

Consumer Easy Access Sales Environment (CEASE)

**For
Competitive Local Exchange Carriers**



In this tutorial you will learn:

- **The benefits of CEASE**
- **How to navigate in CEASE**
- **How to issue orders in CEASE**

**It is assumed that students are familiar
with the older version of CEASE**

Course Description

This tutorial consists of two parts:

- **Lesson One - Introduction and CEASE System Overview**
- **Lesson Two - CEASE Service Order Overview**

Reference Materials

- This is the link for the CEASE Web Site
- <https://clec.sbc.com/clec/hb/files/13state/ease.ica>
- CLEC Online Web Site
- <https://clec.sbc.com/clec>
- To access the CEASE User Guide:
From CLEC Online, Select CLEC HANDBOOK
 - *Select User Guides/Tech Pubs
 - *Select Ordering
 - *Select Consumer EASE
 - *Select SBC Southwest Region 5-State Consumer EASE User Guide

Performance Objective

Upon completion of this tutorial, given access to available resources, students will be able to:

- Describe the benefits of CEASE
- Login & logoff the system
- Utilize the system GUI and function keys
- Navigate the system & process service orders
- Answer questions about using CEASE

With a goal of 90% accuracy

Lesson One

- Introduction to CEASE
- CEASE System Overview



Performance Objective

Upon completion of this lesson, using available resources, students will be able to:

- Describe the benefits of CEASE
- Login & logoff the system
- Utilize the system GUI and function keys
- Answer 10 questions on CEASE

With 90% accuracy.

Lesson Agenda

- Introduction to CEASE & its benefits
- CEASE Web Site & system login
- CEASE main menu and menu bar
- CEASE system logoff & Function Keys
- Final Review
- Review Questions & Answers

What Is Consumer EASE?

Consumer Easy Access Sales Environment (CEASE) is the SBC Southwest Region 5-State negotiation system used to issue service orders for residential customers.

CEASE

As technology changes, it makes sense that our applications may need to change.

CEASE is the result of a re-engineering effort that will keep SBC ordering systems current, consistent, and compatible with other applications.

CEASE is a very user-friendly order negotiation system.

Benefits of CEASE

- Fewer icons to visit!

Icons that logically fit together have been grouped onto a single screen.

EXAMPLE: PREMIS, Listing, Billing, and Directory screens are combined on the Account Details screen.

Benefits of CEASE...

- **Additional edits!**

More data is mechanically mapped to avoid repetitious typing.

More data is automatically populated to decrease the possibility of errors.

Up front edits prevent SORD errors before the order is issued.

Products with required FIDs are highlighted.

Benefits of CEASE...

- **Multiple orders can be issued in a single CEASE session!**

New Connect with Bill-On

Miscellaneous order and adding a Bill-On

Automatic LON and CRO on multiple order negotiations

Benefits of CEASE...

■ Other benefits:

- Disconnect and establish Preferred Number Service Orders.
- CEASE offers searches for Product names and/or USOC/FIDs.
- There are COPY, CUT, and PASTE options.

How to Logon to CEASE

Verify that you are using 6.x version of Citrix or download the Citrix ICA Client (located in the CLEC Handbook at <https://clec.sbc.com/clec/hb/>)

on the IS Call Center Web Site at

<https://clec.sbc.com/clec/restr/iscall/>).

Your company ID and password will be required to logon to the IS Call Center section of the Web Site

Contact your Account Manager for your ID & Password

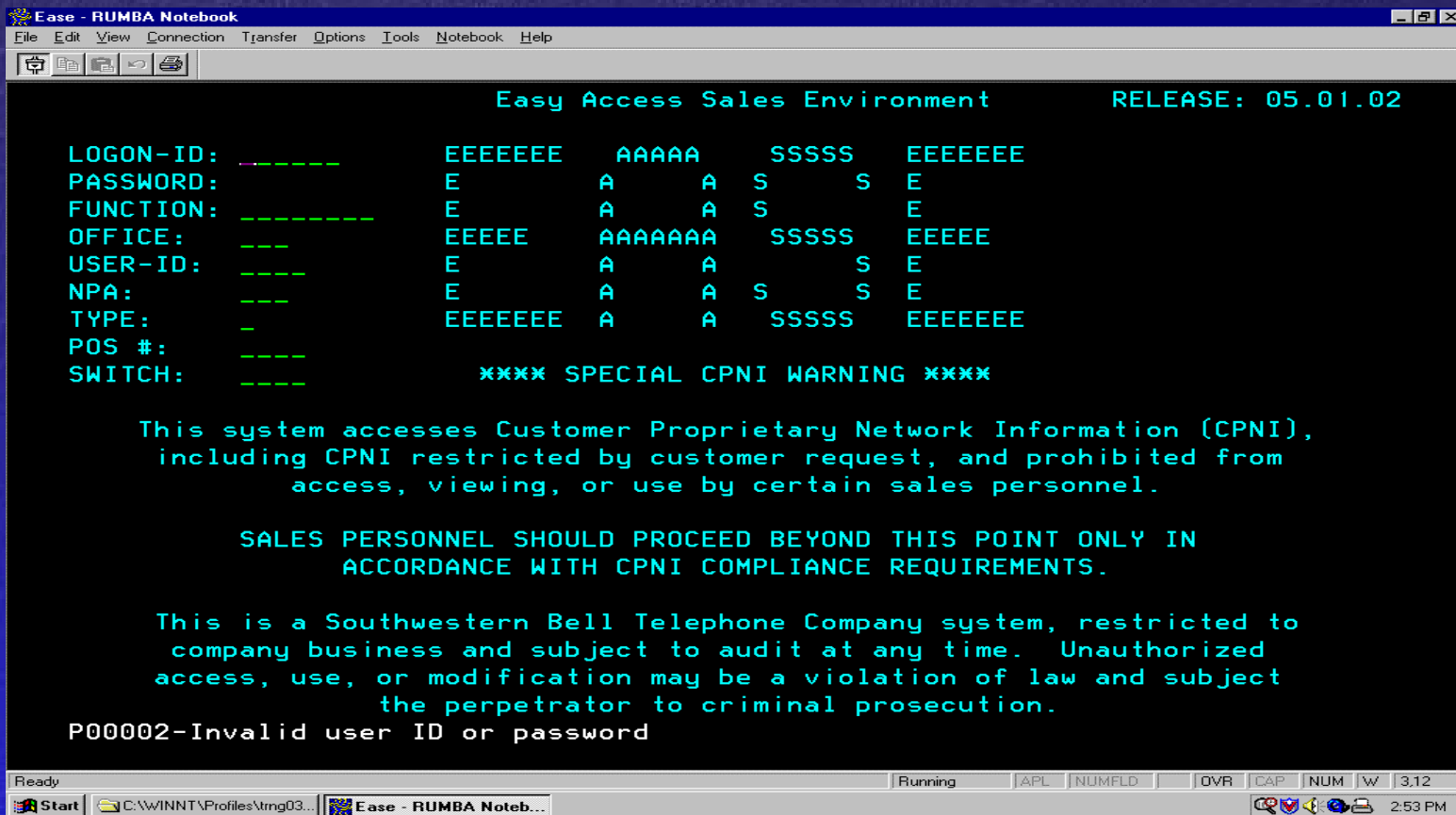
How to Logon to CEASE...

- Access the CEASE URL at:

<https://clec.sbc.com/clec/hb/files/13state/ease.ica>

System Login


CEASE 3270



System Login... CEASE

SWBT EASE - [Logon]

Negotiation Edit Actions Screen Account Info Rate Tools Help



Release: 05.02.00

User ID:

Password:

Office:

Typist ID:

NPA:

Type:

SPECIAL CPNI WARNING !!!!

This system accesses Customer Proprietary Network Information (CPNI), including CPNI restricted by customer request and prohibited from access, viewing, or use by certain Sales Personnel.

SALES PERSONNEL SHOULD PROCEED BEYOND THIS POINT ONLY IN ACCORDANCE WITH CPNI COMPLIANCE REQUIREMENTS.

This is a Southwestern Bell Company system restricted to company business and subject to audit at any time. Unauthorized access, use, or modification may be a violation of law and subject the perpetrator to criminal prosecution.

Copyright © 2000 Southwestern Bell Telephone Company, All Rights Reserved

Information Center

Date	Time	Order #	TN	Listed Name	Listed address	Talked With
------	------	---------	----	-------------	----------------	-------------

[E]rror Msgs [G]ate[ui]s Msgs [L] Ne[go]tiations Worked [A]dvisor[ui] Msgs [R]ate Summary [A]lert [M]sgs

Enter your SUITSID here.

Start | Inbox - Microsoft O... | C:\My Documents... | Microsoft Word | D067NT2 Server F... | SWBT EASE - ... | 2:49 PM

System Login...

Release: 05.02.00

User ID:

Password:

Office:

Typist ID:

NPA:

Type:

CEASE Main Menu (Upgraded)

Search for Account Screen

SWBT EASE - [Search For Account]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Order/Line Info

Talked With: CLEC END USER

Telephone Number: [] [] [] [] CBR Clear TN Customer Code: []

