMO").

    – Each combination is listed on a separate row.

    – Duration of the report may span up to 31 consecutive days.

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Chapter 7: Data Reports, Continued

Data Report Summaries
(cont.)

Historical Analysis Reports (continued)

- **Error Analysis Detail Report**

    – Generates a list of LSRs that received a Fatal Error or Super Fatal Error on any version.

    – Current status of an LSR does not need to be in error order for the LSR to be included in the report – an LSR is included even if an Error was returned on a past version.

    – The Error Code is repeated for each Error Message with which it was returned (e.g., if you received Error Code *LS1234*, you might have received the Error Message "Invalid Feature ABC" or "Invalid Feature MOMO").

    – Each combination is listed on a separate row.

    – Additional details are also provided for each LSR in the report.

    – Duration of the report may span up to 31 consecutive days.

- **Error Turnaround Summary Report**

    – Provides summary data of LSRs in Fatal Error or Super Fatal status.

    – Includes the processing time between when the LSR was placed in error status and the time when a higher version is created through processing errors. This difference is the turnaround time.

    - If Version 1 of any LSR encounters an error, the Error Turnaround Summary will not include turnaround time for Version 1.

    - Not until a version reaches Worked status, indicating that errors have been processed, will an LSR version have a turnaround time.

    - However, turnaround time will be provided for any version in which the status has changed to Worked.

    – Duration of the report may span up to 31 consecutive days.

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Chapter 7: Data Reports, *Continued*

**Data Report
Summaries**
(cont.)

Historical Analysis Reports (continued)

- **LSR NUM Summary Report**

  – This report totals the line numbers of LSRs of a selected type during a specified date range.

  – General information is provided about each PON that meets the criteria you select.

  – To provide the line number information, a column is added to the report for each type of line number associated with the service type criterion you select.

    ▪ For example, the form for the service type ISDN PRI Port is composed of four sections—DS1, Trunk Groups, B&D Channels, and PRI TNS—each a separate NUM type. As a result, an LSR NUM Summary report for ISDN PRI Port would contain the following four columns: FNUM, TGLNUM, CNUM, TNNUM.

Usage Analysis Reports – Reports in this category provide data summarizing the activities of LEX users.

- **LSR Issuance – Status Report**

  – Provides issuance and productivity information over a 31-day date range.

  – Summarizes the current statuses of matching LSRs.

    ▪ Lists each unique combination of User ID, Status, Service Type, Activity Type, and State in a separate row.

    ▪ The total number of LSRs having that combination of characteristics is displayed in the Count column. Status is the status of the current version (highest version) of an LSR.

  – Duration of the report may span up to 31 consecutive days.

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Chapter 7: Data Reports, Continued

Data Report Summaries (cont.)

Usage Analysis Reports (continued)

- **LSR – No Activity Report**

  – Generates a list of LSRs that haven't had any activity during a selected number of days.

  – LSRs included in the report are those that have not been updated or modified by any user and have not received notifications from any downstream system during the specified time frame.

  – LSRs in any of the following statuses are excluded from the report: Template, Supplement, Worked, Post to Bill, and Cancel FOC.

Field Value Reference

Code	Description
B	Restore Service
C	Change
D	Disconnect
N	New Install
R	Record Change (used to change, add, delete directory listings /delivery when there's no provisioning on the request)
S	Suspend Service
T	Outside Move (move from one address to another with the same LATA)
V	Conversion with Change (does not allow a telephone number change)
W	Conversion As Is (allows changes to only PIC and LPIC)
Y	Deny/Short-Term Suspension

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Chapter 7: Data Reports, Continued

Service Type Field

Code	Description	Abbreviation
2B	ISDN PRI Port	IUS
3B	Digital Trunking Port	DTU
AB	Loop Service	LS
BB	Loop Service with Number Portability	LSNP
CB	Number Portability	NP
EB	Resale Service	RS
FB	Unbundled Local Switching (Port)	Port, PS
JB	Directory Service Request	DSR
KB	Resale Private Line	RPL
MB	Port with Loop	Port, PS
PB	Centrex Resale Services	CRS
RB	Digital Trunking Resale	DTR
SB	Digital Trunking Port with Loop	DTU
TB	DID/PBX Resale	DPR
UB	DID/PBX Port	DPU
VB	Centrex Port	CUS
WB	DID/PBX Port with Loop	DPU
XB	Centrex Port with Loop	CUS
YB	ISDN PRI Port with Loop	IUS
ZB	ISDN PRI Resale	IRS

