at&t

Verigate

Enhanced

User Guide

Issued 12/15/2025

Contents of Volumes

Volume I

Volume II

Contents of Volumes

Volume III

Volume IV

Volume II Contents

Volume II Contents

Volume II Contents

Volume II Contents

CHAPTER 11- FEATURE/SERVICE AVAILABILITY - FEATURE INQUIRY

Overview

The **Feature/Service Availability-Feature Inquiry** will allow the user the option of requesting the Features and Services available for a working telephone number, NPA/NXX/X, CLLI (LST) Code, and for the AT&T Southeast Region, Telephone Number or Validated Address.

Feature/Service Availability-Feature Inquiry can be accessed from the Main Menu or the Address Validation Menu.

When the **Feature/Service Availability-Feature Inquiry** transaction is selected from either the Main Menu or the Address Menu, a prompt page will be displayed, presenting the user with one of the following choices.

■ Feature/Service Availability Inquiry by WTN, NPA NXX X, or LST (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

■ Feature/Service Availability Inquiry by Telephone Number (AT&T Southeast Region)

■ Feature/Service Availability Inquiry by Validated Address (AT&T Southeast Region)

Proprietary - *Not for use or disclosure outside AT&T Inc. except by prior written agreement. CLECs may use, reproduce, copy, and distribute the information solely for internal use in training employees to utilize the capabilities of this AT&T Operational Support System (OSS) in accordance with the OSS provisions of the Interconnection or Resale Agreement between the CLEC and AT&T Inc. Additional or external use is strictly prohibited.*
© 2002-2006 AT&T Knowledge Ventures. ALL RIGHTS RESERVED.

11.1

Feature/Service Availability - Feature Inquiry by WTN, NPA NXX X, LST (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

When the Feature/Service Availability Inquiry by WTN, NPA NXX X, or LST (AT&T Midwest, AT&T Southwest, and AT&T West Regions only) option is selected. The following must be entered to retrieve Feature/Service Availability information:

Field Code	Field Name	Condition
SC1	Service Center	Required
TOS	Type of Service	Required
MS	Market Segment	Required
WTN	Working Telephone Number	Conditional
NPA/NXX/X	Number Plan Area/Number Telephone Prefix	Conditional
LST	Local Service Termination	Conditional

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Click on the **Retrieve Feature Info** button.

Feature/Service Availability-Feature Inquiry – Input Screen

After selecting the **Feature/Service Availability – Feature Inquiry by WTN, NPA NXX X, or LST (AT&T Midwest, AT&T Southwest, and AT&T West Regions)** option from the prompt page, the user will receive the input screen needed for the feature request. Below is an example.

Feature/Service Availability-Feature Inquiry – Output Screen

After submitting the feature request, the user will receive the output screen. Below is an example.

Feature/Service Availability-Feature Inquiry Report (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

The Feature Inquiry Report returned back to the user will consist of the following:

- **Switch Type**: The Switch Type information that is returned will be the native Switch Type for the central office serving the validated address. This will return when the WTN is selected.

- **Feature (FEATAVA)**: The Feature information is the USOC (Universal Service Order Code) for the product or service.

- **Feature Description (FEATDES)**: The Feature Description information is the English description for the USOC Code.

Switch Type Information

The Switch Type that is returned will be the native switch type for the 10-digit telephone number used.

Code	Description
1AE	1A ESS
1AR	1A ESS REMOTE
1ES	1ESS
2BE	2B ESS
2BR	2B ESS REMOTE
2ES	2 ESS
3ES	3 ESS
5AR	5 ESS REMOTE ABOVE GENERIC 6
5E	5 ESS ABOVE GENERIC 11
5ESS	5 ESS ABOVE GENERIC 11
5ES	5 ESS BELOW GENERIC 6
5EA	5 ESS ABOVE GENERIC 6
5ER	5 ESS REMOTE BELOW GENERIC 6
5XB	5 CROSSBAR
AXT	ERICCSON
DMH	DMS 100
DMT	DMS 10
SXS	STEP OFFICE

Code	Description
EWSD	SEIMENS
NT5	DMS 500

Feature/Service Availability-Feature Inquiry by Telephone Number (AT&T Southeast Region)

When the Feature/Service Availability Inquiry by Telephone Number (AT&T Southeast Region only) option is selected. The following must be entered to retrieve Feature/Service Availability information:

Field Code	Field Name	Condition
AREA	Area	Required
Telephone Number	Telephone Number	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Click on the **Retrieve Feature Info** button.