Can Be Reached: 214 555 1212 Ext. [] End-User Auth(Y/N): Y

AECN #: 1234

Business
 Consumer

New Account

Service Change CLEC Conversion

Outside Move Suspend / Restore / Vacation

Disconnect

Clear

Information Center

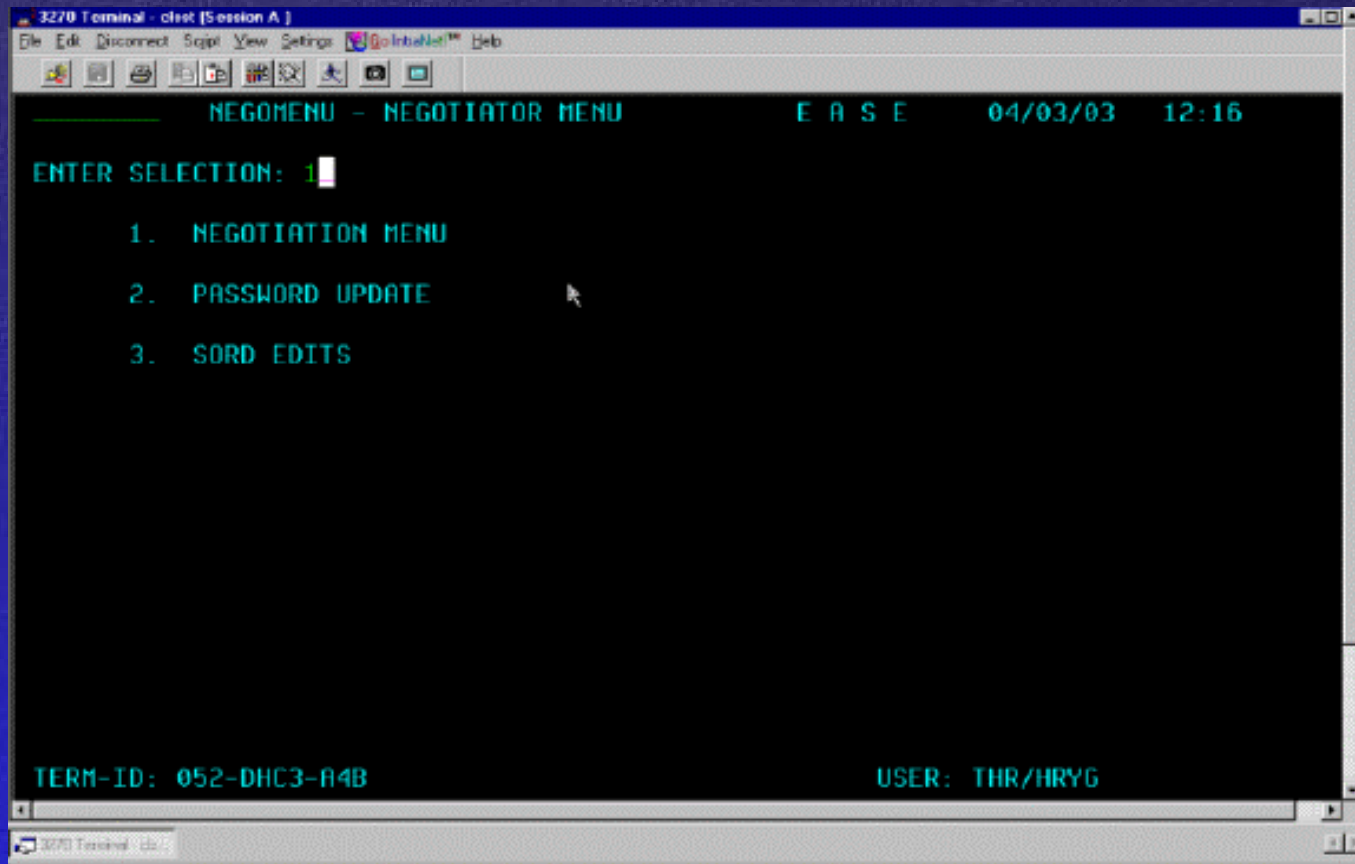
00597	Order was Deleted. (N844462)
30444	DSL qualification transactions complete, see alert tab for details
02818	ADSL/DSLAM transaction is pending.
01786	ADSL/LoopQual transaction is pending.

[Error Msgs] [Status Msgs] [Negotiations Worked] [Advisor(s) Msgs] [Rate Summary] [Alert (M)sgs]

No help for field.

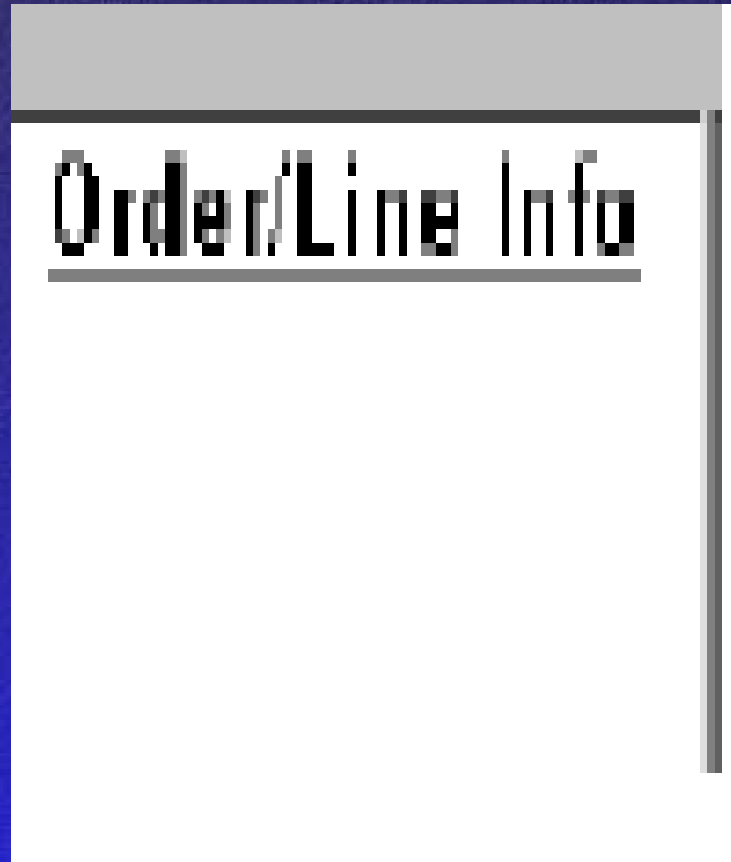
CEASE Main Menu

CEASE 3270



Search for Account Screen...

Order/Line Info



Information Center

Date	Time	Order #	TN	Listed Name	Listed address	Talked With
04/08/03	16:33		-			
04/08/03	16:01		-			
04/08/03	12:22		-			

Emer Mags Stat(s) Mags **Ne(g)otiations Worked** Advise(s) Mags (F)ile Summary Alert Mags

Service Order Types



New Account



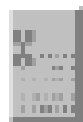
Service Change



CLEC Conversion



Outside Move



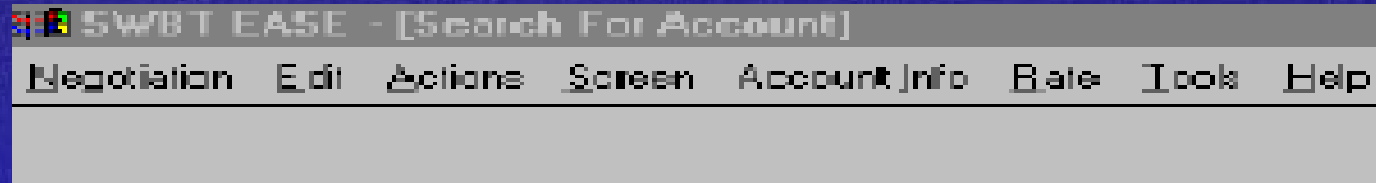
Disconnect



Suspend / Restore / Vacation

Search for Account Screen...

Menu Bar



Negotiation & Edit Menu

<u>N</u> egotiation	<u>E</u> dit	<u>A</u> ctions
<u>H</u> old Negotiation in Esc		
<u>R</u> efresh Negotiation		
<u>D</u> elete Negotiation		
<hr/>		
<u>P</u> rint Information Center		
<u>P</u> rint Desktop		
<u>P</u> rint		
<u>P</u> rint Setup		
<hr/>		
<u>L</u> ogoff		
<u>E</u> xit and Log Off		

<u>E</u> dit	<u>A</u> ctions	<u>S</u> creen
<u>R</u> efresh <u>F</u> ield		<u>C</u> trl+ <u>Z</u>
<u>R</u> efresh <u>R</u> ow		
<u>R</u> efresh <u>S</u> ection		
<u>R</u> efresh <u>S</u> creen		
<hr/>		
<u>C</u> ut		<u>C</u> trl+ <u>X</u>
<u>C</u> opy		<u>C</u> trl+ <u>C</u>
<u>P</u> aste		<u>C</u> trl+ <u>V</u>

Actions & Account Info Menu

<u>A</u> ctions	<u>S</u> creen	<u>A</u> ccount <u>I</u> nfo	<u>B</u> ate
<u>N</u> ew Account			
<u>S</u> ervice Change			
<u>O</u> utside Move			
<u>D</u> isconnect			
<u>C</u> LEC Conversion			808
<u>S</u> uspend/Restore/Vacation			
Can Be Reached:			
AECN #:			123

<u>S</u> creen	<u>A</u> ccount <u>I</u> nfo	<u>B</u> ate
	<u>C</u> urrent <u>B</u> alance	
	<u>A</u> ccount <u>I</u> nquiry	
	<u>B</u> onding Work List	
	<u>S</u> pecific Work Data	
	Telephone Number:	808
	Can Be Reached:	
	AECN #:	1234

Rate & Tools Menu

Account Info	Rate	Tools	Help
<hr/>			
Talked With:			
Line Number:			
Time Reached:			
<hr/>			
AECN #: 1234			

Rate	Tools	Help
<hr/>		
Registration		
Change Password		
Broadcast Message		
Related Orders		
<hr/>		
Options		
<hr/>		
Message Debugging		
Debugging Log		
Profiler		
Test Communication		

Screen & Help Screen

Screen Account Info Rate Tools Help

- Account Detail
- Products
- TN / Carrier
- Billing/ID FIDs
- Usage Dates
- Benefits
- Related Orders

Summary

Products TN/Carrier

Floor: Pref Num

Rate Tools Help

- Release Notes
- About

SAGA/ZI

Floor: BLD

Pref Num Service

Logoff of the System

SWBT EASE - [Search For Account]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Order/Line Info

Talked With: CLEC END USER

Telephone Number: [] [] [] [] CBR Clear TN Customer Code: []

Can Be Reached: 214 555 1212 Ext. [] End User Auth(Y/N): Y

AE CN #: 1234

Business
 Consumer

New Account
Service Change CLEC Conversion
Outside Move
Disconnect Suspend / Restore / Vacation

Scratchpad

Clear

Information Center

00597 Order was Deleted. (N644462)
30444 DSL qualification transactions complete, see alert tab for details
02818 ADSLDSLAM transaction is pending.
01736 ADSLLoopQual transaction is pending.

Enter Msgs Status Msgs Negotiations Worked Advisor Msgs Rate Summary Alert Msgs X

No help for field

Negotiation Edit Actions

Hold Negotiation in Esse

Refresh Negotiation

Dlete Negotiation

Print Information Center

Print Desktop

Print

Print Setup

Logoff

Exit and Log Off

CEASE Function Keys

Function Key	Action
F4	Hold in CEASE
F5	Select all Product Names (in Current and Proposed)
F6	Select all lines for products
F10	Calculate Rate

Final Review

- **Introduction to CEASE & its benefits**
- **CEASE Web Site & system login**
- **CEASE main menu and menu bar**
- **CEASE System logoff & Function Keys**

Review Question

- 1- What is the definition of CEASE?

Answer

- 1- What is the definition of CEASE?

Consumer Easy Access Sales

Environment (CEASE) is the SBC

Southwest Region 5-State negotiation

system used to issue service orders for residential customers.

Review Question

- **2- List 3 benefits of CEASE over the older version?**

Answer

- **2 - List 3 benefits of CEASE over the older version?**
 - 1. Multiple orders can be issued in a single CEASE session**
 - 2. Fewer icons to visit**
 - 3. CEASE offers searches for Product names and/or USOC/FIDs**

Review Question

- 3 - Describe the way you access the CEASE user guide?

Answer

- **3 - Describe the way you access the CEASE user guide?**

**From CLEC Online, Select CLEC
HANDBOOK**

***Select User Guides/Tech Pubs**

***Select Ordering**

***Select Consumer EASE**

***Select SBC Southwest Region 5-State
Consumer EASE User Guide**

Review Question

- **4- In System Login, what fields are required to be populated?**

Answer

- **4- In System Login, what fields are required to be populated?**

1. User ID

2. Password

Review Question

- **5- How do you logoff of CEASE after a session?**

Answer

- **5- How do you logoff of CEASE after a session?**

From Main menu bar:

Click on negotiation

Select Logoff

Review Question

- **6- What is the purpose of the Information Center?**

Answer

- **6- What is the purpose of the Information Center?**

The Information Center, located across the bottom of the screen, provides the user with a variety of information with six tabs.