Continued on next page

Chapter 7: Data Reports, Continued

Status Field

Value	Description
B	Post to Bill
C	Complete
D	Cancel FOC
F	Fatal Error
I	Issued
J	Jeopardy
N	New
O	FOC
P	Pending
Q	Super Fatal
R	Processed
S	Supplement
T	Template
W	Worked

Chapter 7: Data Reports, Continued

Quiz Q&A   Refer to the UG to answer the following questions. Note the page number of
the answer location. Check your answers using the Answer Key found at the
end of this material.

1.   • **Topic:** Overview

     • **Page:** _____

     • **Question:** What comprises the report filename generated by LEX?

     • **Answer:** _____

2.   • **Topic:** Creating Reports

     • **Page:** _____

     • **Question:** What software is required to view reports?

     • **Answer:** _____

3.   • **Topic:** Data Report Summaries

     • **Page:** _____

     • **Question:** What is provided on Current Notifications reports?

     • **Answer:** _____

4.   • **Topic:** Field Value Reference

     • **Page:** _____

     • **Question:** What does Status field "O" indicate?

     • **Answer:** _____

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APPENDIX A: Glossary

Appendix A: Glossary

This Appendix provides Glossary information for LEX.

- Open **Volume II Appendix A** of the UG.

- Review the Glossary information.

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APPENDIX B: Administrator IDs

Appendix B: Administrator IDs

This Appendix provides information about Administrator IDs.

LEX has two types of User IDS:

- Standard

- Administrator

An Account Manager can be contacted to secure the appropriate User ID form to have a User ID set up as an Administrator ID or to change a User ID from standard to administrative. This form is also available on the CLEC Online Web site.

- Open **Volume II Appendix B** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

Reassigning LSRs

With an Admin ID, LSRs can be reassigned using the search screen. Those users with an Admin ID have a USERID column with a drop-down box for each ID in their company. This allows the user to directly reassign LSRS on a mass basis.

With a Standard ID, the user has to actually call upon each PON individually.

The reassign function can be used under a number of circumstances, including:

- When an employee resigns.

- Reassigning work while employees are on vacation.

- Reassigning LSRS with a specific status to one user.

Important Note:

- Do not exit LEX using the Close (X) button in the upper corner of the LEX browser window. When LEX is closed this way, browser constraints prevent LEX from checking for unsaved data. As a result, reassignments that have not been saved will be lost.

APPENDIX C: CLEC Profile Utility (9-State Southeast Region Only)

Appendix C: CLEC Profile Utility

This Appendix provides information about the CLEC Profile Utility. This function is only available in the 9-State Southeast Region.

- The CLEC Profile Utility allows users the ability on a company code basis to maintain the data required to pre-populate designated fields on the applicable LSR forms.

- If a user has multiple company codes, then data would be associated with each company code and may be uniquely different.

- Access to this utility is via the Actions Menu drop-down on the LEX LSR workspace.

- Updates to the CLEC Profile occur real time and are effective as soon as a SAVE is done. Updates need to be done at a time when there is no LSR activity.

Note: It is recommended that a company designate certain userids to both access and perform updates through this utility.

- Open **Volume II Appendix C** of the UG.

- As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.

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APPENDIX C: CLEC Profile Utility (9-State Southeast Region Only), Continued

CLEC Utility Profile Screen

The user selects the CLEC Profile Utility from the Actions drop-down menu. LEX then opens the CLEC Profile Utility window. Since this tool works on a company code basis, until a company code is selected, all fields are null and gray.

Once a company code is entered, the CLEC Profile Utility fields become selectable and customer information can be entered.

Note: See the LEX User Guide for the complete list of fields contained within the Profile.