Feature/Service Availability-Feature Inquiry by Telephone Number – Input Screen

When the Feature/Service Availability Inquiry by Telephone Number (AT&T Southeast Region only) option is selected from the prompt page, the user will receive the input screen needed for the feature request. Below is an example.
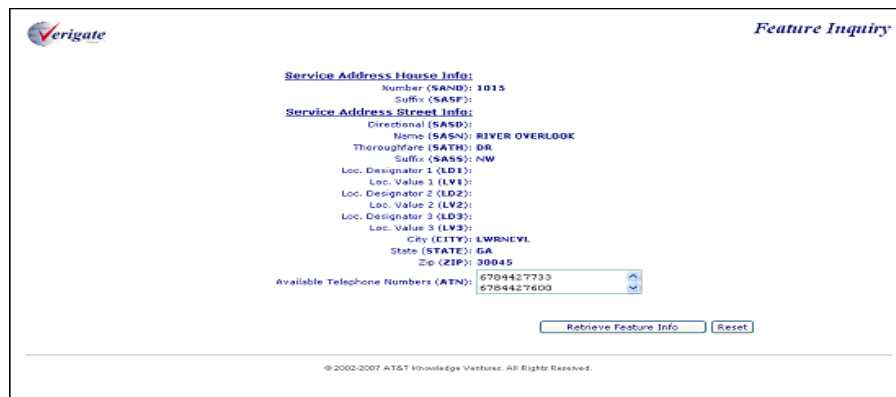
After submitting the feature service availability request, the validated address output screen will be returned and displayed.

The user will then select Retrieve Feature Info button off the validated address response, this will launch the Retrieve Features transaction. Below is an example.

Feature/Service Availability-Feature Inquiry by Telephone Number – Output Screen

When the Retrieve Feature Info button is selected off the validated address response, the Retrieve Features transaction will be launched and the user will receive the output screen. Below is an example.

Feature/Service Availability-Feature Inquiry by Validated Address (AT&T Southeast Region)

Note:

This transaction is accessed through the Address Validation Menu after an address validation has been performed.

If you select this option from the prompt page, Verigate will direct you to return to the Main Menu to select an **Address Validation Inquiry**. Validated address inquiries are conducted using the **Address Validation Inquiry** on the Main Menu. For details on Address Validation, see *CHAPTER 2 - ADDRESS VALIDATION INQUIRY*. After validating an address, see *Feature/Service Availability by Validated Address* for information about conducting the transaction.

The initial inquiry by Validated Address allows the user to retrieve a list of the available features for that address.

Upon successful completion of the Address Validation transaction and after selecting the **Feature/Service Availability** transaction from the Address Validation Menu, Verigate presents the input screen to be used to request the Available Features by validated address. Below is an example.

The following information must be selected to retrieve Feature/ Service information by address validation.

Field Code	Field Name	Condition
AREA	Area	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Note:

The AREA field will be pre-populated.

Click on the **Retrieve Feature Info** button.

The user will then select Retrieve Feature Info button off the validated address response, this will launch the Retrieve Features transaction.

After submitting the feature request, the user will receive the output screen. Below is an example.

The information provided during the Feature/Service request is returned, along
with the details of the Feature/Service Response request.

Feature/Service Availability-Feature Inquiry Report (AT&T Southeast Region)

The Feature Inquiry Report returned back to the user will consist of the following:

- **CLLI**: The CLLI code identifies the CLLI code of the end office switch from which service is being provided.

- **Switch Type**: The Switch Type information that is returned will be the native Switch Type for the central office serving the validated address. This will return when the WTN is selected.

- **NPA**: The NPA Identifies the Number Plan Area.

- **NXX (TTA)**: Identifies Number Plan Area Terminal Traffic Area, the parent area code and exchange of a geographic zone associated with the features being returned.

- **WATS_SERV_OFF**: Identifies if the switch is a WATS switch.

- **800-SERV-OFF**: Identifies if the switch is an 800 switch.

- **STATUS**: Identifies the status of the feature being returned.

- **DATE AVAILABLE:** Identifies the date a feature will become available in the switch.

- **Feature (FEATAVA)**: The Feature information is the USOC (Universal Service Order Code) for the product or service.

- **Feature Description (FEATDES)**: The Feature Description information is the English description for the USOC Code.

Status (AT&T Southeast Region)

Code	Description
A	Available
N	Not Available
R	Restricted from Sale
RE	Restricted to Existing Customer only (not available to new customer)

Switch Type Information (All AT&T Regions)

The Switch Type that is returned will be the native switch type for the 10-digit telephone number used.

Code	Description
1AE	1A ESS
1AR	1A ESS REMOTE
1ES	1ESS
2BE	2B ESS
2BR	2B ESS REMOTE
2ES	2 ESS
3ES	3 ESS
5AR	5 ESS REMOTE ABOVE GENERIC 6
5E	5 ESS ABOVE GENERIC 11
5ESS	5 ESS ABOVE GENERIC 11
5ES	5 ESS BELOW GENERIC 6
5EA	5 ESS ABOVE GENERIC 6
5ER	5 ESS REMOTE BELOW GENERIC 6
5XB	5 CROSSBAR
AXT	ERICCSON
DMH	DMS 100
DMT	DMS 10
SXS	STEP OFFICE
EWSD	SEIMENS
NT5	DMS 500

Field Differences - Verigate/21-State XML Gateway (AT&T Southeast Region)

In most cases, Verigate field names match the application to applicable field names referenced in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). However, there are some instances where Verigate used more of an English descriptive field naming convention. Additional field supportive information is available in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). In cases where the field names are different, please refer to the Field Name Cross Reference Table below to assist in locating supporting field information in the AT&T Southeast LSPOR:

Verigate Field Name	AT&T Southeast LSPOR Field Name
AREA	STATE
DATE AVAILABLE	EFF DT
FEATAVA	PRODUCT ID
FEATDES	PRODUCT NAME
FEATURE NAME	EXT FEATURE NAME
NPA	BST NPA NXX
NXX (TTA)	BST NPA NXX
STATUS	COFA

CHAPTER 12 - FEATURE/SERVICE AVAILABILITY - PIC/LPIC LIST INQUIRY

Overview

The **Feature/Service Availability-PIC/LPIC Inquiry** provides a list of current Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) codes for carriers providing service at a particular local serving office switch. This inquiry will be available by entering a 10-digit telephone number or a validated address (AT&T Southeast Region).