Review Question

- 7- List the options in the negotiation drop down menu?

Answer

- 7- List the options in the negotiation drop down menu?

Hold Negotiation in EASE

Refresh Negotiation

Delete Negotiation

Print Information Center

Print Desktop

Print

Print Setup

Log Off

Exit and Log Off

Review Question

- **8- What types of service order can be processed with CEASE?**

Answer

- **8- What types of service order can be processed with CEASE?**

New Connect

Disconnect

Service Change

Outside Move

CLEC Conversion

Suspend/Restore/Vacation

Review Question

- 9- What function key will hold the order in CEASE?

Answer

- 9- What function key will hold the order in CEASE?
- F4

Review Question

- **10- How do you logoff of the CEASE at the end of the day?**

Answer

- **10- How do you logoff of the CEASE at the end of the day?**

From Main menu bar:

Click on negotiation

Select Exit and Log Off

Consumer Easy Access Sales Environment (CEASE)

**For
Competitive Local Exchange Carriers**



Lesson 2

■ CEASE Service Order Overview



Performance Objective

Upon completion of this lesson, using available resources, students will be able to:

- **Explain CEASE system functionality**
- **Discuss processing service orders using CEASE**
- **Answer questions regarding the use of CEASE**

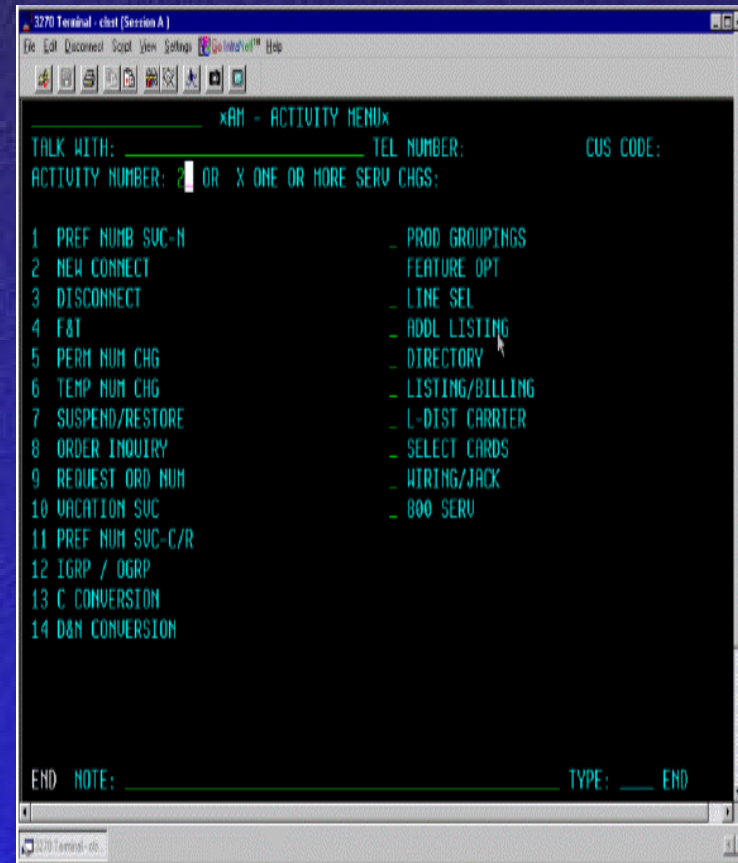
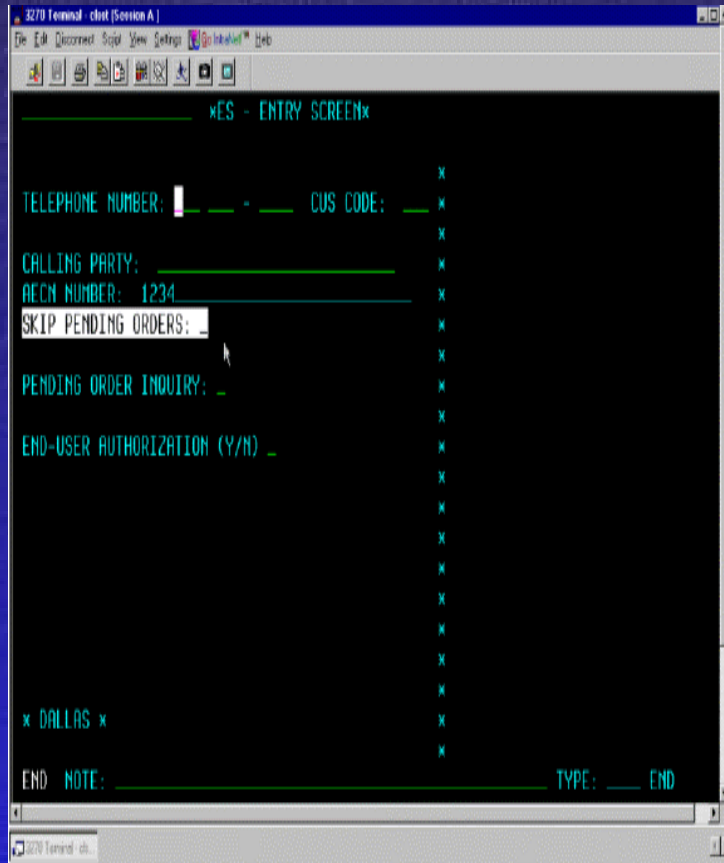
With a goal of 90% accuracy

Lesson Agenda

- **New Connect**
- **Disconnect**
- **Service Change**
- **Outside Move**
- **CLEC Conversion**
- **Suspend/Restore**
- **Final Review**
- **Review Questions & Answers**

New Connect

The 3270 CEASE



New Connect

SWBT EASE - [Search For Account]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Order/Line Info

Talked With: CLEC END USER

Telephone Number: [] [] - [] [] CBR Customer Code: []

Can Be Reached: 214 555 1212 Ext. [] End-User Auth(Y/N): Y

AECN #: 1234

Business
 Consumer

New Account

Service Change CLEC Conversion

Outside Move Suspend / Restore / Vacation

Disconnect

Clear

Information Center

D0597 Order was Deleted. (N844462)
B0444 DSL qualification transactions complete, see alert tab for details
D2818 ADSL/DSLAM transaction is pending.
D1786 ADSL/LoopQual transaction is pending.

[E]rror Msgs [Stat]us Msgs [Ne]gotiations Worked [Adviso]r Msgs [R]ate Summary [A]lert Msgs

No help for field.

New Account

Service Change CLEC Conversion

Outside Move Suspend / Restore / Vacation

Disconnect

Account Details

SWBT EASE - [Account Details]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: ORDER 1 (1) Acct Det Products TN/Carrier Bl/ID FIDs Due Dates Remarks Summary Rel Orders

Order/Line Info

(01)
L0001

PREMIS Address

Community: [] SAGA/ZIP: []

Loc: [APT] Floor: [] BLDG: []

Pref Num Service

DES: [] [Validate...]

Listing Information

Main Listing: [Listed Name - LN]

Name: []

Listed Address: []

ZIP: [] - [] [Expand...]

Omit: Address Community

Billing Information

Bill Name: [] Password: []

Bill Address: []

City/State/ZIP: [] [] []

Foreign Post Office: []

Cons Billing TN: [] [] [] [] []

NPA NNX LINE CC BILP

Billing IN: [] [] [] [] []

[OK]

Scratchpad

[Clear]

Information Center

Date	Time	Order #	TN	Listed Name	Listed address	Talked With
04/14/03	15:16		-			AKBAR ASKAR
04/10/03	11:10		-			
04/10/03	09:52		-			

[E]rror Msgs [S]tatus Msgs [N]egotiations Worked [A]dvisor [M]sgs [R]ate Summary [A]lert [M]sgs

Physical address where service is to be located. First character must be a numeric, @, or a comma. | AKBAR ASKAR | CONSUMER

Start | Inbox - Micr... | C:\My Doc... | G:\NM813... | Microsoft P... | C:\My Doc... | D067NT2... | SWBT E... | 3:17 PM

Account Details

SWBT EASE - [Account Details]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current [Order] ORDER 1 (1) Acct Det Products TN/Carrier BL/ID FIDs Due Dates Remarks Summary Rel Orders

Order/Line Info

(01)
L0001

PREMIS Address

1234 MAIN ST
 Community: SAGA/ZIP: 75202
 Loc: APT Floor: BLDG
 DES: Pref Num Service
 Validate...

Listing Information

Main Listing: Listed Name - LN
 Name: CLEC, END USER
 Listed Address:
 ZIP: -
 Omit: Address Community Expand...

Billing Information

Bill Name: Password:
 Bill Address:
 City/State/ZIP:
 Foreign Post Office:
 Cons Billing TN: NPA NNX LINE CC BILP
 Billing IN: OK

Information Center

Date	Time	Order #	TN	Listed Name	Listed address	Talked With
10/04/02	12:28		-			CLEC END USER
09/27/02	15:19	N843763	214 741-1234	CUSTOMER,MS	1234 MAIN ST	SWBT CLEC TEST
09/27/02	15:10	N843762	214 741-1234	CUSTOMER,MS	1234 MAIN ST	SWBT CLEC TEST

Scratchpad

Clear

Iron Mgs Stat[us] Mgs Negotiations Worked Advisor[or] Mgs [R]ate Summary Alert[M] Mgs

Street Address Geographic Area (Saga) or Zip code of the service location. CLEC END USER

Products & Services Screen (before selections)

SWBT EASE - [Products and Services]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: **N354223 (1)** Acct Det: **Products** TN/Carrier: **B1/ID FIDs** Due Dates: **Remarks** Summary: **Rel Orders**

Order/Line Select: **N354223 (01)**
L0001

Available Products:

- CLASS OF SERVICE
 - FLAT-1PTY 1FW
 - MEASURED-1PTY 1MVV
 - LIFELN FLAT-1PTY LL4
 - TX USA LIFELINE MEASURE RATE PLAN-LW4
 - TX USA LIFELINE FLAT RATE PLAN-L6F
 - LIFELINE- TRIBAL LANDENHANCED -N1R
- END USER CHARGE
 - EUCL 9ZR11**
 - EUCL-TEL ASST 9ZRLL
 - EUCL-LIFELN 9ZR1E
 - EUCL-NON PRIMARY 9ZRMR
 - EUCL-TEL ASST TEMP 9ZR1L
- TOUCH-TONE TTR
 - TOUCH-TONE TTR**
- PACKAGES & CREDITS
- PROMOTIONS
- CALL MANAGEMENT SERVICES
- VOICE MESSAGING
- WIREWORX

Current and Proposed Products:

Product Name	Product Search
01	L0001
OCP/EXTENDED CALLING PL	
EXPANDED LOCL CALLINGS	+

