

# **Competitive Local Exchange Carrier**

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## **Southeast Centrex®**

### **Workbook**



**AT&T Training**

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## Introduction

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### Notice

This document applies to the AT&T ILECs listed below.

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, collectively referred to as “AT&T”, “AT&T Southeast Region” for purposes of this document.

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### Goal

This course is designed to provide an overview of AT&T Centrex® products and services. It will explain the use of reference materials and forms that will help facilitate manual ordering of AT&T Centrex® products and services.

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### Objectives



Upon completion of this course, using the reference material and resources available, you will have the necessary skills and knowledge to:

- Locate product information for Centrex® products.
  - Demonstrate the use of the reference materials and forms used in ordering Centrex® products.
  - Complete three written exercises with a goal of 100% accuracy [self-assessed].
  - Access and use the appropriate form(s) to order the following Centrex® products:
    - Resale Centrex® – Req Typ P
    - Centrex® with Loop (WLP) – Req Typ X
  - Complete three practice exercises for Centrex® products with a goal of 100% accuracy [self-assessed].
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### Versions

All version numbers, web addresses, directions, etc. contained in this course are current as of the date of this workbook. Because CLEC resources are continuously updated, some version drift may occur.

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## Introduction, Continued

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**Reference  
Resources**

The three main reference resources used for this course are:

- CLEC Online Handbook
  - Current version of the AT&T 9 State Local Service Ordering Requirements (LSOR)
  - Current version of the AT&T Southeast Region Local Ordering Handbook (LOH)
- 

**UNE-P/WLP  
Disclaimer**

This Product training is intended to provide to CLECs a product description and general ordering information specific to DS0 Wholesale Local Platform (WLP) Service – Centrex®.

In accordance with the Federal Communications Commission’s Triennial Review Remand Order (TRRO) and pursuant to Sections 251 and 252 of the Telecommunications Act of 1996 (the “Act”), BellSouth Telecommunications, Inc., d/b/a 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 and AT&T Tennessee (hereinafter referred to “AT&T”) is no longer required to provide UNE Local Switching and UNE-P. AT&T has elected to offer similar services through commercial agreements where the services are referred to as Wholesale Local Switching and Wholesale Local Platform (WLP) services, respectively.

The services described herein shall be provided in the states of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee.

Detailed ordering guidelines are provided in documents located on the AT&T Wholesale website and CLEC Online. These guidelines may still reference UNE-P Centrex, however they are applicable in their entirety to DS0 Wholesale Local Platform (WLP) Service – Centrex®.

Please contact your AT&T Account Manager, if you have any questions about the information contained herein.

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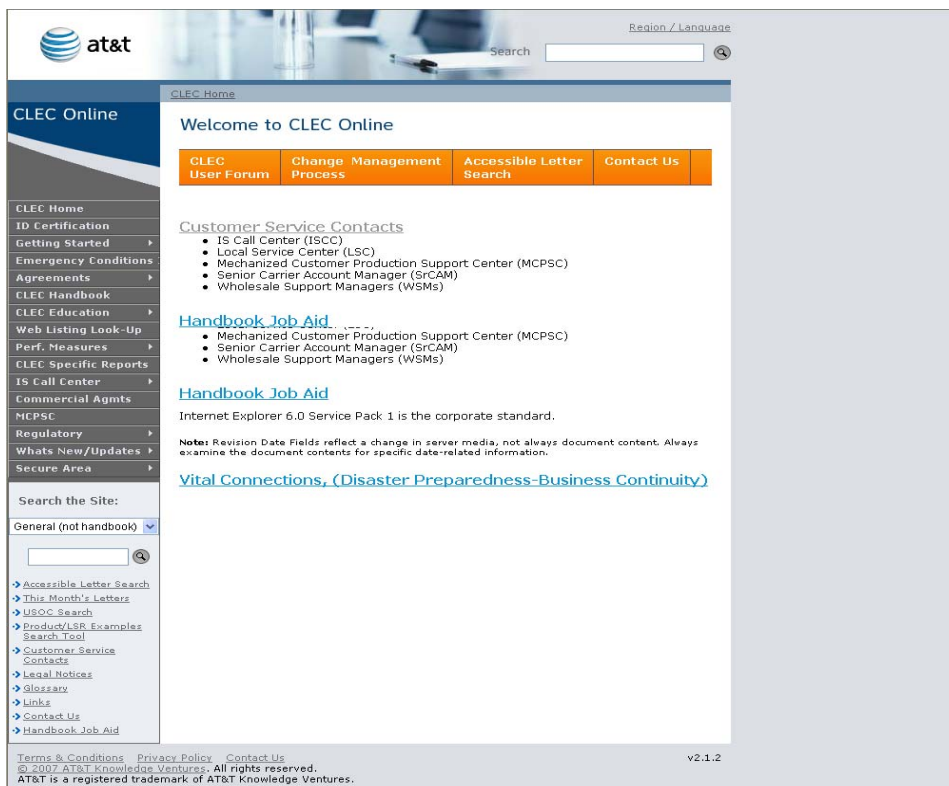
## CLEC Resources

**Purpose** The purpose of this section is to familiarize you with the resources that are available to you.

**CLEC Online** CLEC Online contains a wealth of information and makes a complete range of resources available to you. Much of the content at CLEC Online is outside the scope of this course; however, you will find it worthwhile to familiarize yourself with this site.

Your primary resource for this training is the CLEC Online web site. It contains Regional Handbooks and links to AT&T 9 State Local Service Ordering Requirements (LSOR) and AT&T Southeast Region Local Ordering Handbook (LOH). We will examine these resources during this course.

Access CLEC Online now by opening your web browser. Enter <https://clec.att.com/clec/> in the Address field.



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## CLEC Resources, Continued

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### Customer Service Contacts

First, look at the Customer Service Contacts. From the CLEC Online Home page, click on the Customer Service Contacts link.

This document contains a “Who to Call” job aid and information on the functions performed by the individual support groups.