> **Note:**
> *In AT&T Midwest Region and AT&T West Region, the Type of Service (TOS) and Carrier Authorization (CAUTH) may be returned for each carrier listed. In AT&T Southwest Region, the Type of Service (TOS) and Carrier Authorization (CAUTH) will be returned blank for each carrier listed.*

Feature/Service Availability-PIC/LPIC Inquiry can be accessed from the Main Menu or the Address Validation Menu.

When the Feature/Service Availability-Feature Inquiry transaction is selected from either the Main Menu or the Address Menu, a prompt page will be displayed. The user must then choose whether to perform the inquiry using one of the following choices:

- PIC/LPIC Inquiry by Validated Address (AT&T Southeast Region)
- PIC/LPIC Inquiry by Telephone Number (AT&T Southeast Region)
- PIC/LPIC Inquiry by WTN (Working Telephone Number) (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

12

CHAPTER 12 - FEATURE/SERVICE AVAILABILITY - PIC/LPIC LIST INQUIRY
Feature/Service Availability-PIC/LPIC List Inquiry by WTN, NPA NXX X, or

The prompt screen is shown below.

Feature/Service Availability-PIC/LPIC List Inquiry by WTN, NPA NXX X, or LST (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

When the Feature/Service Availability PIC/LPIC Inquiry by WTN, NPA NXX X, or LST (AT&T Midwest, AT&T Southwest, and AT&T West Regions only) option is selected.

The following must be entered to retrieve PIC/LPIC information:

Field Code	Field Name	Condition
SC1	Service Center	Required
WTN	Working Telephone Number	Required
	PIC/LPIC Selection	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

> **Note:**
>
> *If a PIC/LPIC list is selected, the response will return the PIC list first and the LPIC list second.*

Click on the **Retrieve PIC/LPIC Info** button.

Feature/Service Availability-PIC/LPIC Inquiry – Input Screen

After selecting the **PIC/LPIC Inquiry by WTN, NPA NXX X, or LST** (AT&T Midwest, AT&T Southwest, and AT&T West Regions only) option from the prompt page, the user will receive the input screen needed for the PIC/LPIC request. Below is an example.

Feature/Service Availability-PIC/LPIC Inquiry – Output Screen

After submitting the PIC/LPIC request, the user will receive the output screen. Below is an example.

12

CHAPTER 12 - FEATURE/SERVICE AVAILABILITY - PIC/LPIC LIST INQUIRY
Feature/Service Availability-PIC/LPIC List Inquiry by WTN, NPA NXX X, or

The **PIC/LPIC Inquiry** response that comes back to the user will consist of columns of random output data with sort capability.

- **PIC/LPIC** column will consist of the Carrier Identification Codes.
- **ACNA** (Access Carrier Name Abbreviation) column will consist of the ACNA abbreviation for the ACNA name.
- **ACNADES (ACNA Description)** column will be an English description of the Access Carrier Name Abbreviation.
- **TOS** (Type of Service) column will consist of the code that identifies Type of Service of the telephone number. This field may contain multiple iterations (repeating field).
- **CAUTH** (Carrier Authorization) column will identify a carrier's intention to offer service based on Working Telephone Number (WTN).

Note:

In the ACNA Description column, any entry that shows "Terminated" before the carrier name should be ignored. This does not indicate that it is not a valid carrier for the PIC/LPIC transaction.

TOS Valid Responses			
AT&T Midwest Region	**AT&T West Region**	**AT&T Southwest Region**	**Explanation**
1	1		Business
2	2		Residence
3*	3*		Government (Federal)
	4		Coin
5*	5*		Home Office
	14		Business & Coin
	24		Residence & Coin
12	12		Business & Residence
	124		Business & Residence & Coin
			All
			Not Applicable

Note:

TOS values of 3 and 5 will not be returned as usage response values.

The codes used here have been redefined to meet the requirements for the pre-ordering scenarios. As such, these codes should not be used for ordering.

Additional Information

Codes in the Carrier Authorization Column for the AT&T Midwest Region:

O – Offer Carrier

Indicates carrier can be offered during negotiation; will be rotated within list of available carriers. Carriers with this display code can be seen and provisioned by service reps.

DNA* - "DO NOT ACCEPT" RESTRICTION

Identifies carriers that have advised the AT&T Midwest Region that they do not wish to be selected by end users under any circumstances.

Any carrier designated by DNA* is not PIC-able.

Users must contact the carrier and the carrier will submit the order.

DNO* - "DO NOT OFFER" RESTRICTION

Indicates carrier cannot be offered when reading the list of available carriers.