Information Center: **D2387 YES, Offer DSL**

Stat[us] Msgs | Ne[g]otiations Worked | Adv[is]or[er] Msgs | [R]ate Summary | Alert [M]sgs

A list of all existing and/or proposed products and services for this negotiation | CONSUMER

Products & Services Screen (after selections)

SWBT EASE - (Products and Services)

Navigation: Edit Actions Screen Account Info Data Tools Help

Account: 1811719 / 1811719 (1) Acct Det **Products** TN/Carrier: BL/ID FIDs Disc Dates Remarks Summary Rel Orders

Header Line Select: 1719 (01) 1811719

Buttons: Add BIDDn

Available Products

- CLASS OF SERVICE
- END USER CHARGE
- MILEAGE
- PACKAGES & CREDITS
- PROMOTIONS
- CALL MANAGEMENT SERVICES
- VOICE MESSAGING
- WIREWORK
 - WIREWORK(OP,ALL)WVW
 - WIREWORK(MULTI)WMDLX
 - WIREWORK(STA)WMDUX
 - WIREWORK(NONE)WPDXS
 - WIREWORK(OP,DEL)WVWLS
 - WIREWORK(MULTI)WMDLS
 - WIREWORK(STA)WMDUS
- JACKS & WIRING
- OC(EXTENDED)CALLING PLANS
- TOLL RESTRICTIONS
- 800 SERVICE
- MISCELLANEOUS CHARGES

Current and Proposed Products

	01
CLASS OF SERVICE	301-0169
FLAT-1PTY 1FY	X
END USER CHARGE	
EUCL 10R11	X
TOUCHTONE	
TOUCH-TONE-TTR	-
WIREWORK	
WIREWORK(NONE)WPDXS	+
TOLL RESTRICTIONS	
TOLL RESTRICTION DH2	X
MISCELLANEOUS CHARGES	
AUTH REQ-LSP-XRERL	-F

Buttons: Add >>, OK

Product Name: Product Search: Clear

Information Center

02387 YES, Offer DSL

01786 DSL-LoopQual transaction is pending

SWBT EASE - F10

Products FIDs Screen Before Selection

The screenshot displays the SWBT EASE - [Products and Services] application window. The title bar shows the application name and standard window controls. The menu bar includes Negotiation, Edit, Actions, Screen, Account Info, Rate, Tools, and Help. The main window is divided into several sections:

- Order/Line Select:** Shows the current order (N354223 (1)) and line (L0001).
- Products:** A list of products, with "FLAT-1PTY 1FW" selected.
- EIDs:** A list of EIDs, with "REGISTER NUMBER -RGN:" selected.
- Data:** A text area for data entry, with an "Add" button.
- Standard Data Elements:** A list of standard data elements, with "AR, CR, COT, TWC - Auto Redial, Call Return, Cal" selected.
- Switches:** A section for switches, currently showing "[w]".
- Buttons:** "Specialized FID Screen", "Next Required FID", "Delete", "Restore", and "OK".
- Information Center:** A yellow area displaying the message "02387 YES, Offer DSL".
- System Tray:** Shows various system tray icons, including Iron Mags, Stat[us] Mags, Neg[otiations] Worked, Advisor[is] Mags, Rate Summary, and Alert [M]sgs.

The status bar at the bottom indicates the application is "Ready" and the user is "CONSUMER".

Products FIDs Screen After Selection

SWBT EASE - [Products and Services]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: N354223 (1) Acct Det Products TN/Carrier B1/ID FIDs Due Dates Remarks Summary Rel Orders

Order/Line Select: N354223 (01) L0001

Products: FLAT-1PTY 1FW

FIDs: [Empty Field] Locate

Data: [Empty Field] Add

RELATED ACCOUNT -RA: [Empty Field]

RATE AREA EXCEPT-RAX: [Empty Field]

RESTRT CASL USE -RCU: [Empty Field]

REGISTER NUMBER -RGN: [Empty Field]

Standard Data Elements: [Empty Field]

Specialized FID Screen Next Required FID

Act	Order No	Line No	Prod Code	FID	FID Data
+	N354223	L-0001	FLAT-1PTY 1FW	RCU	AR, CR, COT, TWC

Delete Restore OK

Scratchpad

Clear

Information Center

- 00444 DSL qualification transactions complete, see alert tab for details
- 02818 ADSL/DSLAM transaction is pending.
- 01786 ADSL/LoopQual transaction is pending.

[Error Msgs] Stat[us] Msgs [Lightbulb] Neg[otiations] Worked [Advisor] [M]sgs [File] Summary [Alert] [M]sgs [X]

List of FIDs available for selection with a product shown in the Product field. CONSUMER

BI/ID FIDs Screen

SWBT EASE - [Bill/ID FIDs]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: **N844462 (1)** | Acct Det | Products | **TN/Carrier** | **BI/ID FIDs** | Due Dates | Remarks | Summary | Rel Orders

Order Select

N844462 (01)
L0001

Billing FIDs | Identification FIDs

EIDs | Data

Locate Add

ASSOC ACCT NMBR -AAN:
ALTER PROV ACCT-APAN:
BILLG INSTRUCT -BI:
BILLG INSTRUCT -BI:

Standard Data Elements

Action Ind	Order No	FID	FID Data
		L0001	

Delete Restore OK

Clear

Information Center

- 30444 DSL qualification transactions complete, see alert tab for details
- 02818 ADSL/DSLAM transaction is pending.
- 01786 ADSL/LoopQual transaction is pending.

Iron Msgs | Status Msgs | Negotiations Worked | Advisor Msgs | Rate Summary | Alert Msgs

Ready | CLEC END USER

TN/Carrier Screen

SWBT EASE - [Telephone Number / Carrier]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: NB44462 (1) Acct Det Products **TN/Carrier** BL/ID FIDs Due Dates Remarks Summary Rel Orders

Order/Line Info: NB44462 (01) L0001

Available Assigned TNs/Carriers Charge Carriers Temporary # Change Bill For PRING # Change

LN #	Assigned	Hunt	IntraLata Carriers			InterLata Carriers			Negate
			Number	Name	How	Number	Name	How	
L1	214 555-1212				S			S	

Request TNs

Request TNs by:
 NN#:
 Bill Date: Central Office Name: Riverside

Special Request
 Manual Override LNAC Log #:
 Customer Req TN

Supplemental Change Charge:

Scratchpad

Clear

OK

Information Center

30444 DSL qualification transactions complete, see alert tab for details
 02818 ADSL/DSLAM transaction is pending.
 01786 ADSL/LoopQual transaction is pending.

[E]rror Msgs [S]tatus Msgs [N]egotiations Worked [A]dvisor [M]sgs [R]ate Summary [A]lert [M]sgs

IntraLATA Long distance Carrier Selection. CLEC END USER

Due Dates Screen

SWBT EASE - [Due Dates]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: N564105 (1) Acct Det Products TN/Carrier BI/ID FIDS **Due Dates** Remarks Summary Rel Orders

Order/Line Info
 N564105 (01)
 972 780-1043

Connect/Change Information
 Apr 09, 2003 - May 10, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			09	10P	11	*12*
13	14	15	16	17	18	*19*
20	21	22	23	24	25	*26*
27	28	29	30	01P	02	*03*
04	05	06	07	08	09	10

Due Date: 04 / 10 / 03
 Code: W
 Unscheduled:
 2 Day DD:
 Access Time:
 Frame Due Time:
 Frame Time Manual Coord:
 Effective Bill Date: / /
 Eff Bill - Over 60 Days:
 Apply Minimum Bill:
 Access Remarks:

Can Be Reached: 214 555 1212

Clear OK

Information Center

- 99017 PREMIS Remarks Display is required
- 30444 DSL qualification transactions complete, see alert tab for details
- 02818 ADSL/DSLAM transaction is pending.
- 01786 ADSL/LoopQual transaction is pending.
- 00597 Order was Deleted

Iron Msgs Stat[us] Msgs Ne[gotiations] Worked Advisor[0] Msgs [F]ate Summary Alert [M]sgs

Telephone number of the person who is responsible for the order should questions arise prior to completion of the work. CONSUMER

Summary Screen

SWBT EASE - [Summary] [5] [X]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: **N844462 (1)** | Acct Det | Products | TN/Carrier | BL/ID FIDs | Due Dates | Remarks | **Summary** | Rel Orders

Order/Line Info

N844462 (01)
214 741-1212

Issued By: **SDM YVONNE GIVENS** | TN: 214 858 - 5001 | Sales Code: A11A11A

Salesperson: _____ | TN: _____

Customer Contact: **CLEC END USER 214 555-1212**

Directory Delivery Information | Primary: **DALLAS BUS** #1 | Secondary: _____ #

Order #	Suffix	Hold In SORD	Installation Bill	Installation Bill Charge
N844462		<input type="checkbox"/> Hold	<input type="checkbox"/>	\$

- LISTING
- BILLING
- SERVICE & EQUIPMENT
- REMARKS
- MISCELLANEOUS

Scratchpad

Clear

Previous | Next | Expand All | Preferred Number | Issue

Information Center

Date	Time	Order #	TN	Listed Name	Listed address	Talked With
10/04/02	12:28	N844462	214 741-1212	CLEC,END USER	1234 MAIN ST	CLEC END USER
09/27/02	15:19	N843763	214 741-1234	CUSTOMER,MS	1234 MAIN ST	SWBT CLEC TEST
09/27/02	15:10	N843762	214 741-1234	CUSTOMER,MS	1234 MAIN ST	SWBT CLEC TEST

[E]rror Msgs | [S]tatus Msgs | **Negotiations Worked** | [A]dvisor [0] Msgs | [R]ate Summary | \$ | Alert [M]sgs | [X]

Additional one-time charge associated with the establishment of Installation Billing | CLEC END USER

Summary Screen Details

SWBT EASE - [Summary]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: N619715 (1) Acct Det Products TN/Carrier BI/ID FIDs Due Dates Remarks Summary Rel Orders

Order/Line Info

N619715 (01)
808 322-3902

Issued By: EOM YVONNE GIVENS TN: 214 858 -5001 Sales Code: A11A11A

Salesperson: TN:

Customer Contact: 214 555-1212

Directory Delivery Information Primary: FORT WORTH #1 Secondary:

Order #	Suffix	Hold In SORD	Installment Bill	Installment Bill Charge
N619715		* Hold <input type="checkbox"/>	*	\$

IN TEL NO 808 322-3902

LISTING

IN MS.CUSTOMER

IN 2310 MONTGOMERY

IN DIR ZIP 06621

IN 2310 MONTGOMERY,
ST LOUIS,
MO /DZIP 06621

IN LOC APT A

BILLING

Previous Next Collapse All Preferred Number Issue

Clear

Information Center

RATE GROUP - DM2

Iron Msgs Stat[us] Msgs Ne[gotiations] Worked Advisor[or] Msgs [R]ate Summary \$ Alert [M]sgs

Indicator that this service order, when issued to SORD, will be held in SORD and not be distributed CONSUMER

Main Menu Remark (Message at the bottom)

SWBT EASE - [Search For Account]

gulation Edit Actions Screen Account Info Base Tools Help

Order Line Info

Talked With:

Telephone Number: CBR Customer Code:

Can Be Reached: Ext. End-User Auth(Y/N):

Business
 Consumer

AECN #:

New Account

Service Change CLEC Conversion

Outside Move

Disconnect Suspend / Restore / Vacation

Scratchpad

Clear

Information Center

02235 FB11719 order was sent to SORD and held in SORD.
02235 TB11719 order was sent to SORD and held in SORD.
02235

SWBT EASE - [Search For Account]

Disconnect

YVONNE GIVENS's programs

Control View Window Help

SWBT EASE - [Search For Account]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Order/Line Info

Talked With:

Telephone Number: 808 301 0371 CBR Customer Code:

Can Be Reached: Ext. End-User Auth(Y/N): Y

Business
 Consumer

AECN #: 1234

New Account
 Service Change
 Outside Move
 Disconnect
 CLEC Conversion
 Suspend / Restore / Vacation

Scratchpad

Clear

Information Center

00596	Order was Held. (C295638)
30444	DSL qualification transactions complete, see alert tab for details
30340	DSL/DSL...