Open the document and review the information included for the groups listed below:

- IS Call Center (ISCC)
- Local Service Center (LSC)
- Mechanized Customer Production Support Center (MCPSC)
- Senior Carrier Account Manager (SrCAM)
- Wholesale Support Managers (WSMs)

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## CLEC Resources, Continued

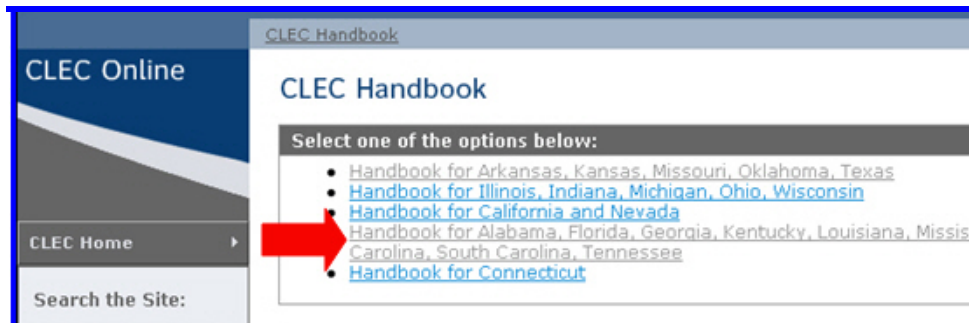
### CLEC Handbook

Now go the CLEC Handbook by clicking on the CLEC Handbook link on the left-hand side of the screen.



This will open the CLEC Handbook page where you can select the link for your regional handbook.

Click the Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee link.



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## CLEC Resources, Continued

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### Transition LOH to LSOR

The three main reference resources used for this course are:

- CLEC Online Handbook
- Current version of the AT&T 9 State Local Service Ordering Requirements (LSOR)
- Current version of the AT&T Southeast Region Local Ordering Handbook (LOH)

As a result of the AT&T and BellSouth merger, AT&T is moving towards 22-state documentation. This impacts the existing AT&T Southeast Region Local Ordering Handbook (LOH) and the AT&T 13-State Local Service Ordering Requirements (LSOR).

As of 11/15/2008, the LOH is available in its entirety and there is a 9-State specific LSOR. The ordering content is the same data, just a different format. In the future, all portions of the LOH will be incorporated into CLEC Online and the LOH will be retired. Some LOH material will be there until full retirement takes place. As portions are moved, those sections will be retired. Eventually, all content will be moved and there will be nothing left of the LOH.

This training will focus on the 9-State LSOR resource for ordering requirements and the LOH for product information.

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## CLEC Resources, Continued

### LSOR

The primary ordering resource for Centrex® products is the AT&T 9-State LSOR. It can be accessed from your regional handbook.

To access the current version of the LSOR, click on the Ordering link on the left side of the Handbook for AL, FL, GA, KY, LA, MS, NC, SC, TN.



Use the Click [here](#) link to access the most current versions of the LSOR and LOH.



The Local Exchange Ordering Guides (LOH) and 9 State LSORs page will open.

Scroll down to the AT&T SE (9-State) LSOR-Local Service Ordering Requirements area. There are four volumes.

**Download Volumes II, III and IV** to your PC. These will be used later in this training.

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## CLEC Resources, Continued

### LOH

The product resource for Centrex® products is the AT&T Southeast Region Local Ordering Handbook (LOH).

From the Local Exchange Ordering Guides (LOH) and 9 State LSORs page, scroll to the AT&T SE (9-State) Guide to the LOH Section Contents table. This provides a list of all the sections of the LOH.

Section	Title	Description
1	Summary Of Changes	Lists all release-related and documentation updates
2	Pre-Ordering	Pre-Ordering Guide (includes PreOrd Transaction Tables, Data Dictionary and Appendix)
3	Ordering	Ordering Guide (includes General Local Service Ordering Information section, R/C/O Tables and Appendix)
4	Data Dictionary	Data Dictionary per LSR Form/Screen, per field (includes Valid Entries, VE Notes, Data Characters, CU Notes and Business Rules etc)
5	Coding Matrices	Extraction of R/C/O tables and Data Dictionary per REQTYPs and Products that can be ordered "electronically".
6	Responses	9-State AT&TSE Responses (includes Response Tables and Response Data Dictionary)
7	NC/NCI Codes	9-state AT&T SE NC/NCI Code web-based database (link)
8	Rejects & Clarifications	9-state AT&T SE Codes & Messages web-based database (link)
9	Interval Guide	Lists Standard Intervals by Products

Below the LOH Section Contents are the LOH Sections presented in PDF format for easy downloading.

**Download Section 3: Ordering** to your PC. This will be used later in this training.

### Transition

Now you know where the resources are located and you have downloaded the Volumes II, III and IV of the LSOR and Section 3 of the LOH. The next section of the course covers the Centrex® product information.

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## Product Information

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### Introduction

This section of the training provides you with how to locate Centrex® product information in Section 3 of the LOH.

There will be some questions regarding what you learned at the end of the product information section of this training.

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### Centrex® Resale Service

We are going to start with the product review for the Centrex® Resale Service.

Open your copy of LOH Section 3: Ordering.

Go to Req Typ P and scroll down to locate **Centrex® Resale Service (CRS)**.

All the information for Centrex® Resale Service is located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) forms.

*Reminder: Read **only** the product listing information at this time. You will learn about the order activities and field entries later in this course.*

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## Product Information, Continued

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**Centrex® WLP** Next, you will review the product information for Centrex® UNE Port With Loop.

There are a few differences between the Wholesale Local Platform (WLP) and Resale. Pricing and ordering differ depending on which product you choose.

Open your copy of LOH Section 3: Ordering.

Go to Req Typ X and scroll down to locate **Centrex® UNE Port With Loop (CUS)**.

All the information for Centrex® UNE Port With Loop is located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) forms.

*Reminder: Read **only** the product listing information at this time. You will learn about the order activities and field entries later in this course.*

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## Product Information Wrap Up

**Review  
Questions**



Use the available resources to answer the following questions.

Write your response to the question in the “Answer” column to the right of the question. The Answer Key is located on the next page.

Question	Answer
<p><b>Centrex® Req Typ P provides and arrangement of _____ and _____ for connection through the local and long distance message network to other subscribers on a dial basis.</b></p> <p>A. switching equipment and station lines                      B. switching equipment and touchtone service                      C. station lines and Network Access Registers (NARs)                      D. switching equipment and Network Access Registers</p>	
<p><b>Which of the following may be a component of the subscribers station link/line for Req Typ P? Select all that apply.</b></p> <p>A. Common equipment                      B. Standard Features billing USOC                      C. Network Access Registers (NARs)                      D. Selected Optional Features EUCL</p>	
<p><b>Which of the following is a Centrex® Req Typ P basic service capability?</b></p> <p>A. Foreign Exchange Service                      B. Tie lines                      C. Touch-Tone Service                      D. Music and Announcement On Hold</p>	