B* - "PREFERS BUSINESS CUSTOMER ONLY" RESTRICTION

When reading the list of available carriers to a residential customer, those with a B* prefix should not be included. If a residential customer asks for a B* restricted carrier, explain that the requested carrier prefers business customers only. Offer to give the carrier's telephone number to the customer.

If the residential customer claims that they have already spoken with the restricted carrier, and the carrier agreed to sign them up as a new customer, then the B carrier may be selected.

R* - "PREFERS RESIDENCE CUSTOMER ONLY" RESTRICTION

When reading the list of available carriers to a business customer, those with an R should not be included. If a business customer asks for an R restricted carrier, explain that the requested carrier prefers residence customers only. Offer to give the carrier's telephone number to the customer.

If the business customer claims that they have already spoken with the restricted carrier, and the carrier agreed to sign them up as a new customer, then the R carrier may be selected.

Codes in the Carrier Authorization Column for the AT&T West Region:

Y – Yes

Indicates AT&T is authorized to place order for that carrier (AT&T can put the PIC/LPIC on the order).

N - No

Indicates customer must call that carrier directly to arrange for service (AT&T cannot put the PIC/LPIC on the order).

📌 Note:

Codes in the Carrier Authorization Column for the AT&T Southwest Region will be blank.

FEATURE/SERVICE AVAILABILITY - PIC/LPIC LIST INQUIRY by Telephone Number (AT&T Southeast Region)

When the Feature/Service Availability PIC/LPIC Inquiry by Telephone Number (AT&T Southeast Region) option is selected.

The following must be entered to retrieve PIC/LPIC information:

Field Code	Field Name	Condition
AREA	Area	Required
Telephone Number	Telephone Number	Required
	PIC/LPIC Selection	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

📌 Note:

If a PIC/LPIC list is selected, the response will return the PIC list first and the LPIC list second.

Click on the **Retrieve PIC/LPIC Info** button.

Feature/Service Availability-PIC/LPIC Inquiry – Input Screen

When the Feature/Service Availability PIC/LPIC inquiry by Telephone Number (AT&T Southeast Region) option is selected from the prompt page, the user will receive the input screen needed for the PIC/LPIC request. Below is an example.

After submitting the **PIC/LPIC** request, the user will receive the validated address output screen. Below is an example.

CHAPTER 12 - FEATURE/SERVICE AVAILABILITY - PIC/LPIC LIST INQUIRY

FEATURE/SERVICE AVAILABILITY - PIC/LPIC LIST INQUIRY by Telephone

The user will then select one of the PIC/LPIC choices (Required) and select the Retrieve PIC/LPIC Info button off the validated address response, this will launch the PIC/LPIC transaction. Below is an example.

Feature/Service Availability-PIC/LPIC Inquiry – Output Screen

After submitting the PIC/LPIC request, the user will receive the output screen. Below is an example.

FEATURE/SERVICE AVAILABILITY - PIC/LPIC LIST INQUIRY by Validated Address (AT&T Southeast Region)

> **Note:**
>
> *This transaction is accessed through the Address Validation Menu after you have performed an address validation.*

If you select this option for the prompt page, Verigate will direct you to return to the Main Menu to select an **Address Validation Inquiry.** Validated address inquiries are conducted using the **Address Validation Inquiry** on the Main Menu. For details on Address Validation, see *CHAPTER 2 - ADDRESS VALIDATION INQUIRY*. After validating an address, see *PIC/LPIC Service Availability by Validated Address* for information about conducting the transaction.

The initial inquiry by Validated Address allows the user to retrieve a list of the available PIC, LPIC, or PIC/LPIC codes for that address.

Upon successful completion of the Address Validation transaction and after selecting the **PIC/LPIC Service Availability** transaction from the Address Validation Menu, Verigate presents the input screen you use to request the Available PIC, LPIC, or PIC/LPIC codes by validated address. Below is an example.

The following information must be entered to retrieve PIC/LPIC Service information by address validation:

Field Code	Field Name	Condition
AREA	Area	Required
	PIC/LPIC Selection	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Note:

If a PIC/LPIC list is selected, the response will return the PIC list first and the LPIC list second.

Click on the **Retrieve PIC/LPIC Info** button.

The user will then select Retrieve PIC/LPIC Info button off the validated address response, this will launch the Retrieve PIC/LPIC transaction.

12

CHAPTER 12 - FEATURE/SERVICE AVAILABILITY - PIC/LPIC LIST INQUIRY
Feature/Service Availability-Feature Inquiry Report (AT&T Southeast

After submitting the PIC/LPIC request, the user will receive the output screen. Below is an example.

The information provided during the initial PIC/LPIC Service request is returned, along with the details of the PIC/LPIC Service Response request.

Feature/Service Availability-Feature Inquiry Report (AT&T Southeast Region)

- **PIC/LPIC** column will consist of the Carrier Identification Codes.

- **ACNA** (Access Carrier Name Abbreviation) column will consist of the ACNA abbreviation for the ACNA name.

- **ACNADES (ACNA Description)** column will be an English description of the Access Carrier Name Abbreviation.

- **TOS (Type of Service)** column will consist of code that identifies Type of Service that the PIC or LPIC is available or authorized for. This field may contain multiple iterations.

- **Date Available** column will identify when the code or feature became or will become available in the switch.