SWBT EASE - [Se... 3270 Terminal - cl...

Disconnect Details

SWBT EASE - [Disconnect]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: 0572788 (1) **Disconnect** Out FIDs BL/ID FIDs Remarks Rel Orders

Order/Line Info

0572788 (01)
972 780-0136

Disconnect Reason NP

Contact -

Can Be Reached [] [] [] []

Bill Name MILLENNIUM ONE COMM, INC

Final Bill Addr PO BOX 180164

City/ State/ Zip APT 2914

FPO

Perm no Treat **Final Bill Addr OK**

Apr 11, 2003 - May 10, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					-11*	*12*
13	14	15P	16	17	18	*19*
20	21	22	23	24	25	*26*
27	28	29	30	01P	02	*03*
04	*05-	06	07	08	09	10

Due Date 04 / 13 / 03

Unscheduled

Eff Bill - Over 60 Days

Apply Minimum Bill

Frame Due Time

Frame Time Manual Coord

Amt Due [] [] [] [] [] [] [] [] [] []

Deposit [] [] [] [] [] [] [] [] [] []

RA2 [] [] [] [] [] [] [] [] [] []

Last Order C749691

Comp 04 / 01 / 03

RBA 0508

Hold in SORD

LNP Export [L]

Scratchpad

Basic Referral **Special Referral** **Delete** **Issue**

Call Thru Date / /

Ref # Ser

	FROM TN	MSG Type	Referral TN
+	972 780-0136	Not A Working Numt	

Information Center

01425 Duplicate TNs exist in BOSS.

00597 Order was Deleted. (C959777)

Stat[us] Msgs **Ne[g]otiations Worked** **Advisor[or] Msgs** **[F]ate Summary** **Alert [M]sgs**

The reason for disconnecting the account. | (972) 780-0136 | CONSUMER

Service Change

SWBT EASE - [Search For Account]

gation Edit Actions Screen Account Info Base Tools Help

Order Line Info

Talked With: MS CUSTOMER

Telephone Number: 808 301 0169 CBR Clear TN Customer Code: []

Can Be Reached: [] [] [] Ext: [] End User Auth(Y/N): Y

Business
 Consumer

AECN #: 1234 [v]

New Account
 Service Change
 Outside Move
 Disconnect
 CLEC Conversion
 Suspend / Restore / Vacation

Clear

Information Center

00597 Order was Deleted. (FB11718)
00597 Order was Deleted. (TB11718)
00117

SWBT EASE - [Se

Products & Services Screen

SWBT EASE - (Products and Services)

Location Edit Actions Screen Account Info Rate Tools Help

rent der FB11719 / TB11719 (1) Acct Det Products TR/Carrier: BL/ID FIDs Doc Dates Remarks Summary Rel Orders

HerLine Select Products: Product FIDs TN Options

1719 (01)
01 301-0169

Add BIRDn

Available Products

- CLASS OF SERVICE
- END USER CHARGE
- MILEAGE
- PACKAGES & CREDITS
- PROMOTIONS
- CALL MANAGEMENT SERVICES
- VOICE MESSAGING
- WIREWORK
 - WIREWORK(OP-ALL)WVW
 - WIREWORK(MULTI)WMDLX
 - WIREWORK(STA)WMDUX
 - WIREWORK(NONE)WPDXS
 - WIREWORK(OP-BEL)WVWLS
 - WIREWORK(MULTI)WMDLS
 - WIREWORK(STA)WMDUS
- JACKS & WIRING
- OC/EXTENDED CALLING PLANS
- TOLL RESTRICTIONS
- 800 SERVICE
- MISCELLANEOUS CHARGES

Current and Proposed Products

	01
CLASS OF SERVICE	301-0169
FLAT-1PTY 1FW	XF
END USER CHARGE	X
EUCL RTR11	X
TOUCHTONE	
TOUCH-TONE-TTR	-
WIREWORK	+
WIREWORK(NONE)WPDXS	+
TOLL RESTRICTIONS	
TOLL RESTRICTION DH2	X
MISCELLANEOUS CHARGES	-
AUTH REQ-LSP-XRERL	-

Product Name Product Search OK

Information Center

02367 YES, Offer DSL
01786 DSL-LoopQual transaction is pending

SWBT EASE - Products

Due Dates Screen

SWBT EASE - [Due Dates]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: C788394 (1) Acct Det Products TN/Carrier BL/ID FIDs **Due Dates** Remarks Summary Rel Orders

Order/Line Info

C788394 (01)
808 301-0169

Scratchpad

Connect/Change Information

Apr 11, 2003 - May 10, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	01	02	03
04	05	06	07	08	09	10

Due Date: 04 / 14 / 03

Code: W

Unscheduled:

2 Day DD:

Access Time: [v]

Frame Due Time: []

Frame Time Manual Coord:

Effective Bill Date: [] / [] / []

Eff Bill - Over 60 Days:

Apply Minimum Bill:

Access Remarks: []

Can Be Reached: 214 555 1212 []

OK

Information Center

02211 Atlas Link down. No due date available, must manually assign. (Connect/Change Information)

[E]rror Msgs [Stat]s Msgs [Ne]gotiations Worked [Advisor] Msgs [Rate] Summary [Alert] Msgs

Telephone number of the person who is responsible for the order should questions arise prior to completion of the work. | (808) 301-0169 | CONSUMER

Summary Screen

SWBT EASE - [Summary]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: C265440 (1) | Acct Det | Products | TN/Carrier | BL/ID FIDs | Due Dates | Remarks | **Summary** | Rel Orders

Order/Line Info

C265440 (01)
808 301-0169

Issued By: EOT YVONNE GIVENS TN: 214 858 -5001 Sales Code: A11A11A
Salesperson: TN: - -
Customer Contact: 808 555-1212
Directory Delivery Information Primary: FORT WORTH # Secondary: #

Order #	Suffix	Hold In SORD	Installment Bill	Installment Bill Charge
C265440		* Hold <input type="checkbox"/>	* <input type="checkbox"/>	\$

LISTING
SERVICE & EQUIPMENT
REMARKS
MISCELLANEOUS

Scratchpad

Clear

Previous Next Expand All Preferred Number Issue

Information Center

RATE GROUP - RG8

Iron Msgs Stat[us] Msgs Ne[g]otiations Worked Advisor[or] Msgs [R]ate Summary \$ Alert [M]sgs

Sales Code of the issuer of the service order | (808) 301-0169 | CONSUMER

Summary Details Screen

SWBT EASE - [Summary] [5] [X]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: **N619715 (1)** | Acct Det | Products | TN/Carrier | B1/ID FIDs | Due Dates | Remarks | **Summary** | Rel Orders

Order/Line Info

N619715 (01)
808 322-3902

Issued By: **EOM YVONNE GIVENS** | TN: 214 858 5001 | Sales Code: A11A11A

Salesperson: _____ | TN: _____

Customer Contact: 214 555-1212

Directory Delivery Information | Primary: FORT WORTH #1 | Secondary: _____ # _____

Order #	Suffix	Hold In SORD	Installment Bill	Installment Bill Charge
N619715		* Hold <input type="checkbox"/>	* <input type="checkbox"/>	\$ _____

IN TEL NO 808 322-3902
 LISTING
 IN MS. CUSTOMER
 IN 2310 MONTGOMERY
 IN DIR ZIP 06621
 IN 2310 MONTGOMERY,
 ST LOUIS,
 MO /DZIP 06621
 IN LOC APT A
 BILLING
 TN TAD DXP

Clear

Information Center

RATE GROUP - DM2

\$
 X

Indicator that this service order, when issued to SORD, will be held in SORD and not be distributed

CONSUMER

Outside Move (F & T)

SWBT EASE - [Search For Account]

Position Edit Actions Screen Account Info Rate Tools Help

OrderLine Info

Talked With: MS CUSTOMER

Telephone Number: 808 301 0169 CBR Clear TN Customer Code: []

Can Be Reached: [] [] [] Ext: [] End User Auth(Y/N):

Business
 Consumer

AECH #: 1234 [v]

New Account
 Service Change
 Outside Move
 Disconnect

CLEC Conversion
 Suspend / Restore / Vacation

Scratchpad

Clear

Information Center

00597 Order was Deleted. (FB11718)
00597 Order was Deleted. (T811718)
00147 ORDER D... ..

SWBT EASE - [Se

Account Details

SWBT EASE - [Account Details]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: ORDER 1 (1) Acct Det Products TN/Carrier BL/ID FIDs Due Dates Remarks Summary Rel Orders

Order/Line Info

(01)
808 303-0169

PREMIS Address

Community: SAGA/ZIP: ..
 Loc: APT Floor: BLDG
 DES: Validate...

Listing Information

Main Listing: Listed Name - LN
 Name: EASTON, SHENA
 Listed Address:
 ZIP: -
 Omit: Address Community Expand...

Billing Information

Bill Name: JONES INC DBA
 JONES INC
 Bill Address:
 City/State/ZIP:
 Foreign Post Office:
 Password:
 Cons Billing TN: 808 A01 0001 001 21
 NPA NNX LINE CC BILP
 Billing IN:

Information Center

Date	Time	Order #	TN	Listed Name	Listed address	Talked With
04/09/03	13:54		-			
04/09/03	13:19		-	EASTON, SHENA		
04/09/03	13:16	D562242	808 303-0169			

Ready | (808) 303-0169 | CONSUMER

Account Details

SWBT EASE - [Account Details]

File Edit Actions Screen Account Info Rate Tools Help

Order: ORDER 1 (1) **Acct Det** Products SH/Carrier: 83/ID: FID# Due Dates Remarks Summary Re: Orders

Order/Line Info

1) 08 301 0169

PREMIS Address

3508 N ANN ARBOR PL

Community: SAGA/ZIP: 06621

Loc: APT Floor: BLDG

DES:

Listing Information

Main Listing: [Listed Name - LN]

Name: EASTOR, SHERA

Listed Address:

ZIP:

Omit: Address Community

Billing Information

Bill Name: JONES INC DBA
JONES INC

Bill Address:

City/State/ZIP:

Foreign Post Office:

Password:

Cross Billing TN: 000 001 0001 001 21

NPA NXX LINE CC BILP

Billing TN:

Scratchpad

Information Center

0597 Order was Deleted. (FB11718)

0597 Order was Deleted. (TB11718)

0647

SWBT EASE - [Ac...