Important Notes:

- The Profile fields, based on a company code, are pre-populated on the Create LSR Process. Once the user enters the applicable information, such as PON, Service Type, Activity, Company Code, etc. and clicks OK on that screen, LEX will automatically pre-populate the information from these Profile fields to the appropriate fields on the LSR forms.

- A list of company codes associated with that userid is displayed with the CLEC Profile Utility screen. The user is expected to select one of the values contained in the list.

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APPENDIX C: CLEC Profile Utility (9-State Southeast Region Only), Continued

General Course of Action

Because this is a real-time system it is recommended that certain users be designated to access and perform updates through this utility.

- The Select CC field shows "<Select One>" with the SAVE and CLEAR buttons disabled. The user is expected to select one of the company codes within the CC field.
- With the selection of a company code value, all the available field data for the selected company is shown and editable. The SAVE, CANCEL, and CLEAR buttons are active.
- The user updates the applicable fields as needed. Where no field is to be populated, then the user would leave the applicable field(s) blank.
- The user should SAVE data frequently throughout the updating process. Each time a SAVE is done, LEX will return a message indicating "X Record(s) have been saved".
- Use of SAVE, CANCEL, CLEAR:
  - SAVE – LEX will save the number of records that have been updated at that point and return a message, "X Record(s) have been saved."
  - CLEAR – LEX will present the user a message to either click OK to save updates or CANCEL to return to initial CLEC Profile Utility screen. If user clicks OK, then any updates are saved. If user clicks CANCEL on the message box, LEX returns the user to the initial CLEC Profile Utility screen and the updated fields are cleared.
  - CANCEL – LEX will present the user a message to either click OK to save updates or CANCEL to return to previous workspace. If user clicks OK, then any updates are saved. If user clicks CANCEL on the message box, LEX returns user to the LEX workspace and any updated fields are not saved.
- If the user opens the CLEC Profile Utility and views the fields and does no updating, then a SAVE is not needed as no records were updated. If CLEAR is selected on the Profile window, and there are no records to be updated, then LEX returns the user to the CLEC Profile Utility screen. If CANCEL is selected on the Profile window, then LEX returns the user to the LEX workspace.
- When the user selects another company code from the selected CC field, then the previous processes outlined above become applicable.

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APPENDIX C: CLEC Profile Utility (9-State Southeast Region Only), Continued

Step Action Chart

The preceding General Course of Action information is presented here in an abbreviated Step Action Chart format.

Step	Action
1	On the LEX Workspace screen click on **Actions**.
2	From the drop-down menu select **CLEC Profile Utility**.
3	On the CLEC Profile screen select a **CC** from the drop-down menu.
Note	*This will activate all the fields and buttons on the window and populate any existing information.*
4	Locate the field/information to be changed or added; for example: Customer.
5	Enter the new information; for example: John Smith.
6	Click on one of the following Action buttons at the top right of the window: **Save** – LEX will save the number of records that have been updated at that point and return a message, "X Record(s) have been saved." **Clear** – LEX will present a message to either click OK to save updates or CANCEL to return to initial CLEC Profile Utility screen. Click OK and any updates are saved. Click CANCEL on the message box and LEX returns to the initial CLEC Profile Utility screen and the updated fields are cleared. **Cancel** – LEX will present a message to either click OK to save updates or CANCEL to return to previous workspace. Click OK and any updates are saved. Click CANCEL on the message box and LEX returns to the LEX workspace and any updated fields are not saved.
Note	*Remember that the CLEC Profile Utility is real time and updates are effective as soon as a SAVE is done.*
7	Information from the completed Profile is used by LEX to populate appropriate fields on the LSR form, eliminating the need for manual entry.

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APPENDIX D: LEX NPA

**Appendix D:
LEX NPA**

This Appendix provides LEX NPA information.

- Open **Volume II Appendix D** of the UG.

- Review the LEX NPA information.

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APPENDIX E: LEX Forms

**Appendix E:
LEX Forms**

This Appendix provides information about LEX Forms.

- Open **Volume II Appendix E** of the UG.

- Review the LEX Forms information.