- **Carrier TN** column will identify the contact number for the access carrier.

The data in the Type of Service (TOS) field is broken down as follows:

Service Code indicating whether carrier is PIC or LPIC.

- Rxxx indicates residential carrier (i.e., RDDD)
- Bxxx indicates business carrier (i.e., BDDD)
- XxxD indicates PIC (i.e., RDDD)
- XxxI indicates LPIC (i.e., RDDI)

Where the first three letters in the Service Field indicates:

- Rxxx = Residence
- Bxxx = Business

Where the last letter in the Service Field indicates:

- D = PIC
- I = LPIC

Field Differences - Verigate/21-State XML Gateway (AT&T Southeast Region)

In most cases, Verigate field names match the application to applicable field names referenced in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). However, there are some instances where Verigate used more of an English descriptive field naming convention. Additional field supportive information is available in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). In cases where the field names are different, please refer to the Field Name Cross Reference Table below to assist in locating supporting field information in the AT&T Southeast LSPOR:

Verigate Field Name	AT&T Southeast LSPOR Field Name
AREA	STATE
DATE AVAILABLE	EFF DT
FEATAVA	PRODUCT ID
FEATDES	PRODUCT NAME
FEATURE NAME	EXT FEATURE NAME
NPA	BST NPA NXX
NXX (TTA)	BST NPA NXX
STATUS	COFA

CHAPTER 13 - CUSTOMER SERVICE INQUIRY (CSI)

Overview

13

CHAPTER 13 - CUSTOMER SERVICE INQUIRY (CSI)

Overview

The **Customer Service Inquiry (CSI)** is used to retrieve customer service record information by entering a Working Telephone Number (AT&T Midwest, AT&T Southwest, and AT&T West Regions), an Account Number (AT&T Southeast Region only), or an Account Telephone Number (AT&T 12-State and/or AT&T Southeast Regions).

Note:

The CSI response is pulled from each regional main billing/ordering database. The information that is available in these backend databases will be returned on the pre-ordering response. Pre-Ordering offers an additional inquiry to retrieve directory listing information, Directory Listing (DL) inquiry. The DL Inquiry response is pulled from the regional listing databases. This DL Inquiry response may contain additional information that is not available from the CSI/Listing response. The DL Inquiry is applicable only for the AT&T 12-State regions.

Customer Service Inquiry (CSI) can be accessed from the Main Menu.

To start the **Customer Service Inquiry (CSI)** the user must input the following information:

- **Service Center (AT&T 12-State Regions):** A state code for the inquiry must be selected from the drop down list.
- **Area (AT&T Southeast Region):** A state code for the inquiry must be selected from the drop down list.
- **Inquiry Type:** There are four (4) options of a CSI Inquiry:
    - **CSI Only (AT&T 12-State Regions) –** This option will only return the Service and Equipment section of the CSR to the end-user.
    - **Listing(s) for TN Only (AT&T 12-State Regions or AT&T Southeast Region) –** This option will only return the listing section of the CSR to the end-user.
    - **Listing(s) Parsed Data Only (AT&T Southeast Region) –** This option will only return the parsed listing section of the CSR to the end-user.

Proprietary - *Not for use or disclosure outside AT&T Inc. except by prior written agreement. CLECs may use, reproduce, copy, and distribute the information solely for internal use in training employees to utilize the capabilities of this AT&T Operational Support System (OSS) in accordance with the OSS provisions of the Interconnection or Resale Agreement between the CLEC and AT&T Inc. Additional or external use is strictly prohibited.*
© 2002-2006 AT&T Knowledge Ventures. ALL RIGHTS RESERVED.

13.1

- **Both-CSI plus Listings (AT&T 12-State Regions or AT&T Southeast Region)** – This option will return the complete CSR available to the end-user by returning both the Service and Equipment Section along with the Listing Section.

■ **TN Type:** There are three (3) options of TN type:

- **ATN** (Account Telephone Number) (AT&T 12-State Regions or AT&T Southeast Region) - For the AT&T 12-State Regions, the **ATN** response (depending on the Inquiry Type) will consist of all the WTNs/Services/Listings associated with the ATN up to 1000. For the AT&T Southeast Region, the ATN response is just the record for one Account Telephone Number. The user must input a 10-digit Account Telephone Number.

- **AN** (Account Number) (AT&T Southeast Region) - The AN response (depending on the inquiry type) will consist of all the ATNs/Services/Listings associated with the AN up to 1,000. The user must input a 10-character or 13-character numeric or alphanumeric Account Number.

- **WTN** (Working Telephone Number) (AT&T 12-State Regions) - The **WTN** response is just the record for one Working Telephone Number. The user must input a 10-digit Working Telephone Number.

■ **TN (Telephone Number)** The user must input a 10-character or 13-character numeric or alphanumeric AN, a 10-character ATN, or a 10-character WTN.

■ **Letter of Authorization on File (AGAUTH)?** The user has two (2) options:

- **Yes -** Select "YES" if the CLEC has obtained all necessary authorization required by applicable law and their interconnection agreement.

- **No** – Select "No" if the CLEC has not obtained all necessary authorization required by applicable law and their interconnection agreement.