*Continued on next page*

## Product Information Wrap Up, Continued

### Review Questions, continued

Question	Answer
<p><b>Telephone numbers for Req Typ X products may be obtained from _____.</b></p> <p>A. ATLAS</p> <p>B. the Centrex®, Common Block by CTX name</p> <p>C. CAT</p> <p>D. DPG</p>	
<p><b>True or false?</b></p> <p>CLECs must provide all USOCs and FIDs associated with provisioning the UNEP/WLP Centrex® ports on Subsequent Service order activity.</p>	
<p><b>When the LCSC determines that a service order is needed to change customer service records, the referral is treated as a _____ and a _____ is generated.</b></p> <p>A. T order, FOC</p> <p>B. LSR, FOC</p> <p>C. LSR, service order</p> <p>D. W order, service order</p>	

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## Product Information Wrap Up, Continued

### Answer Key

Question	Answer
<p><b>Centrex® (Req Typ P) provides and arrangement of _____ and _____ for connection through the local and long distance message network to other subscribers on a dial basis.</b></p> <p>A. switching equipment and station lines                      B. switching equipment and touchtone service                      C. station lines and Network Access Registers (NARs)                      D. switching equipment and Network Access Registers</p>	<p><b>A</b></p>
<p><b>Which of the following may be a component of the subscribers station link/line for Req Typ P? Select all that apply.</b></p> <p>A. Common equipment                      B. Standard Features billing USOC                      C. Network Access Registers (NARs)                      D. Selected Optional Features EUCL</p>	<p><b>B and D</b></p>
<p><b>Which of the following is a Centrex® Req Typ P basic service capability?</b></p> <p>A. Foreign Exchange Service                      B. Tie lines                      C. Touch-Tone Service                      D. Music and Announcement On Hold</p>	<p><b>C</b></p>
<p><b>Telephone numbers for Req Typ X products may be obtained from _____.</b></p> <p>A. ATLAS                      B. the Centrex®, Common Block by CTX name                      C. CAT                      D. DPG</p>	<p><b>B</b></p>

Continued on next page

## Product Information Wrap Up, Continued

### Answer Key, continued

<p><b>True or false?</b> CLECs must provide all USOCs and FIDs associated with provisioning the UNEP/WLP Centrex® ports on Subsequent Service order activity.</p>	<p><b>True</b></p>
<p><b>When the LCSC determines that a service order is needed to change customer service records, the referral is treated as a _____ and a _____ is generated.</b></p> <p>A. T order, FOC B. LSR, FOC C. LSR, service order D. W order, service order</p>	<p><b>C</b></p>

### Transition

How did you do? Now that you know something about the product, next you will learn about the order process.

## Order Process

### Introduction

Now that you have been able to go through the general Centrex® product information, it's time to learn about the order process.

You will learn how to locate the appropriate order information to process manual requests for Centrex® Resale Service (CRS).

### Manual Ordering 22- State

All the information you need to successfully submit manual order requests is located in the CLEC Handbook.

Step	Action
1	Go to the CLEC Handbook.
2	Click Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee.
3	Click Forms & Templates.
4	Click Manual Forms (04-19-08).
5	Click Frequently Asked Question (FAQ).
6	<b>Review the FAQ</b> content carefully.
7	Click Manual Ordering Guidelines.
8	<b>Review the Manual Ordering Guidelines thoroughly.</b>

*Continued on next page*

## Order Process, Continued

### Manual Ordering 9- State

Let's also take a look at the basic ordering process information located in the LOH.

Step	Action
1	Access LOH Section 3: Ordering that you downloaded earlier.
2	Locate General Local Service Ordering Information.
3	Locate the Ordering Process topic under General Local Service Ordering Information.
4	<b>Read</b> the entire <b>Ordering Process</b> section.
5	Locate the AT&T Manual LSR Forms topic under General Local Service Ordering Information.
6	<b>Read</b> the entire <b>AT&amp;T Manual LSR Forms</b> section.
7	Locate the Manual and Electronic Ordering topic under General Local Service Ordering Information.
8	<b>Read</b> the <b>Manual Ordering</b> section.
9	Now locate Req Typ E Complex. This is <b>not</b> contained under the General Local Service Ordering Information.
10	Click on the Req Typ E and open the Introduction.
11	<b>Read</b> the entire <b>Introduction</b> . Pay attention to the Complex Product Information Matrix.
12	Locate Centrex®. Notice that depending on the activity, the request will be handled by either the LSC or the CRSG/SSG.

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## Order Process, Continued

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### Process Flow 9- State

The basic steps are:

- CLEC prepares typed request on appropriate LSR forms.
- CLEC emails forms to the Local Service Center (LSC) or the CRSG/SSG, depending on the product being ordered.
- LSC/CRSG/SSG issues the service order.
- LSC/CRSG/SSG issues the Firm Order Confirmation (FOC) to the CLEC.
- Service is installed.

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## Order Process, Continued

### Due Date Process

The next process you will learn about is Due Dates. The information you need can be found in the LOH under Section 9: Interval Guide.

**Note:** You may want to save this document to your computer for future reference. Always make sure you have the most current version of any file you elect to save.

Step	Action
1	Go to the CLEC Online and click on the CLEC Handbook link on the left side of the screen.
2	Click Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee.
3	Click on the Ordering link on the left side of the screen.
4	Use the Click <a href="#">here</a> link.
5	Scroll to the PDF files of the LOH Sections.
6	Click on Section 9: Interval Guide.
7	Locate the Product Interval Tables.
8	<p>Review the following content:</p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Terms and Definitions</li> <li>• Standard Assumptions</li> <li>• Select the following product types and locate the intervals. <ul style="list-style-type: none"> <li>– Complex Resale</li> <li>– UNE-P/Wholesale Local Platform (WLP) Complex</li> </ul> </li> </ul> <p>Notice that intervals can vary based on ACT and Quantity.</p>

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## Order Process, Continued

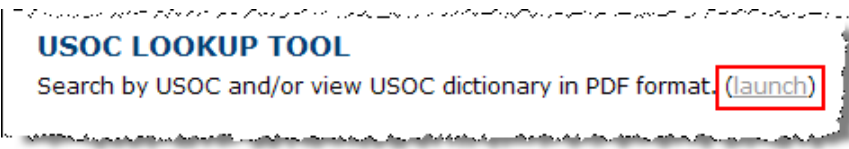
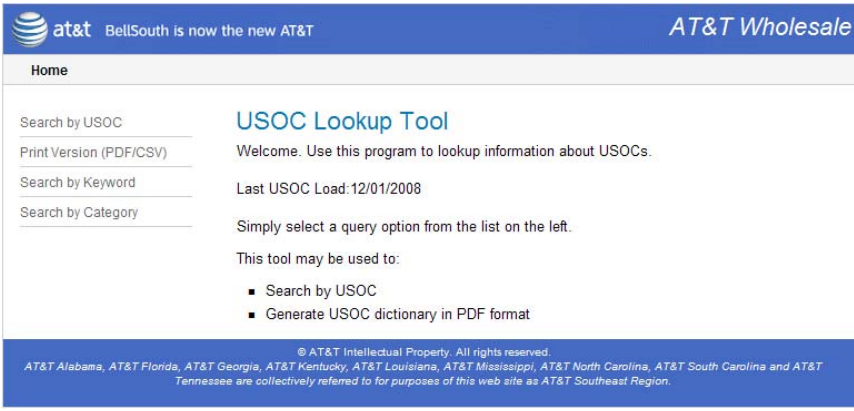
### USOC Lookup Tool

The next process you will learn about is regarding USOCs.