Account Details

SWBT EASE - [Account Details]

Position: Edit Actions Screen Account Info Rate Tools Help

Front Office: F011719 / T011719 (T) Acct Del Products TR/Carrier BL/ID PIDs Due Dates Remarks Summary ReL Orders

Order Line Info

11719 (01)
00 301.0169

Scratchpad

Clear

Information Center

9017 PREMIS Remarks Display is required
9017 PREMIS Status Display is required

SWBT EASE - [pc]

PREMIS Address

3508 N ANN ARBOR PL
Community: OKC SAGA/ZIP: BLMD - Train
Loc: APT Efloor: BLDG
Prof Num Service
DES: Validate
NPA/NXX: 000 022 Taxing Area: BMD Exchange: BMD

Listing Information

Main Listing: Listed Name - LN
Name: EASTON, SHENA
Listed Address:
3508 N ANN ARBOR PL
ZIP: 06621
Omit: Address Community Expand...

Billing Information

Bill Name: JONES INC DBA
JONES INC
Bill Address:
City/State/ZIP: 06621
Foreign Post Office:
Cores Billing TN: 000 A01 0001 001 21
NPA NXX LINE CC BILP
Billing TN:

Password:

OK

Addr Val
[A]
PREMIS
Sts
[S]
PREMIS
Remarks
[R]
Directory
Info
[I]
LNP
Import
[I]
Taxes
[T]
Perm Dir
Ranks
[P]

PREMIS Status Sub-Screen

The screenshot shows a software window titled "SWBT EASE - [PREMIS Status]". The window has a menu bar with "File", "Edit", "Actions", "Screen", "Account Info", "Date", "Tools", and "Help".

On the left side, there is a "Order Line Info" section with the following text:
1719 (01)
08 301-0169

Below this is a "Scratchpad" section, which is currently empty.

The main area of the window displays the following information:
STATUS: WORKING **DT: 120189** **CS:**

At the bottom of the main area, there is a control for "Additional Line" with "Yes" and "No" radio buttons. The "No" button is selected. There are also "OK" and "Cancel" buttons.

At the bottom of the window is an "Information Center" section with the following entries:
99017 PREMIS Remarks Display is required
99017 PREMIS Status Display is required

The window title bar at the bottom shows "SWBT EASE - [PREMIS Status]" and standard window control buttons.

PREMIS Remarks Sub-Screen

SWBT EASE - [PREMIS Remarks]

Operations Edit Actions Screen Account Info Date Tools Help

Order/Line Info

1719 (01)
00 301-0169

PREMIS Remarks

Telephone Feature Remarks

SHARON HANDLES WINDSOR AT 405 291-2673 (TELEPHONE NUMBERS ONLY)
ZERO DD AVAIL, CT=Y, 3PM CTO

Basic Address Remarks

Scratchpad

Clear

Information Center

9017 PREMIS Remarks Display is required
9017 PREMIS Remarks Display is required

SWBT EASE - PR...

Account Details

SWBT EASE - [Account Details]

gotation Edit Account Screen Account Info Rate Tools Help

rent det: F011719 / T011719 (1) Acct Det Products TR/Carrier B1/ID FIDs Doc Dates Remarks Summary Rel Orders

Order/Line Info

1719 (01)
00 301.0169

PREMIS Address
3508 N ANN ARBOR PL
Community: OKC SAGA/ZIP: BLMD - Trae
Loc: APT Floor: BLDG
DES: Pref Num Service
NPA/NNX: 000 322 Taxing Area: BMD Exchange: BMD

Listing Information
Main Listing: Listed Name - LN
Name: EASTON, SBENA
Listed Address:
3508 N ANN ARBOR PL
ZIP: 06621
Omit Address Community Expand...

Addr Val
[A]
PREMIS
[S]
PREMIS
[K]
Directory
Info
[F]
LNP
Import
[I]
Taxes
[T]
Perm Dir
Rmks
[P]

Scratchpad

Clear

Billing Information
Bill Name: JONES INC DBA
JONES INC
Bill Address:
City/State/ZIP: 06621
Foreign Post Office:
Cons Billing TR: 000 A01 0001 001 21
NPA NNX LINE CC BILP
Billing IN:

OK

Information Center
6017 PREMIS Remarks Display is required
6017 PREMIS Remarks Display is required
6017

SWBT EASE - Ac...

Products & Services

SWBT EASE - [Products and Services]

File Edit Actions Screen Account Info Rate Tools Help

Frontier F011719 / 1011719 (1) Acct Det **Products** TN/Carries BL/ID FIDs Due Dates Remarks Summary Rel Orders

Per/Line Select Products Product FIDs TN Options

11719_011
00_301.0169

Add BIDDn

Available Products

- CLASS OF SERVICE
- END USER CHARGE
- MILEAGE
- PACKAGES & CREDITS
- PROMOTIONS
- CALL MANAGEMENT SERVICES
- VOICE MESSAGING
- WIREWORK
- JACKS & WIRING
- OC/EXTENDED CALLING PLANS
- TOLL RESTRICTIONS
- 800 SERVICE
- MISCELLANEOUS CHARGES

Current and Proposed Products

	01
CLASS OF SERVICE	301-0169
FLAT-1PTY 1FW	X
END USER CHARGE	
EUCL 9ZR11	X
TOUCHTONE	
TOUCH-TONE -TTR	-
TOLL RESTRICTIONS	
TOLL RESTRICTION DH2	X
MISCELLANEOUS CHARGES	
AUTH REQ -LSP -NRERL	-

Scratchpad

Product Name Product Search OK

Notification Center

- 2397 YES, Offer DSL
- 1786 DSL-LoopQual transaction is pending

SWBT EASE - [Pro...

Product & Services (After Selection)

The screenshot displays the 'SWBT EASE - (Products and Services)' application window. The interface includes a menu bar (Getation, Edit, Actions, Screen, Account Info, Rate, Tools, Help) and a toolbar with buttons for 'Acct Det', 'Products', 'TR/Cables', 'DL/ID FIDs', 'Doc Dates', 'Remarks', 'Summary', and 'Rel Orders'. The 'Products' button is highlighted in red.

On the left, the 'BerLine Select' pane shows '1719 (01)' and '01-301-0169'. Below it is a 'Scratchpad' area. The main window is divided into two panes: 'Available Products' and 'Current and Proposed Products'. An 'Add >>' button is positioned between them.

Available Products:

- CLASS OF SERVICE
- END USER CHARGE
- MILEAGE
- PACKAGES & CREDITS
- PROMOTIONS
- CALL MANAGEMENT SERVICES
- VOICE MESSAGING
- WIREWORK
 - WIREWORK(OP-ALL)WVW
 - WIREWORK(MULTI)WMDLX
 - WIREWORK(STA)JQVMDJX
 - WIREWORK(NONE)WVPOXS
 - WIREWORK(OP-BEL)WVWLS
 - WIREWORK(MULTI)WMDLS
 - WIREWORK(STA)JQVMDJS
- JACKS & WIRING
- OCPEXTENDED CALLING PLANS
- TOLL RESTRICTIONS
- 800 SERVICE
- MISCELLANEOUS CHARGES

Current and Proposed Products:

	01
CLASS OF SERVICE	301-0169
FLAT-TPTY 1FW	X
END USER CHARGE	
EUCL RZR11	X
TOUCHTONE	
TOUCH-TONE-TTR	-
WIREWORK	
WIREWORK(NONE)WVPOXS	+
TOLL RESTRICTIONS	
TOLL RESTRICTION DHQ	X
MISCELLANEOUS CHARGES	
AUTH REQ -LSP-XRERL	-

At the bottom, the 'Information Center' displays a yellow banner with the following text:

- 02367 YES, Offer DSL
- 01786 DSL-LoopQual transaction is pending

Telephone Number / Carrier

SWBT EASE - [Telephone Number / Carrier]

Position: Edit Actions Screen Account Info Rate Tools Help

Order: FB11719 / 1811719 (1) Acct Det Products **TN/Carrier** BL/ID FID# Due Dates Remarks Summary Rel Orders

OrderLine Info

1719 (01)
08 301-0169

Available Assigned TNs/Camers Change Carriers Temporary Change Bill For BANC Change

IntraLata Carriers				InterLata Carriers					
LN #	Assigned	Hint	Number	Name	How	Number	Name	How	Regate
L1	R	308 301-0169	NO	NO	S	NO	NO	S	

Request TNs

Request TNs by:
NNX:
Bill Date:

Central Office Name: McGee

Special Request
 Manual Override LNAC Log #:
 Customer Req TN Supplemental Change Charge:

Basic Referral (F) Basic Referral (D) Special Referral

Call Thru Date:

FROM TN	MSG Type	Referral TN
808 301-0169	Refer To (REFER TO)	

OK

Information Center

9017 PREMIS Remarks Display is required
9017 PREMIS Remarks Display is required

Due Dates Screen

SWBT EASE - [Due Dates]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: F710916 / T710916 (1) Acct Det Products TN/Carrier BL/ID FIDs **Due Dates** Remarks Summary Rel Orders

Order/Line Info: T710916 (01) 972 709-4425

Connect/Change Information

Apr 09, 2003 - May 10, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		-09-	-10-	11	*12*	
13	14	15	16	17	18	*19*
20	21	22	23	24	25	*26*
27	28	29	30	01P	02	*03*
04	-05-	06	07	08	09	10

Due Date: 04 / 11 / 03

Code: W

Unscheduled:

2 Day DD:

Access Time:

Frame Due Time:

Frame Time Manual Coord:

Effective Bill Date: / /

Eff Bill - Over 60 Days:

Apply Minimum Bill:

Access Remarks:

Disconnect Information

Apr 09, 2003 - May 10, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		-09-	-10-	11	*12*	
13	14	15	16	17	18	*19*
20	21	22	23	24	25	*26*
27	28	29	30	01P	02	*03*
04	-05-	06	07	08	09	10

Due Date: 04 / 11 / 03

Unscheduled:

Access Time:

Frame Due Time:

Frame Time Manual Coord:

Effective Bill Date: / /

Eff Bill - Over 60 Days:

Apply Minimum Bill:

Can Be Reached:

Clear

Information Center

- 99017 PREMIS Remarks Display is required
- 02818 ADSL/DSLAM transaction is pending.
- 01786 ADSL/LoopQual transaction is pending.
- 01814 TN may stay the same. New address is in same wire center.
- 30444 DSL qualification transactions complete. see alert tab for details

Error Msgs
 Stat[us] Msgs
 Ne[gotiations] Worked
 Adv[isori] Msgs
 [R]ate Summary
 Alert [M]sgs