Note:

For AT&T 12-State Regions, if an ATN (Account Telephone Number) is entered for a Customer Service Inquiry and the account data exceeds 1000 WTNs/Services/Listings, the user will receive a message that states "Account Exceeds Maximum Size Limit". The user should call the AT&T IS Call Center or the Local Service Center for further assistance.

For the AT&T Southeast Region, if an AN is entered for a Customer Service Inquiry and the account data exceeds 1,000 ATNs/Services/Listings, the user will receive a message that states "Account Exceeds Maximum Size Limit". The user should call the AT&T IS Call Center or Local Service Center for further assistance.

In this situation, Verigate will return the partial CSR data up to the maximum limit and a message will be displayed that partial data is being returned. For the full CSR, the user should call the AT&T IS Call Center or Local Service Center for further assistance.

Click on **Retrieve CSI Info** button.

Note:

For the AT&T 12-State Regions and/or AT&T Southeast Region, if ATN is selected as the TN Type and an ATN is entered in the TN field, CSI information for all TNs associated with that specified account will be returned.

For the AT&T Southeast Region, if ATN is selected as the TN Type and an ATN is entered in the TN field, CSI information for that one TN will be returned.

For the AT&T Southeast Region, if AN is selected as the TN Type and an AN is entered in the TN field, CSI information for all TNs associated with that specified account will be returned.

For AT&T 12-State Regions, if WTN is selected as the TN Type and a WTN is entered in the TN field, CSI information for that one TN will be returned.

For AT&T 12-State Regions, if ATN is selected as the TN Type and a WTN is entered in the TN field, an error response will be returned to the user, showing that the input TN is not classified as an ATN.

For AT&T 12-State Regions, if WTN is selected as the TN Type and a WTN or an ATN is entered in the TN field, only CSI information for the specified TN entered will be returned.

CSI Only Inquiry – Input Screen (AT&T 12-State Regions)

CSI Only Inquiry – Output Screen (AT&T 12-State Regions)

CSI Only Inquiry Section Information

The information returned on the CSI response will be divided into sections.

Account Information Section

This section will include the basic account information that is available from the backend database: ATN (Account Telephone Number), CUSCODE (Customer Code), RSCPIND (RSCP Indicator), CS (Class of Service), TOS (Type of Service) and SIC (Standard Industrial Codes). Along with this information the account service address will be returned in parsed fields. A Feature Information Section is included returning additional account level data.

Service and Equipment Section

This section will include all service and equipment associated to the service provided. The service address will be returned to the end-user in this section as well. Many of the USOCs and FIDs are parsed into OBF and Non-OBF fields on the CSI response. All USOCs and FIDs associated to the service will be returned in a Feature Information Table in this section as well.

Note:

The codes in parenthesis are the OBF and NON-OBF Field Names. These fields will only be returned on the CSI response when the information is available in the database.

In the **Account Section**, the following fields may be returned if the information is available in the database.

Field Code	Field Name
ATN	Account Telephone Number
BILLON	Bill-on
CUSCODE	Customer Code ()
RSCPIND	RSCP Indicator
CS	Class of Service
TOS	Type of Service
NAME	End-User Name
SIC	Standard Industrial Code

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the Account Section, along with the above fields, the following fields may be returned for the Account Service Address if the information is available in the database:

Field Code	Field Name
SAPR	Service Address Number Prefix
SANO	Service Address Number
SASF	Service Address Number Suffix
SASN	Service Address Street Name
SASD	Service Address Street Directional Prefix
SATH	Service Address Street Type
SASS	Service Address Street Directional Suffix
LD1	Location Designator 1
LV1	Location Value 1
LD2	Location Designator 2
LV2	Location Value 2

Field Code	Field Name
LD3	Location Designator 3
LV3	Location Value 3
AAI	Additional Address Information
CITY	City
STATE	State
ZIP CODE	Zip Code
AFT	Address Format Type
BOX	Box Code
ROUTE	Route

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

The **Account Section** will contain a Feature Information Section. This section will contain all account level USOCs and FIDs.

Field Code	Field Name
FEATURE	Feature Codes
FEATURE DETAIL	Feature Detail
FEATDES	Feature Description

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **Service and Equipment Section**, the following fields may be returned depending on the service provided for the end-user and if the information is available in the database:

Field Code	Field Name
NAME	End-User Name
WTN	Working Telephone Number
PIC	InterLATA Pre-Subscription Indicator Code
LPIC	IntraLATA Pre-Subscription Indicator Code
LST	Local Service Termination
CS	Class of Service
NC	Network Channel Code
NCI	Network Channel Interface Code
SECNCI	Secondary Network Channel Interface Code
CFA	Connecting Facility Assignment
TERS	Terminal Numbers
ECCKT	Exchange Company Circuit ID
CCEA	Cross Connect Equipment Assignment
FECCKT	Facility Exchanged Company Circuit ID
BLOCK	Blocking Exceptions
DTK	DID Trunk Quality
PUL	Pulsing Type
DTGN	DID Trunk Group Number
SGNL	Signaling
DGOUT	DID Digits Out
DRTI	DID Route Index Number
DTLI	DID Telephone Line Identifier
DTKID	DID Trunk Identifier
HNTYP	Hunting Type Code
HT	Hunting Telephone Number