Orders and Customer Service Records (CSRs) are written in Universal Service Order Codes (USOCs). These codes are used to identify specific products, services, line functions, and service parameters.

You also learned that USOCs are required on the product-specific forms. The USOC Lookup Tool can help you identify these codes when they are necessary to process your requests for service.

To locate the USOC Lookup Tool, complete the steps below:

Step	Action
1	Go to the CLEC Handbook.
2	Click Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee.
3	Click Ordering.
4	Click Tools, Forms & Reports on the left side of the page.
5	Locate the USOC LOOKUP TOOL section and click launch. 
6	The USOC Lookup Tool page appears. 

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## Order Process, Continued

### USOC Lookup Tool Search Options

Notice that the USOC Lookup Tool provides four options to locate a USOC. You will review each of the options:

1. Search by USOC
2. Print Version (PDF/CSV)
3. Search by Keyword
4. Search by Category

### Search by USOC

Use this option if you know the USOC but want additional information.

Step	Action
1	Click Search by USOC.
2	Type <b>M4LFA</b> in the USOC text box.
3	Select Local.
4	Click Search.
5	Review the results.

### Search by Keyword

Use the Search by Keyword option when you do not know the USOC and have not located an appropriate category with the Search by Category option.

Step	Action
1	Click Search by Keyword.
2	Enter <b>UNE-P Centrex®</b> in the Keyword text box.
3	Select Local.
4	Click Search.
5	Review the results.

*Continued on next page*

## Order Process, Continued

### Search by Category

Use the Search by Category option when you do not know the USOC.

Step	Action
1	Click Search by Category.
2	Select <b>(CLEC) BellSouth Centrex® Service</b> from the drop list.
3	Select a sub-section of <b>Common Equipment</b> .
4	Select a category of <b>Common Equipment</b> .
5	Review the results.

### Print Version (PDF/CSV)

Use the Print Version (PDF/CSV) option when you want to generate the USOC dictionary in a PDF book format.

Step	Action
1	Click Print Version (PDF/CSV).
2	Select <b>Generate CLEC USOC Manual by Service Category (PDF)</b> from the drop list.  <b>Note:</b> Click on the CLEC-specific PDF book you would like to generate. CLEC indicates USOCs for CLEC services and Interconnection indicates USOCs for Access services.
3	Review the results.

## Order Process Wrap Up

**Review  
Questions**



Use the available resources to answer the following questions.

Write your response to the question in the “Answer” column to the right of the question. The Answer Key is located on the next page.

Question	Answer
<p><b>The ‘PON’ field is required on those manual form pages where _____ data has been input.</b></p> <p>A. billing B. ordering C. account feature D. NO</p>	
<p><b>List at least three requirements for a single email with multiple attachments.</b></p>	<p>1. _____ 2. _____ 3. _____</p>
<p><b>List the basic steps of the Manual Order Flow.</b></p>	<p>1. _____ 2. _____ 3. _____ 4. _____ 5. _____</p>
<p><b>A LSR is returned to the CLEC when it is _____. Select all that apply.</b></p> <p>A. incomplete B. validated C. incorrect D. has conflicting data</p>	

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## Order Process Wrap Up, Continued

### Review Questions, continued

Question	Answer
<p><b>A Req Typ P order for ACT codes C and V with a quantity of 1–3 requires _____ business days to process.</b></p> <p>A. 4 B. 6 C. 8 D. 9</p>	
<p><b>If ACT=N for Req Typ X, the interval is _____.</b></p> <p>A. 4 business days B. 5 business days C. 8 business days D. negotiated</p>	
<p><b>List three ways to search for a USOC.</b></p>	<p>1. _____ 2. _____ 3. _____</p>
<p><b>True or false?</b> <b>Local</b> should always be selected when searching by USOC.</p>	

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## Order Process Wrap Up, Continued

Answer Key      How did you do?

Question	Answer
<p><b>The 'PON' field is required on those manual form pages where _____ data has been input.</b></p> <p>A. billing B. ordering C. account feature D. NO</p>	<p><b>B</b></p>
<p><b>List at least three requirements for a single email with multiple attachments.</b></p>	<ol style="list-style-type: none"> <li>1. The email, LSR Form, and attachments combined must not exceed 3mb in size.</li> <li>2. All attachments must be sent in .doc or .dot format.</li> <li>3. Large files sent in .zip format will not be accepted.</li> </ol>

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## Order Process Wrap Up, Continued

### Answer Key, continued

Question	Answer
<p><b>List the basic steps of the Manual Order Flow.</b></p>	<ol style="list-style-type: none"> <li>1. CLEC prepares typed request on appropriate LSR forms</li> <li>2. CLEC emails forms to the Local Service Center (LSC) or the CRSG.</li> <li>3. LSC/CRSG issues the service order.</li> <li>4. LSC/CRSG issues the Firm Order Confirmation (FOC) to the CLEC.</li> <li>5. Service is installed.</li> </ol>
<p><b>A LSR is returned to the CLEC when it is _____. Select all that apply.</b></p> <p>A. incomplete</p> <p>B. validated</p> <p>C. incorrect</p> <p>D. has conflicting data</p>	<p style="text-align: center;"><b>A, C, and D</b></p>

*Continued on next page*

## Order Process Wrap Up, Continued

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### Answer Key, continued

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Question	Answer
<p><b>A Req Typ P order for ACT codes C and V with a quantity of 1–3 requires _____ business days to process.</b></p> <p>A. 4 B. 6 C. 8 D. 9</p>	<p><b>A</b></p>
<p><b>If ACT=N for Req Typ X, the interval is _____.</b></p> <p>A. 4 business days B. 5 business days C. 8 business days D. negotiated</p>	<p><b>D</b></p>
<p><b>List three ways to search for a USOC.</b></p>	<p>1. USOC 2. Keyword 3. Category</p>
<p><b>True or false?</b> <b>Local</b> should always be selected when searching by USOC.</p>	<p><b>True</b></p>

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**Transition**      Now that you know something about the order process, next you will learn about the LSOR.