Due Date for Connect/Change order. | (972) 709-4425 | CONSUMER

Due Dates Screen (After Selection)

SWBT EASE - [Due Dates]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: F710916 / T710916 (1) Acct Det Products TN/Carrier BL/ID FIDs **Due Dates** Remarks Summary Rel Orders

Order/Line Info

T710916 (01)
972 709-4425

Scratchpad

Clear

Connect/Change Information

Apr 09, 2003 - May 10, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		-09-	-10-	11	*12*	
13	14	15	16	17	18	*19*
20	21	22	23	24	25	*26*
27	28	29	30	01P	02	*03*
04	-05-	06	07	08	09	10

Due Date: 04 / 11 / 03

Code: W

Unscheduled:

2 Day DD:

Access Time:

Frame Due Time:

Frame Time Manual Coord:

Effective Bill Date: / /

Eff Bill - Over 60 Days:

Apply Minimum Bill:

Access Remarks:

Disconnect Information

Apr 09, 2003 - May 10, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		-09-	-10-	11	*12*	
13	14	15	16	17	18	*19*
20	21	22	23	24	25	*26*
27	28	29	30	01P	02	*03*
04	-05-	06	07	08	09	10

Due Date: 04 / 11 / 03

Unscheduled:

Access Time:

Frame Due Time:

Frame Time Manual Coord:

Effective Bill Date: / /

Eff Bill - Over 60 Days:

Apply Minimum Bill:

Can Be Reached: 214 555 1212

OK

Information Center

99017 PREMIS Remarks Display is required
 D2818 ADSL/DSLAM transaction is pending.
 D1786 ADSL/LoopQual transaction is pending.
 D1814 TN may stay the same. New address is in same wire center.
 B0444 DSL qualification transactions complete. see alert tab for details

Iron Msgs | **Stat[us] Msgs** | Ne[g]otiations Worked | Advisor[er] Msgs | [F]ate Summary | Alert [M]sgs

Telephone number of the person who is responsible for the order should questions arise prior to completion of the work. | (972) 709-4425 | CONSUMER

Summary Screen

SWBT EASE - [Summary]

gobefion Edit Actions Screen Account Info Beta Tools Help

Order: FB11719 / T811719 (1) Acct Det Products TN/Carrier BI/ID FIDs Due Dates Remarks **Summary** Rel Orders

Order Line Info

11719 (01)
DB 301-0169

Issued By: SDM YVONNE GIVENS TN: 214 858 5001 Sales Code: A11A11A

Salesperson: TN: - -

Customer Contact: MS CUSTOMER 210 555-4212

Directory Delivery Information Primary: KANSAS CITY #1 Secondary: #

Order #	Suffix	Hold In SORD	Installment Bill	Installment Bill Charge
FB11719		Hold		\$
FB11719		Hold		

- LISTING
- BILLING
- SERVICE & EQUIPMENT
- REMARKS
- MISCELLANEOUS

Scratchpad

Clear

Information Center

RATE GROUP - DM2

SWBT EASE - [Summary]

Previous Next Expand All Preferred Number Issue

Main Menu Remarks (Message at the bottom)

SWBT EASE - [Search For Account]

File Edit Actions Screen Account Info Date Tools Help

Order Line Info

Talked With:

Telephone Number: CBR Customer Code:

Can Be Reached: Ext. End-User Auth(Y/N):

Business
 Consumer

AECI#:

New Account

Service Change CLEC Conversion

Outside Move

Disconnect Suspend / Restore / Vacation

Information Center

02235 FB11719 order was sent to SORD and held in SORD.
02235 TB11719 order was sent to SORD and held in SORD.
02235 ...

SWBT EASE - K...

CLEC Conversion

SWBT EASE - [Search For Account]

File Edit Actions Screen Account Info View Tools Help

Order Line Info

Talked With: MS CUSTOMER

Telephone Number: 808 322 3221 CBR Customer Code: 610

Can Be Reached: 214 555 1212 Ext. End User Auth(Y/N): Y

Business
 Consumer

AECH #: 1234

Clear

Information Center

02227 C301435 Order was sent to SORD and successfully distributed.
00589 C301435 Order being sent to SORD.

SWBT EASE - IS...

Account Details

SWBT EASE - [Account Details]

Location Edit Actions Screen Account Info Rate Tools Help

Order Number: C081436 (1) | **Account Details** | Products | TR/Carrier | B1/ID FIDs | Due Dates | Remarks | Summary | Rel Orders

Order/Line Info

11436 (01)
00 322-3221

PREMIS Address

117 CENTENNIAL DR
Community: SAGA/ZIP: 75248
Loc: Floor: Prol Nam Service
DES: Validate
NPA/NNX: Taxing Area: Exchange:

Listing Information

Main Listing: Listed Name - LN
Name: COHEN, COOKIE SCHUDNAR
Listed Address: 117 CENTENNIAL DR
ZIP: 75248
Omit: Address Community Expand...

Billing Information

Bill Name: Password:
Bill Address:
City/State/ZIP:
Foreign Post Office:
Cons Billing TH: 014 A01 1234 123 01
NPA NNX LINE CC BILP
Billing IN:

OK

Scratchpad

Clear

Message Center

80644 DSL qualification transactions complete, see alert tab for details
02818 ADSL/DSLAM transaction is pending.

SWBT EASE - [Account Details]

Products & Services

The screenshot displays the SWBT EASE software interface for account 301436. The main window is titled "SWBT EASE - [Products and Services]". The account number "301436 (1)" is selected, and the "Products" tab is active. The interface is divided into several sections:

- Account Information:** Account number 301436 (1) is displayed at the top left.
- Navigation:** A menu bar includes "Location", "Edit", "Actions", "Screen", "Account Info", "List", "Tools", and "Help". Below it, a secondary menu has "Acct Det", "Products", "TN/Carrier", "SL/ID FIDs", "Due Dates", "Remarks", "Summary", and "Del Orders".
- Product Selection:** The "Products" tab is selected, showing "Available Products" on the left and "Current and Proposed Products" on the right. An "Add >>" button is positioned between the two panes.
- Available Products:** A list of product categories including CLASS OF SERVICE, END USER CHARGE, MILEAGE, PACKAGES & CREDITS, PROMOTIONS, CALL MANAGEMENT SERVICES, VOICE MESSAGING, WIREWORX, JACKS & WIRING, OCCUPY EXTENDED CALLING PLANS, TOLL RESTRICTIONS, 800 SERVICE, and MISCELLANEOUS CHARGES.
- Current and Proposed Products:** A table showing the current product configuration for the account. The "01" product is selected, with "322-3221" highlighted in the "Product FID" column.
- Information Center:** A yellow banner at the bottom displays two messages: "02387 YES, Offer DSL" and "01786 DSL-LoopQual transaction is pending".

Product Name	Product Switch
CLASS OF SERVICE	
FLAT-IPTY IFW	X
END USER CHARGE	
EUCL 82R11	X
TOUCHTONE	
TOUCH-TONE-TTR	X
PACKAGES & CREDITS	
\$25 CID REBATE -CROCE	X
CALLER ID CREDIT -NNK	X
CALL MANAGEMENT SERVICE	
CALL TRACE -NST\$8 PER AC	X
USAGE AUTO REDIAL-NV\$8.5	X
USAGE CALL RETURN-NV\$8	X
CALL WAITING -ESX	X
CALL FORWARDING -ESM	X

Products & Services (After Selection)

SWBT EASE - [Products and Services]

Position Edit Actions Screen Account Info Rate Tools Help

Account: C301436 (1) | Product: Products | TH/Carrier | BI/ID FIDs | Due Dates | Remarks | Summary | Rel. Orders

Order/Line Select: 1436 (01) | 00 322 3221

Available Products

- END USER CHARGE
- MILEAGE
- PACKAGES & CREDITS
 - 2 LINE NON-SOLUTION W/OUT PRV MGR -PG008
 - ESSENTIAL PHONE NON-SOLUTION -PG00V
 - SBC ADVANTAGE PLAN W/OUT PRV MGR -RCB4V
 - ESSENTIALS PLAN -RCR4Z**
 - ESSENTIAL PHN NON-ESSENTLS PLN CRDT-RCR4I
 - 2 LINE NON-SOLUTION ESSENTLS PLN CRDT-RCR59
 - 2 LINE NON-SOLUTION TRACKING USDC -XRENB
 - CALLER ID CREDIT -NNK
 - INTERNET CID CREDIT -C7RCW
- PROMOTIONS
- CALL MANAGEMENT SERVICES
- VOICE MESSAGING
- WIREWORK
 - WIREWORK (OP-ALL) WAWY
 - WIREWORK (MULTI) WMDLX
 - WIREWORK (STA) JWMDJX
 - WIREWORK (NONE) WAPDXR

Current and Proposed Products

Product Name	QTY
ESSENTIALS PLAN -RCR4Z	1
CALLER ID CREDIT -NNK	X
CALL MANAGEMENT SERVICES	X
CALL TRACE -NST\$6 PER AC	X
USAGE AUTO REDIAL -NV85.0	X
USAGE CALL RETURN -NV85.0	X
CALL WAITING -ESX	X
CALL FORWARDING -ESM	X
3WAY CALLING -ESC	X
FEATURE CHARGE -NSP	X
CALLING NUMBR DEL -NSD	X
CALLING NAME DEL -NMP	X
WIREWORK	

Product Name: RCR4Z | Product Snatch: [] | OK

Message Center: 08500 Customer qualifies for Package RCR4Z

Bill/ID FIDs

The screenshot displays the SWBT EASE application window titled "[Bill/ID FID*]". The interface includes a menu bar (File, Edit, Actions, Screen, Account, Info, Date, Tools, Help) and a toolbar with buttons for "Print", "Order", "Acct Det", "Products", "TH/Carrier", "Bill/ID FIDs", "Due Dates", "Remarks", "Summary", and "Rel Orders".

The main window is divided into several sections:

- Order Select:** Shows order details for "01436 (01)" with phone number "08 322-3221".
- Form Fields:** Includes "Billing FIDs" and "Identification FIDs" tabs. Under "Billing FIDs", there are fields for "ASSOC ACCT NMBR -AAN:", "ALTER PROV ACCT-APAN:", and "BILLG INSTRUCT -BI:". A "Data" field with an "Add" button is also present.
- Table:** A table listing FIDs with columns for "Action Ind", "Order No", "FID", and "FID Data".
- Buttons:** "Delete" and "Restore" buttons are located below the table. An "OK" button is in the bottom right corner.
- Information Center:** A log at the bottom shows messages such as "0444 DSL qualification transactions complete, see alert tab for details" and "0818 ADSL/OSLAM transaction is pending".