Conclusion

Recap
The purpose of this course was to provide you with a basic understanding of the LEX WEB system and a real working knowledge of the LEX WEB User Guide.

You should be able to locate any function available in LEX WEB and determine which options are applicable to your needs.

In addition, you should be capable of using the User Guide to work your way through processing any desired function or inquiry.

Answer Key

**Chapter 1
Quiz Q&A**

Here are the answers for the Chapter 1 Quiz Q&A.

1.
- **Topic:** Purpose

- **Page: 1.1**

- **Question:** What should you consult for business rules associated with using LEX?

- **Answer: The most current AT&T Local Service Ordering Requirements (LSOR).**

2.
- **Topic:** Organization

- **Page: 1.2**

- **Question:** Where would you find information about the Bulk Order process for the AT&T Southeast Region?

- **Answer: Chapter 6**

3.
- **Topic:** Conventions Used in This Guide

- **Page: 1.5**

- **Question:** Page number 3.18 indicates what?

- **Answer: Page 18 of Chapter 3**

4.
- **Topic:** Related Information

- **Page: 1.6**

- **Question:** Where can you locate the most current information about business rules and changes to LEX and other AT&T OSS applications?

- **Answer: Accessible Letters on CLEC Online Website**

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Answer Key, Continued

**Chapter 2
Quiz Q&A**

Here are the answers for the Chapter 2 Quiz Q&A.

1.
- **Topic:** Overview
- **Page: 2.1**
- **Question:** What types of services can a CLEC order using LEX?
- **Answer: Both Resale and Unbundled Network Element (UNE)**

2.
- **Topic:** System Requirements
- **Page: 2.2**
- **Question:** How much available space do you need to have on your hard drive to run LEX?
- **Answer: 125 MB or higher**

3.
- **Topic:** Connecting to LEX
- **Page: 2.4**
- **Question:** Where is the completed and signed 22-State CLEC Profile form sent?
- **Answer: The Information Services Call Center (IS Call Center)**

4.
- **Topic:** System Availability and Support
- **Page: 2.7**
- **Question:** What is the phone number for the IS Call Center?
- **Answer: 314-235-7225**

Answer Key, Continued

5. • **Topic:** Graphical User Interface Tips

   • **Page: 2.11**

   • **Question:** Is the correct year format for LEX 2 or 4 digits?

   • **Answer: 4 digits**

6. • **Topic:** Browser Tips

   • **Page: 2.15**

   • **Question:** LEX has been designed for use with what browser?

   • **Answer: Microsoft Internet Explorer**

7. • **Topic:** LEX Online Help

   • **Page: 2.19**

   • **Question:** What are the three levels of online help in LEX?

   • **Answer: Help topics, Field-level help, Micro-level help**

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Answer Key, Continued

Chapter 3 Quiz Q&A

Here are the answers for the Chapter 3 Quiz Q&A.

1.
- **Topic:** Accessing LEX
- **Page: 3.4**
- **Question:** What do you call the automatic LEX log off after an extended period of inactivity?
- **Answer: A time-out.**

2.
- **Topic:** LEX Desktop
- **Page: 3.5**
- **Question:** Where can you find shortcuts to most menu options?
- **Answer: The icon bar.**

3.
- **Topic:** Menus
- **Page: 3.15**
- **Question:** Where are LEX Tips located?
- **Answer: Help menu options.**

4.
- **Topic:** Icon Bar
- **Page: 3.17**
- **Question:** How are icon buttons grouped?
- **Answer: By the menus on which their options are located.**

5.
- **Topic:** LSR Header
- **Page: 3.19**
- **Question:** What field identifies the CLEC's unique purchase order number?
- **Answer: PON**

Answer Key, Continued

6.
- **Topic:** LSR Tree

- **Page: 3.25**

- **Question:** What is a line number?

- **Answer: Each occurrence of the series of buttons used to add, copy, and delete multiple occurrences of a form or section.**

7.
- **Topic:** LSR Workspace

- **Page: 3.35**

- **Question:** How do you display a form in the LSR Workspace?