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# LSOR

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## Introduction

Earlier you learned about the CLEC Resources available to you for processing service requests. You also downloaded the LOH Section 3 and LSOR Volumes II, III and IV. Next you will learn how the LOH and LSOR are used to process service requests.

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## LSOR Volume II

Open LSOR Volume II to start the review. This is an important beginning to understanding the LSOR. **Do not skip** the review of Volume II.

Read through the first three sections in the following order:

1. General
2. Definitions and Terms
3. Form Description

In the **General section**, pay particular attention to the following:

- Versioning
- Organization and Structure
- Forms Provided

In the **Definition and Terms section** you will find all the form names and a definition.

The **Forms Description section** is very important and critical to your understanding of the LSOR format and the business rules.

Review the following sections thoroughly.

- 3.1 Field Representation
  - 3.2 Req Typ and Activity (Codes)
  - 3.3 Activity Definitions
- 

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## LSOR, Continued

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**LOH Section 3** Now that you are familiar with LSOR Volume II, next you will go back and review additional content in the LOH Section 3.

In addition to the product information, this section contains information about the required forms you learned about in LSOR Volume II. It also covers the order activities and required proprietary forms to process service requests in the AT&T 9-State region.

- Open your copy of LOH Section 3: Ordering.
- Go to Req Typ P and scroll down to locate **Centrex® Resale Service**.

All the information for Centrex® Resale Service is located in this section. You have already reviewed the product information.

Now you will learn about the required Local Service request (LSR) forms for the specific service request.

- Go to Ordering Forms/Screens. The chart illustrates the required, conditional and optional forms/screens. Detailed information follows to assist you in filling out these forms/screens.
- Identify the required and conditional forms for the **Centrex® Resale Service, Req Typ P**.
- Write down the required form names. This will be used in the next activity.

### **Important Notes:**

- Do not review the RCO section in the LOH. This information is duplicated in the current version of the LSOR Volumes III and IV. This training uses the LSOR as the primary resource.

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*Continued on next page*

## LSOR, Continued

### LSOR Volumes III and IV

Now that you are familiar with LSOR Volume II and LOH Section 3, next you will review Volumes III and IV. These volumes contain information regarding the forms you learned about in Volume II.

The information for each form is as follows:

- Form Description
- Form Entries (Alphabetical/Numeric Cross Reference Glossary)
- Form Fields

Step	Action
1	Go to Section 6 for the Local Service Request (LSR) and read <b>Section 6.1, LSR Form Description</b> .
2	Next review the <b>Section 6.2, LSR Form Entries</b> paying attention to the Alphabetical/Numeric Cross Reference Glossary. The numbers in the Glossary refer to the numbers on the forms.
3	The numbered LSR form follows the Glossary. <b>Print a copy of the LSR form</b> . This will be used later in this training.
4	Now go to <b>Section 6.3, LSR Form Fields</b> . Each field is numbered to correspond to the numbered form. You will be learning about this in detail the next activity.
5	Read through the information for the first field <b>CCNA</b> on the LSR form noting the content. As you learned in LSOR Volume II, the content includes: <ul style="list-style-type: none"> <li>• Usage and Matrix</li> <li>• Notes</li> <li>• Conditions</li> <li>• Data Entry Conditions</li> <li>• Data Characteristics</li> <li>• Field Length</li> <li>• Field Example</li> </ul>

*Continued on next page*

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## LSOR, Continued

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### Activity Instructions

Now that you are familiar with the format of the content of LSOR Volumes III and IV, you are ready to learn about the forms you will be using to process service requests for Centrex®.

This activity is designed to teach you how to use your resources to populate the required order forms for Centrex® Resale Service (CRS).

To complete this activity, you will:

- Use the LSOR to identify the required, conditional, and optional (R/C/O) fields in each section of the form.
- Use three different colored highlighters to mark each field as either Required, Conditional or Optional. You can use any other method you prefer. The objective is to easily identify the required, conditional and optional fields.
- Read through the conditions and field entries for each field.
- When you have completed this activity, you should have a numbered form that clearly indicates at-a-glance the condition of the fields.

**Note:** You may need multiple copies of some of the forms, print them as you identify the need.

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**LSOR**, Continued**Req Typ P  
Centrex®  
Activity**

The first activity covers Resale Centrex® Req Typ P. Follow the steps below to complete this activity.

**Note:** For this activity you will go through each form required for this request. This includes the following forms you identified earlier:

- Local Service Request (LSR)
- End User (EU)
- Centrex® Resale Service (CRS)

Step	Action
1	In LSOR Volume III, locate Chapter 6, Local Service Request (LSR) form.
2	Print the numbered LSR form.
3	Starting with the first field: <ul style="list-style-type: none"> <li>• Mark the LSR form R/C/O fields with the highlighters.</li> <li>• Read the form field information.</li> <li>• Review the Matrix for the specific Req Typ noting the required, prohibited and conditional entries based on Activity.</li> </ul>
4	In Volume III of the LSOR, locate Chapter 8, End User (EU) form.
5	Print the numbered EU form.
6	Starting with the first field: <ul style="list-style-type: none"> <li>• Mark the EU form R/C/O fields with the highlighters.</li> <li>• Read the form field information.</li> <li>• Review the Matrix for the specific Req Typ noting the required, prohibited and conditional entries based on Activity.</li> </ul>

*Continued on next page*

## LSOR, Continued

### Req Typ P Centrex® Activity, continued

Step	Action
7	In Volume III of the LSOR, locate Chapter 17, Centrex® Resale Service (CRS) form.
8	Print the numbered CRS form.
9	Starting with the first field: <ul style="list-style-type: none"> <li>• Mark the CRS form R/C/O fields with the highlighters.</li> <li>• Read the form field information.</li> <li>• Review the Matrix for the specific Req Typ noting the required, prohibited and conditional entries based on Activity.</li> </ul>


### Transition

Now you know about the required forms and the field information for Resale Centrex® Req Typ P. Next you will learn about the manual forms.

## Ordering Forms

### LSR Manual Form Templates

LSR Manual Forms are available as templates. You can download them to your PC and enter the order information. To obtain the manual form templates, complete the steps below.

Step	Action
1	Go to the CLEC Handbook.
2	Click Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee.
3	Click on Forms & Templates.
4	Click on Manual Forms. <b>Note:</b> The effective date will change to reflect updates.
5	Scroll down to the current version of the LSOG 10 LSR Manual Forms section. 
6	Scroll through the list and <b>download the required forms</b> to the desktop of your workstation: <ul style="list-style-type: none"> <li>• Local Service Request (LSR)</li> <li>• End User Service Request (EU)</li> <li>• Centrex® Resale Service Request (CRS)</li> </ul>

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## LSR Ordering Exercise 1

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**Introduction to Exercises** Now that you have learned about the LSOR and the manual form templates used to process requests, you will complete a practice exercise.