Action Ind	Order No	FID	FID Data
-	01436	AAN	314 A01-1234,123
-	01436	BILP	01
X	01436	MCN	RESL1239LSP
X	01436	RTB	S

Due Dates Screen

SWBT EASE - [Due Dates]

File Edit Actions Screen Account Info Base Tools Help

Order: C301436 (1) Acct Det Products TR/Carrier BI/ID FIDe **Due Dates** Remarks Summary Rel Orders

Order Line Info

1436 (01)
08 322-3221

Connect/Change Information

Apr 03, 2003 - May 03, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			03	04	05	
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	01	02	03

Due Date: / /

Code: W

Unscheduled:

2 Day DD:

Access Time:

Frame Due Time:

Frame Time Manual Coord:

Effective Bill Date: / /

Eff Bill - Over 60 Days:

Apply Minimum Bill:

Access Remarks:

Can Be Reached: 214 555 1212

TPVRW:

Clear

Information Center

32211 Atlas Link down. No due date available, must manually assign. (Connect/Change Information)

SWBT EASE - [D...

Due Dates (After Selection)

SWBT EASE - [Due Dates]

Jobation Edit Actions Screen Account Info Rate Tools Help

Order Number: C001436 (1) | Acct Det | Products | TR/Carrier | BI/ID FIDs | **Due Dates** | Remarks | Summary | Rel Orders

Order Line Info: 1436 (01) | 00 322-3221

Connect/Change Information
Apr 03, 2003 - May 03, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			03	04	05	
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	01	02	03

Due Date: 04 / 04 / 03
Code: X
Unscheduled:
2 Day DO:
Access Time:

Frame Due Time:
Frame Time Manual Coord:
Effective Bill Date: / /
EB Bill - Over 60 Days:
Apply Minimum Bill:

Access Remarks:

Can Be Reached: 214 555 1212 | TPVR:

OK

Information Center: 02211 Atlas Link down. No due date available, must manually assign. (Connect/Change Information)

SWBT EASE - Du

Summary Screen

SWBT EASE - [Summary]

Negotiation Edit Actions Screen Account Info Rate Tools Help

Current Order: C265440 (1) Acct Det Products TN/Carrier Bl/ID FIDs Due Dates Remarks **Summary** Rel Orders

Order/Line Info

C265440 (01)
808 301-0169

Issued By: EOT YVONNE GIVENS TN: 214 858 -5001 Sales Code: A11A11A
Salesperson: TN:
Customer Contact: 808 555-1212
Directory Delivery Information Primary: FORT WORTH # Secondary: #

Order #	Suffix	Hold In SORD	Installment Bill	Installment Bill Charge
C265440		<input type="checkbox"/> Hold		\$

+ LISTING
+ SERVICE & EQUIPMENT
+ REMARKS
+ MISCELLANEOUS

Scratchpad

Clear

Previous Next Expand All Preferred Number Issue

Information Center

RATE GROUP - RG8

Iron Msgs Stat[us] Msgs Ne[g]otiations Worked Advisor[or] Msgs [R]ate Summary \$ Alert [M]sgs

Sales Code of the issuer of the service order | (808) 301-0169 | CONSUMER

Suspend/Restore/Vacation

SWBT EASE - [Search For Account]

File Edit Actions Screen Account Info Help Tools Help

Order Line Info

Talked With:

Telephone Number: 808 301 0169 CDR Customer Code:

Can Be Reached: 210 222 1212 Ext. End-User Auth(Y/N): Y

Business
 Consumer

AECH #: 1234

Scratchpad

Clear

Information Center

12235 FB11719 order was sent to SORD and held in SORD.
12235 TB11719 order was sent to SORD and held in SORD.
12235

SWBT EASE - [ie...]

Pending Work List

SWBT EASE - [Pending Work List]

Selection Criteria

TN: 808 301-0169

Selection Options

System Order #	Listed Name	Listed Address	Telephone #	Due Date	Typist ID
S	EASTON, SHENA	3102 COVEVIEW	808 301-0169	05-02-03	

Information Center

01336 Pending orders exist on the account.

02235 FB11719 order was sent to SORD and held in SORD.

02235 FB11719 order was sent to SORD and held in SORD.

Suspend/Restore/Vacation

SWBT EASE - [Suspend/Restore/Vacation]

Position: Edit Actions Screen Account Info Date Tools Help

Order: C301434 (1) S/R Vac Remarks Rel Orders

Order/Line Info: 01434 (01) 00 301-0169

Action: **SUSPEND** (dropdown menu open)

- SUSPEND
- RESTORE
- RESTORE/NEGATE
- ADD VACATION
- ADD VACATION/FULL RATE
- REMOVE VACATION
- REMOVE VACATION/FULL RATE

Apr 03, 2003 - May 03, 2003

Mon	Tue	Wed	Thu	Fri	Sat
			03	04	05
07	08	09	10	11	12
14	15	16	17	18	19
21	22	23	24	25	26
28	29	30	01	02	03

Bill Name: JONES INC DBA
Bill Address: 100 MAIN
City/State/Zip: DALLAS TX 75245
FED: [] [] []
Cap Bc Reached: 210 222 1212
Due Date: [] [] []
Unscheduled: []
Frame Due Time: [] [] [] []
Frame Time Man Coord: []
Hold to Sord: []

Date Svc Suspended: [] [] []

Basic Referral (selected) Special Referral []

Call Thru Date: [] [] []

FROM TN	MSG Type	Referral TN
000 301-0169	Refer To (REFER TO)	[] [] []

Information Center:
01336 Pending orders exist on the account.
02235 F811719 order was sent to SORD and held in SORD.

Suspend Details

SWBT EASE - [Suspend/Restore/Vacation]

position Edit Actions Screen Account Info Rate Tools Help

Order # IC301434 (1) S/R Vac Remarks Rel Orders

Order Line Info

01434 (01)
00 301-0169

Action: **SUSPEND**

Suspend/Restore Activity

Incoming and Outgoing Calls
 Incoming Calls Only
 Outgoing Calls Only

Apr 03, 2003 - May 03, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	01	02	03

Date Svc Suspended: //

Bill Name: JONES INC DBA
 Bill Address: 100 MAIN
 City/State/Zip: DALLAS TX 12345
 FPO:
 Call Be Reached: 210 222 -1212
 Due Date:
 Unscheduled:
 Frame Due Time:
 Frame Time Man Coord:
 Hold In Sord:

Basic Referral Special Referral

Call Thru Date: //

FROM TN	MSG Type	Referral TN
000 301-0169	Refer To (REFER TO)	

Buttons: Delete, Issue

Information Center

01336 Pending orders exist on the account.
 02235 FB11719 order was sent to SORD and held in SORD.
 03000

Suspend/Restore/Vacation

SWBT EASE - [Search For Account]

Navigation Edit Actions Screen Account Info Base Tools Help

OrderLine Info

Talked With:

Telephone Number: CBR Customer Code:

Can Be Reached: Ext. End User Auth(Y/N):

Business
 Consumer

AECH 6:

Scratchpad

Clear

Information Center

02227 C301434 Order was sent to SORD and successfully distributed.
06599 C301434 Order being sent to SORD.

SWBT EASE - [Se...]

Restore

SWBT EASE - [Search For Account]

Location Edit Actions Screen Account Info Bats Tools Help

Order Line Info

Talked With:

Telephone Number: 808 301 0169 CBR Customer Code:

Can Be Reached: 210 222 1212 Ext. End-User Auth(Y/N): Y

Business
 Consumer

AECN #: 1234

Scratchpad

Clear

Information Center

12235 FB11719 order was sent to SORD and held in SORD.
12235 TB11719 order was sent to SORD and held in SORD.
12235

SWBT EASE - [Se...

Restore

SWBT EASE - [Suspend/Restore/Vacation]

Navigation Edit Actions Screen Account Info Base Tools Help

View Order: C301435 (1) S/R Vac Remarks Ref Orders

Order Line Info

01435 (01)
08 301-0169

Action: RESTORE

Suspend/Restore Activity

- Incoming and Outgoing Calls
- Incoming Calls Only
- Outgoing Calls Only

Apr 03, 2003 - May 03, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	01	02	03

Date Svc Suspended: / /

Bill Name: JONES INC DBA
Bill Address: 100 MAIN
City/State/Zip: DALLAS TX 12345
FPO:
Can Be Reached:
Due Date: / /
Unscheduled:
Frame Disc Time:
Frame Time Max Coord:
Hold In Sord:

Basic Referral Special Referral

Call Thru Date: / /

FROM TN: 000 301-0169 MSG Type: Refer To (REFER TO) Referral TN: / /

Clear

Information Center

01336 Pending orders exist on the account.
02227 C301434 Order was sent to SORD and successfully distributed.
03330

SWBT EASE - [Su...

Main Menu Remarks (Message at the bottom)

SWBT EASE - [Search For Account]

File Edit Actions Screen Account Info Date Tools Help

Order Line Info

Talked With:

Telephone Number: CBR Customer Code:

Can Be Reached: Ext. End-User Auth(Y/N):

Business
 Consumer

AECH #:

New Account
 Service Change
 Outside Move
 Disconnect
 CLEC Conversion
 Suspend / Restore / Vacation

Scratchpad

Clear

Information Center

02235 FB11719 order was sent to SORD and held in SORD.
02235 TB11719 order was sent to SORD and held in SORD.
02235

SWBT EASE / Se

Final Review

- **New Account**
- **Disconnect**
- **Service Change**
- **Outside Move**
- **CLEC Conversion**
- **Suspend/Restore**

Review Question

- **1- Name the required screens to establish a new account?**

Answer

- **1- Name the required screens to establish a new account?**
- **Search For Account**
- **Account Details**
- **Products**
- **Bill/ID FIDs**
- **TN/Carrier**
- **Due Dates**
- **Summary**

Review Question

- **2- Without a telephone number entered on the Search For Account screen, what order type is available for selection?**

Answer

- **2- Without a telephone number entered on the Search For Account screen, what order type is available for selection?**

New Account

Review Question

- **3- How do you search for a specific product in the available product list?**

Answer

- **3- How do you search for a specific product in the available product list?**

Type a key word, product name, or USOC in the Product Name field for a quick search. Then, click Product Search.

Review Question

- **4- Describe the purpose of the red color icon/field?**

Answer

- **4- Describe the purpose of the red color icon/field?**

Red field in CEASE indicates required field to be populated.

Red icon must be visited.

Review Question

- **5- What order types are available when a telephone number is entered on the Search For Account screen?**

Answer

- **5- What order types are available when a telephone number is entered on the Search For Account screen?**

Service Change

Outside Move

Disconnect

CLEC Conversion and

Suspend/Restore/Vacation Service

Review question

- 6- What is the purpose of an outside move?

Answer

- **6- What is the purpose of an outside move?**

Moving existing service from one address or location to another.

Review question

- **7- Identify the purpose of the CLEC Conversion?**

Answer

- **7- Identify the purpose of the CLEC Conversion?**

A Conversion order is used to convert/migrate an end-user's existing services from SBC to CLEC or CLEC to CLEC for a master account only.

Review question

- **8- List the required screens to disconnect an account?**

Answer

- **8- List the required screens to disconnect an account?**

1. Search for Account

2. Disconnect Screen

Consumer Easy Access Sales Environment (CEASE)

**For
Competitive Local Exchange Carriers**