- **Answer: Click on the form in the LSR Tree.**

Answer Key, Continued

Chapter 4 Quiz Q&A

Here are the answers for the Chapter 4 Quiz Q&A.

1.
   - **Topic:** Overview
   - **Page: 4.1**
   - **Question:** How are Verigate Pre-order inquiries launched?
   - **Answer: From links on specific LSR forms.**

2.
   - **Topic:** Address Validation
   - **Page: 4.2**
   - **Question:** What links are available for address validation?
   - **Answer: Numbered, Descriptive, Unnumbered, Unnamed, TN (Telephone Number)**

3.
   - **Topic:** TN Reservation
   - **Page: 4.9**
   - **Question:** What are the two types of TN inquiries?
   - **Answer: Random and Specified**

4.
   - **Topic:** PIC/LPIC
   - **Page: 4.15**
   - **Question:** What is used to send the PIC/LPIC value to LEX?
   - **Answer: The "Submit to Lex" button.**

5.
   - **Topic:** Features
   - **Page: 4.18**
   - **Question:** How many features can be selected on the Feature Detail table at a time?
   - **Answer: The user may check as many boxes as he or she wishes.**

Continued on next page

Answer Key, Continued

6.
- **Topic:** View CSR
- **Page: 4.22**
- **Question:** What is required to view CSR data?
- **Answer: A Letter of Authorization (LOA)**

7.
- **Topic:** Due Date Calculation
- **Page: 4.24**
- **Question:** For which region is the Due Date Calculation link applicable?
- **Answer: AT&T 13-State Region**

Answer Key, Continued

**Chapter 5
Quiz Q&A**

Here are the answers for the Chapter 5 Quiz Q&A.

1.
- **Topic:** Editing LSRs

- **Page: 5.6**

- **Question:** What locks the LSR and prohibits other users from making changes?

- **Answer: Placing the LSR in edit mode.**

2.
- **Topic:** Using LEX's Search Option

- **Page: 5.16**

- **Question:** What character can be used to help find potential matches when only partial search information is available?

- **Answer: The asterisk (*) wildcard character.**

3.
- **Topic:** Copying LSRs

- **Page: 5.35**

- **Question:** What are the choices available for copying LSRs?

- **Answer: Copy Full LSR or Copy Admin Info**

4.
- **Topic:** Clearing Optional Forms

- **Page: 5.41**

- **Question:** Clear Optional Forms is enabled for which three types of LSRs?

- **Answer: LSRs with a status of New that have never been issued, LSRs with a status of New that have a supplement code of 3, LSRs with a status of New that are created as a result of processing errors.**

5.
- **Topic:** Supplementing LSRs

- **Page: 5.55**

- **Question:** LSRs with what statuses must be canceled?

- **Answer: Issued, Processed, Jeopardy, and FOC**

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Answer Key, Continued

Chapter 6
Quiz Q&A

Here are the answers for the Chapter 6 Quiz Q&A.

1.
- **Topic:** Overview

- **Page: 6.1**

- **Question:** Bulk Order Processing is limited to what order types?

- **Answer: Requisition Type E and Type F**

2.
- **Topic:** Create a Bulk Order

- **Page: 6.4**

- **Question:** What is the maximum number of PONs when using the upload a file method for Bulk Order Processing?

- **Answer: 500**

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Answer Key, Continued

Chapter 7 Quiz Q&A

Here are the answers for the Chapter 7 Quiz Q&A.

1.
- **Topic:** Overview
- **Page: 7.1**
- **Question:** What comprises the report filename generated by LEX?
- **Answer: The selected LEX report name and a timestamp.**

2.
- **Topic:** Creating Reports
- **Page: 7.9**
- **Question:** What software is required to view reports?
- **Answer: Microsoft Excel**

3.
- **Topic:** Data Report Summaries
- **Page: 7.33**
- **Question:** What is provided on Current Notifications reports?
- **Answer: Data from the FOC, SOC, Error, and Jeopardy notifications.**

4.
- **Topic:** Field Value Reference
- **Page: 7.58**
- **Question:** What does Status field "O" indicate?
- **Answer: FOC**