You will type the information on the forms you downloaded earlier.

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**Instructions** First, review the following scenario to determine what LSR Manual Forms are necessary to complete the end user's request. Then make sure the forms are available to you on your PC.

**Note:** If a Directory Listing (DL) form is required for this example you will not fill out a DL form for this exercise.

Field details provided in the scenario are for illustrative purposes only. Not all required fields are included. If required information is not available in the scenario, you can populate with your own information.

In some instances, the scenario will include fields that state "Your Choice," so that entries can conform to CLEC preferences.

Use appropriate resources to complete the fields accurately. (i.e., CLEC Online, USOC Lookup tool, LOH, LSOR, etc.)

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## LSR Ordering Exercise 1, Continued

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**Scenario – Full Migration** This request is for a full migration to a Centrex® Resale Account.

Field Details:

- Billing Account Number is 5555551212 (or your own).
- Requested due date is 12/15/2008.
- Company Code and CCNA, use your own.
- Initiator is Robert Jones at 800 555-6002, fax number 555 555-6004 and email address is [RobertJones@AAA.com](mailto:RobertJones@AAA.com).
- This Centrex® is only works at (1) location.

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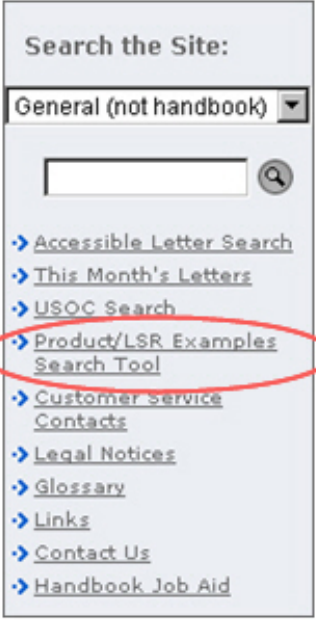
## LSR Ordering Exercise 1, Continued

### Check Your Answers

Now that you have completed filling out the LSR forms, review your answers with the LSR order examples available in the CLEC Online.

CLEC Online houses LSR order examples to assist you in completing service requests. The examples were used to create the exercises in this course. They are the answer keys and allow you to verify your answers to the exercises.

The examples are another reference resource to use on the job. Access the examples by following the steps below:

Step	Action
1	Go to the CLEC Handbook.
2	Scroll down to locate the Search the Site block on the lower right-hand side of the page.
3	<p>Click on Product/LSR Examples Search Tool.</p>  <p>The screenshot shows a 'Search the Site:' section with a dropdown menu set to 'General (not handbook)'. Below the dropdown is a search input field with a magnifying glass icon. A list of links follows, with 'Product/LSR Examples Search Tool' circled in red. Other links include 'Accessible Letter Search', 'This Month's Letters', 'USOC Search', 'Customer Service Contacts', 'Legal Notices', 'Glossary', 'Links', 'Contact Us', and 'Handbook Job Aid'.</p>

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## LSR Ordering Exercise 1, Continued

### Check Your Answers, continued

Step	Action
4	<p>You will be presented with a search criteria screen as shown below.</p> <div data-bbox="548 579 1416 978" style="border: 1px solid black; padding: 10px;"> <p>Product/LSR Examples</p> <p>Provide the search criteria below.</p> <p><b>LSOR Version:</b> <input type="text" value="Select an LSOR Version"/></p> <p><b>Region:</b> <input type="text" value="AT&amp;T Southeast"/></p> <p><b>State:</b> <input type="text" value="Select a State"/></p> <p><b>Product Classification:</b> <input type="text" value="Select a Classification"/></p> <p style="text-align: center;"><input type="button" value="Search"/> <input type="button" value="Reset"/></p> </div> <p>Enter the details of your request to find examples:</p> <ul style="list-style-type: none"> <li>• <b>LSOR Version:</b> Select the <b>current LSOR</b> version from the drop-down menu.</li> <li>• <b>Region:</b> Select AT&amp;T Southeast from the drop-down menu.</li> <li>• <b>State:</b> Select the applicable State from the drop-down menu.</li> <li>• <b>Product Classification:</b> Select Resale from the drop-down menu. The Product field appears next.</li> <li>• <b>Product:</b> Select Centrex®/ISDN Centrex® /Plexar I, II, Express Resale.</li> <li>• Click on the Search button.</li> </ul>
5	<ul style="list-style-type: none"> <li>• A list of examples for the selected product will appear.</li> <li>• Locate the <b>SE – Conversion/Migration As Is Resale Migration</b> example.</li> <li>• Click and open the example and review your answers.</li> </ul>

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## LSR Ordering Exercise 1, Continued

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### Transition

How did you do? Take a moment to reflect on the exercise you just went through. Go back to your reference materials in the LSOR if necessary.

Next you will work through a conversion migration exercise for Req Typ P.

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## LSR Ordering Exercise 2

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### Instructions

First, review the following scenario to determine what LSR Manual Forms are necessary to complete the end user's request. Then make sure the forms are available to you on your PC.

**Note:** A Directory Listing (DL) form is required for this example. You will not fill out a DL form for this exercise.

Field details provided in the scenario are for illustrative purposes only. Not all required fields are included. If required information is not available in the scenario, you can populate with your own information.

In some instances, the scenario will include fields that state "Your Choice," so that entries can conform to CLEC preferences.

Use appropriate resources to complete the fields accurately. (i.e., CLEC Online, USOC Lookup tool, LOH, LSOR, etc.)

---

### Scenario – Add Existing TN to Secondary Service Address

This request is adding an existing TN to a secondary service address.

Field Details:

- Billing Account Number is 5555551212 (or your own).
  - The secondary location is at 129 North Av Anytown, GA, 99999.
  - Requested due date is 12/15/2008.
  - Centrex® Common Block is CN123
  - Company Code and CCNA, use your own.
  - Initiator is Robert Jones at 800 555-6002, fax number is 555 555-6004
  - The telephone number that will be working at the secondary location is 555-555-3333.
  - The local contact is Ed Smith at 800-555-6006.
  - The implementation contact is Jeanne Smith at 800 555-6001.
  - Station Link USOC (M4LFA), Line Class Code XXX, CAT XX
  - PIC and LPIC is 0222 (or your choice).
  - Standard Feature USOC, per station line, each (CENAA)
- 

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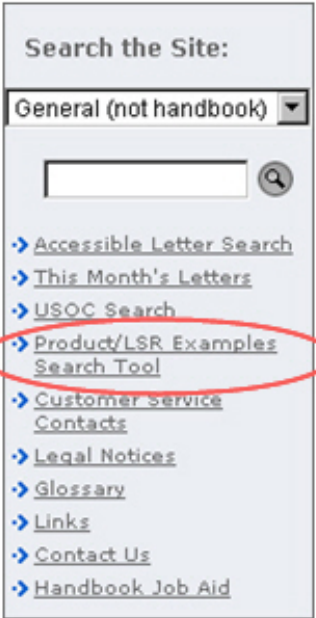
## LSR Ordering Exercise 2, Continued

### Check Your Answers

Now that you have completed filling out the LSR forms, review your answers with the LSR order examples available in the CLEC Online.

CLEC Online houses LSR order examples to assist you in completing service requests. The examples were used to create the exercises in this course. They are the answer keys and allow you to verify your answers to the exercises.

The examples are another reference resource to use on the job. Access the examples by following the steps below:

Step	Action
1	Go to the CLEC Handbook.
2	Scroll down to locate the Search the Site block on the lower right-hand side of the page.
3	<p>Click on Product/LSR Examples Search Tool.</p>  <p>The screenshot shows a 'Search the Site:' section with a dropdown menu set to 'General (not handbook)'. Below the dropdown is a search input field with a magnifying glass icon. A list of links follows, with 'Product/LSR Examples Search Tool' circled in red. Other links include 'Accessible Letter Search', 'This Month's Letters', 'USOC Search', 'Customer Service Contacts', 'Legal Notices', 'Glossary', 'Links', 'Contact Us', and 'Handbook Job Aid'.</p>

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## LSR Ordering Exercise 2, Continued

### Check Your Answers, continued

Step	Action
4	<p>You will be presented with a search criteria screen as shown below.</p> <div data-bbox="548 577 1416 976" style="border: 1px solid black; padding: 10px;"> <p>Product/LSR Examples</p> <p>Provide the search criteria below.</p> <p>LSOR Version: <input type="text" value="Select an LSOR Version"/></p> <p>Region: <input type="text" value="AT&amp;T Southeast"/></p> <p>State: <input type="text" value="Select a State"/></p> <p>Product Classification: <input type="text" value="Select a Classification"/></p> <p><input type="button" value="Search"/> <input type="button" value="Reset"/></p> </div> <p>Enter the details of your request to find examples:</p> <ul style="list-style-type: none"> <li>• <b>LSOR Version:</b> Select the <b>current LSOR</b> version from the drop-down menu.</li> <li>• <b>Region:</b> Select AT&amp;T Southeast from the drop-down menu.</li> <li>• <b>State:</b> Select the applicable State from the drop-down menu.</li> <li>• <b>Product Classification:</b> Select Resale from the drop-down menu. The Product field appears next.</li> <li>• <b>Product:</b> Select Centrex®/ISDN Centrex®/Plexar I, II, Express Resale.</li> <li>• Click on the Search button.</li> </ul>
5	<ul style="list-style-type: none"> <li>• A list of examples for the selected product will appear.</li> <li>• Locate the <b>Add New SLA (Secondary Listed Address) with Station Link &amp; Feature - Same Wire Center to Existing Resale Centrex®</b> example.</li> <li>• Click and open the example and review your answers.</li> </ul>

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## LSR Ordering Exercise 2, Continued

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### Transition

How did you do? Take a moment to reflect on the exercise you just went through. Go back to your reference materials in the LSOR if necessary.

Next, you will learn about Centrex® for WLP.

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## Ordering WLP

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**Order Process** You are ready to learn how to order Centrex® for WLP! Again, it is a manual process.

Earlier in this training, you reviewed the product information in the LOH Section 3. It provided the important ordering information about Centrex® for WLP.

As a review, go to the LOH Section 3 and **review the product information for Centrex® UNE Port With Loop (CUS)**.

---

**Activity Instructions** This activity is designed to teach you how to use your resources to populate the required order forms for Req Typ X, Centrex® UNE Port With Loop.

To complete this activity, you will:

- Use the LSOR to identify the required, conditional, and optional (R/C/O) fields in each section of the form.
- Use three different colored highlighters to mark each field as either Required, Conditional or Optional. You can use any other method you prefer. The objective is to easily identify the required, conditional and optional fields.
- Read through the conditions and field entries for each field.
- When you have completed this activity, you should have a numbered form that clearly indicates at-a-glance the condition of the fields.

**Note:** You may need multiple copies of some of the forms, print them as you identify the need.

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## Ordering WLP, Continued

### Req Typ X Centrex® Activity

This activity covers Centrex® UNE Port With Loop, Req Typ X. Follow the steps below to complete this activity.

**Note:** Since you have already reviewed the LSR and EU form in detail, you will focus only on the product-specific form here.

Step	Action
1	In Volume III of the LSOR, locate Chapter 18 Centrex® UNE Service (CUS) form.
2	Print the numbered CUS form.
3	Starting with the first field: <ul style="list-style-type: none"> <li>• Mark the CUS form R/C/O fields with the highlighters.</li> <li>• Read the form field information.</li> <li>• Review the Matrix for the specific Req Typ noting the required, prohibited and conditional entries based on Activity.</li> </ul>

## Ordering WLP Wrap Up

**Review  
Questions**



Use the information found in the LSOR to answer the following Centrex® WLP order process questions.

Write your response to the question in the “Answer” column to the right of the question. The Answer Key is located on the next page.

Question	Answer
<p><b>Which of the following are valid special characters for the PON field on the CUS form? Select all that apply.</b></p> <p>A. question mark ( ? )                      B. comma ( , )                      C. virgule ( / )                      D. hyphen ( - )</p>	
<p><b>Which of the following forms is required for a Centrex® WLP order?</b></p> <p>A. EU                      B. DL                      C. RS                      D. LS</p>	
<p><b>Which of the following fields is not used in the Southeast but uses the EU form when requesting service at a secondary address?</b></p> <p>A. ISDNP                      B. CCEA                      C. AFT                      D. CFA</p>	

*Continued on next page*

## Ordering WLP Wrap Up, Continued

### Review Questions, continued

Question	Answer
<p><b>The LNUM field is _____. Select all that apply.</b></p> <p>A. CLEC assigned</p> <p>B. prohibited when ACT =V</p> <p>C. retained throughout completion of the request</p> <p>D. required when the LNA field is populated</p>	
<p><b>The only allowable entries for this field are C, TN to be ported in the AT&amp;T switch, and D, Port in Reserved TN.</b></p> <p>A. TCOPT</p> <p>B. NPI</p> <p>C. TNS</p> <p>D. TLI</p>	

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## Ordering WLP Wrap Up, Continued

**Check Your Answers**      How did you do?

Question	Answer
<p><b>Which of the following are valid special characters for the PON field on the CUS form? Select all that apply.</b></p> <p>A. question mark ( ? )                      B. comma ( , )                      C. virgule ( / )                      D. hyphen ( - )</p>	<p><b>B and D</b></p>
<p><b>Which of the following forms is required for a Centrex® WLP order?</b></p> <p>A. EU                      B. DL                      C. RS                      D. LS</p>	<p><b>A</b></p>
<p><b>Which of the following fields is not used in the Southeast but uses the EU form when requesting service at a secondary address?</b></p> <p>A. ISDNP                      B. CCEA                      C. AFT                      D. CFA</p>	<p><b>C</b></p>

*Continued on next page*

## Ordering WLP Wrap Up, Continued

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### Answer Key, continued

Question	Answer
<p><b>The LNUM field is _____. Select all that apply.</b></p> <p>A. CLEC assigned</p> <p>B. prohibited when ACT =V</p> <p>C. retained throughout completion of the request</p> <p>D. required when the LNA field is populated</p>	<p><b>A, C, and D</b></p>
<p><b>The only allowable entries for this field are C, TN to be ported in the AT&amp;T switch, and D, Port in Reserved TN.</b></p> <p>A. TCOPT</p> <p>B. NPI</p> <p>C. TNS</p> <p>D. TLI</p>	<p><b>B</b></p>

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## LSR Ordering Exercise 3

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### Instructions

First, review the following scenario to determine what LSR Manual Forms are necessary to complete the end user's request. Then make sure the forms are available to you on your PC.

**Note:** If a Directory Listing (DL) form is required for this example, you will not fill out a DL form for this exercise.

Field details provided in the scenario are for illustrative purposes only. Not all required fields are included. If required information is not available in the scenario, you can populate with your own information.

In some instances, the scenario will include fields that state "Your Choice," so that entries can conform to CLEC preferences.

Use appropriate resources to complete the fields accurately. (i.e., CLEC Online, USOC Lookup tool, LOH, LSOR, etc.)

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## LSR Ordering Exercise 3, Continued

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**Scenario –  
Disconnect  
UNE-P/WLP  
Centrex® Port  
with Loop**

This request is for the disconnect of an entire UNE-P/WLP Centrex® Port account.

Field Details:

- Billing Account Number is 555 555-1212 (or your own).
- Requested due date is 12/15/2008.
- Company Code and CCNA, use your own.
- Initiator is Robert Jones at 800 555-6002, fax number is 555 554-1243.
- All (3) Telephone Numbers on the account are to be disconnected: 555 555-1212, 1213, 1214.
- Standard disconnect recording to apply.

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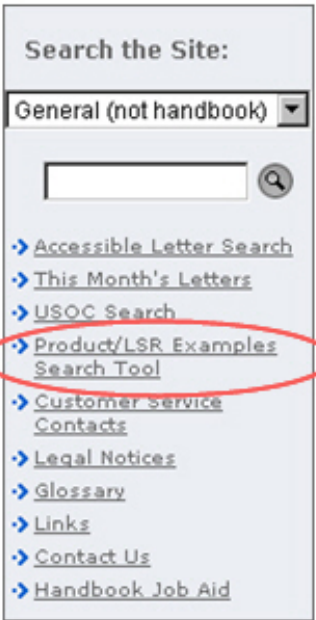
## LSR Ordering Exercise 3, Continued

### Check Your Answers

Now that you have completed filling out the LSR forms, review your answers with the LSR order examples available in the CLEC Online.

CLEC Online houses LSR order examples to assist you in completing service requests. The examples were used to create the exercises in this course. They are the answer keys and allow you to verify your answers to the exercises.

The examples are another reference resource to use on the job. Access the examples by following the steps below:

Step	Action
1	Go to the CLEC Handbook.
2	Scroll down to locate the Search the Site block on the lower right-hand side of the page.
3	<p>Click on Product/LSR Examples Search Tool.</p>  <p>The screenshot shows a search interface titled 'Search the Site:'. Below the title is a dropdown menu currently set to 'General (not handbook)'. Underneath is a search input field with a magnifying glass icon. A list of links follows, each preceded by a right-pointing arrow: 'Accessible Letter Search', 'This Month's Letters', 'USOC Search', 'Product/LSR Examples Search Tool' (circled in red), 'Customer Service Contacts', 'Legal Notices', 'Glossary', 'Links', 'Contact Us', and 'Handbook Job Aid'.</p>

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## LSR Ordering Exercise 3, Continued

### Check Your Answers, continued

Step	Action
4	<p>You will be presented with a search criteria screen as shown below.</p> <div data-bbox="548 579 1417 978" style="border: 1px solid black; padding: 10px;"> <p>Product/LSR Examples</p> <p>Provide the search criteria below.</p> <p><b>LSOR Version:</b> <input type="text" value="Select an LSOR Version"/></p> <p><b>Region:</b> <input type="text" value="AT&amp;T Southeast"/></p> <p><b>State:</b> <input type="text" value="Select a State"/></p> <p><b>Product Classification:</b> <input type="text" value="Select a Classification"/></p> <p><input type="button" value="Search"/> <input type="button" value="Reset"/></p> </div> <p>Enter the details of your request to find examples:</p> <ul style="list-style-type: none"> <li>• <b>LSOR Version:</b> Select the <b>current LSOR</b> version from the drop-down menu.</li> <li>• <b>Region:</b> Select AT&amp;T Southeast from the drop-down menu.</li> <li>• <b>State:</b> Select the applicable State from the drop-down menu.</li> <li>• <b>Product Classification:</b> Select Commercial Agreement from the drop-down menu. The Product field appears next.</li> <li>• <b>Product:</b> Select Centrex® WLP (Wholesale Local Platform Port With Loop (SE)).</li> <li>• Click on the Search button.</li> </ul>
5	<ul style="list-style-type: none"> <li>• A list of examples for the selected product will appear.</li> <li>• Locate the <b>SE – Disconnect UNE-P/WLP Centrex® Port with Loop</b> example.</li> <li>• Click and open the example and review your answers.</li> </ul>

*Continued on next page*

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## LSR Ordering Exercise 3, Continued

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### Transition

How did you do? Take a moment to reflect on the exercise you just went through. Go back to your reference materials in the LSOR if necessary.

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## Conclusion

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### **You Have the Knowledge!**

Congratulations! You are now equipped with the tools you need to successfully process accurate Centrex® Resale and Centrex® WLP orders!

Using the reference material and resources available, you are now able to:

- Order Centrex® Resale Service, Req Typ P.
  - Order Centrex® WLP, Req Typ X.
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