Field Code	Field Name
TLI	Telephone Line Identifier
HID	Hunt Group Identification
HTSEQ	Hunting Sequence
SSIG	Start Signaling

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **Service and Equipment Section**, along with the above fields, the following fields may be returned for the Service Address if the information is available in the database:

Field Code	Field Name
SAPR	Service Address Number Prefix
SANO	Service Address Number
SASF	Service Address Number Suffix
SASN	Service Address Street Name
SASD	Service Address Street Directional Prefix
SATH	Service Address Street Type
SASS	Service Address Street Directional Suffix
LD1	Location Designator 1
LV1	Location Value 1
LD2	Location Designator 2
LV2	Location Value 2
LD3	Location Designator 3
LV3	Location Value 3
AAI	Additional Address Information
CITY	City
STATE	State
ZIP CODE	Zip Code
AFT	Address Format Type

Field Code	Field Name
BOX	Box Code
ROUTE	Route

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

The Service and Equipment Section will contain a **Feature Information Section**. This section will contain all USOCs and FIDs associated with the service.

Field Code	Field Name
FEATURE	Feature Codes
FEATURE DETAIL	Feature Detail
FEATDES	Feature Description

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

CSI Inquiry Information for Listings Only Report

The information returned on the CSI response will be divided into sections.

Note:

The CSI response is pulled from each regional main billing/ordering database. The information that is available in these backend databases will be returned on the pre-ordering response. Pre-Ordering offers an additional inquiry to retrieve directory listing information, Directory Listing (DL) Inquiry. The DL Inquiry response is pulled from the regional listing databases. This DL Inquiry response may contain additional information that is not available from the CSI/Listing response. The DL Inquiry is only applicable for the AT&T 12-State regions.

Note:

For the AT&T Southeast Region, each CSR section described below may contain parsed and unparsed data. Verigate will display the parsed CSR data in a fielded format and display the unparsed data in an unfielded format.

Account Information Section

This section will include the basic account information that is available from the backend database: ATN (Account Telephone Number), AN (Account Number - AT&T Southeast Region), CUSCODE (Customer Code), RSCPIND Indicator, CS (Class of Service), TOS (Type of Service) and SIC (Standard Industrial Codes). Along with this information the account service address will be returned in parsed fields. A Feature Information Section is included returning additional account level data.

Directory Delivery Information Section

Information regarding Directory Delivery, including Directory Type and Address information will be returned if available in the database.

Listing Information Section

The listing services on the end-users account will be provided in parsed OBF and NON-OBF fields. This will include all listing information that is available from the backend database.

For the AT&T Southeast Region, the listing section will be parsed; all other sections returned will be unparsed.

Note:

The codes in parenthesis are the OBF and NON-OBF Field Names. These fields will only be returned on the CSI response when the information is available in the database.

CSI Inquiry Information for Listings Only Report – Input Screen (AT&T 12-State Regions)

CSI Inquiry Information for Listings Only Report – Output Screen (AT&T 12-State Regions)

CSI Inquiry Information for Listings Only Report (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

In the **Account Section**, the following fields may be returned if the information is available in the database:

Field Code	Field Name
ATN	Account Telephone Number
BILLON	Bill-on
CUSCODE	Customer Code
RSCPIND	RSCP Indicator
CS	Class of Service
TOS	Type of Service
NAME	End-User Name
SIC	Standard Industrial Code

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **Account Section**, along with the above fields, the following fields may be returned for the Account Service Address if the information is available in the database:

Field Code	Field Name
SAPR	Service Address Number Prefix
SANO	Service Address Number
SASF	Service Address Number Suffix
SASN	Service Address Street Name
SASD	Service Address Street Directional Prefix
SATH	Service Address Street Type
SASS	Service Address Street Directional Suffix

CHAPTER 13 - CUSTOMER SERVICE INQUIRY (CSI)
CSI Inquiry Information for Listings Only Report (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

13

Field Code	Field Name
LD1	Location Designator 1
LV1	Location Value 1
LD2	Location Designator 2
LV2	Location Value 2
LD3	Location Designator 3
LV3	Location Value 3
AAI	Additional Address Information
CITY	City
STATE	State
ZIP CODE	Zip Code
AFT	Address Format Type
BOX	Box Code
ROUTE	Route

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

The Account Section will contain a **Feature Information Section.** This section will contain all account level USOCs and FIDs.

Field Code	Field Name
FEATURE	Feature Codes
FEATURE DETAIL	Feature Detail
FEATDES	Feature Description

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

13

CHAPTER 13 - CUSTOMER SERVICE INQUIRY (CSI)
CSI Inquiry Information for Listings Only Report (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

In the **Directory Delivery Information Section**, the following fields may be returned if the information is available in the database:

Field Code	Field Name
DIRTYP	Directory Type
DIRQTYA	Directory Qty
DIRQTY	Number of Directory Type Segments
DDAPR	Delivery Address Number Prefix
DDANO	Delivery Address Number
DDASF	Delivery Address Number Suffix
DDASN	Delivery Address Street Name
DDASD	Delivery Address Street Directional Prefix
DDATH	Delivery Address Street Type
DDASS	Delivery Address Street Directional Suffix
DDLD1	Delivery Address Location Designator 1
DDLV1	Delivery Address Location Value 1
DDLD2	Delivery Address Location Designator 2
DDLV2	Delivery Location Value 2
DDLD3	Delivery Address Location Designator 3
DDLV3	Delivery Address Location Value 3
DDAAI	Delivery Additional Address Information
DDCITY	Delivery Address City
DDSTATE	Delivery Address State/Province
DDZIP	Delivery Address Zip Code

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

CHAPTER 13 - CUSTOMER SERVICE INQUIRY (CSI)
CSI Inquiry Information for Listings Only Report (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

13

In the **Listings Information Section**, the following fields may be returned if the information is available in the database:

Field Code	Field Name
ALI	Alpha/Numeric Listing Identifier
RTY	Record Type
LTY	Listing Type
STYC	Style Code
TOA	Type of Account
DOI	Degree of Indent
LVL	Level of Indent
PLS	Prior Level Status
DNO	Do Not Omit
SO	Sequence Override
WPP	White Page Products
DML	Direct Mail List
BRO	Business/ Residence Placement Override
STR	Street Address Directory
DLNM	Dual Name Listing
PROF	Professional Identifier
DIRIDL	Directory ID
DIRSUB	Directory Subsection
OMSD	Omit from Secondary Directory
LTN	Listing Telephone Number
NSTN	Non-Standard Telephone Number
OMTN	Omit Telephone Number
LNPL	Listing Name Placement
LNLN	Listed Name Last
LNFN	Listed Name First
DES	Designation
TL	Title of Lineage

Field Code	Field Name
TITLE1	Title of Address 1
TITLE1D	Title of Address 1 for Dual Name
TITLE2	Title of Address 2
TITLE2D	Title of Address 2 for Dual Name
TLD	Title of Lineage for Dual Name
NICK	Listing Nickname
PLA	Place Listing As
DNA	Do Not Abbreviate
LTXTY	Listing Text Type
LTEXT	Listed Text
ADI	Address Indicator
LPHRASE	Listing Phrase
YPH	Yellow Page Header
MTN	Main Telephone Number
FAINFO	File After Info
FATN	File After Telephone
PLINFO	Prior Level Information
PLTN	Prior Level Telephone Number

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

CHAPTER 13 - CUSTOMER SERVICE INQUIRY (CSI)
CSI Inquiry Information for Listings Only Report (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

13

In the **Listing Section,** along with the above fields, the following fields may be returned for the Listed Address if the information is available in the database:

Field Code	Field Name
LAPR	Listed Address Number Prefix
LANO	Listed Address Number
LASF	Listed Address Number Suffix
LASN	Listed Address Street Name
LASD	Listed Address Street Directional Prefix
LATH	Listed Address Street Type
LASS	Listed Address Street Directional Suffix
LALO	Listed Address Location
LALOC	Listed Address Locality
LAST	Listed Address State/Province
LAZC	Listed Address Zip/Postal Code

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

CSI Inquiry (Listings TN Only) (AT&T Southeast Region)

CSI Information for Listings Only Report – Input Screen (AT&T 9-State Region)

CSI Information for Listings Only Report – Output Screen (AT&T 9-State Region)

13

```
                    Directory Type List
            Directory Section Data Block:

                              ---DIR
                              DEL A0, B0

            Billing Section Data Block:

                              ---BILL
                              BN1 BELLSOUTH TEST ACCT
                              BA2 ATTN: ERIC PASCHAL
                              BA3 RM 27M40
                              BA4 675 W PEACHTREE ST
                              PO ATLANTA GA 30375
                              TAX NNNN
                              TAR 000,901
                              BTN 904 Q84-5810-810
                              MAN R9998
                              CI
                              RESH R9998
                              SS 000-00-0000;N
                              ZPTX Y
                              CC [KNOWN GOOD CREDIT]
                              DOI [DATE(20050328)]


          Service & Equipment Section
    Service & Equipment Section Data Block:

                              ---S&E
                              (CHARGEABLE LISTINGS)
                              1 NPU /SED 03-28-05/ZSER 3C10000001
                                  / UCAT P/ ECAT B/ DATE 030409
                                  / TAX X00/ RATE 4.12
                                  (LINES & STATIONS)
                              1 MFB /TN 407 251-1309/PIC NONE
                                  /LPIC NONE/PCA B0, 04-10-02
                                  /LPCA B0, 04-10-02
```

```
                              1 ESM /TN 407 251-1849/SED 03-28-05
                                  /ZSER 6610000007
                                  / UCAT P/ ECAT G/ DATE 020410
                                  / TAX X00/ RATE 6.61
                              1 ESX /TN 407 251-1849/SED 03-28-05
                                  /ZSER 6D10000008
                                  / UCAT P/ ECAT G/ DATE 020410
                                  / TAX X00/ RATE 6.61
                              1 ETET1 /TN 407 251-1849/SED 03-28-05
                                  /ZSER 7410000009
                                  / UCAT P/ ECAT G/ DATE 020410
                                  / TAX X00/ RATE NR
                              1 LNPCX /TN 407 251-1849/SED 03-28-05
                                  /ZSER 7B1000000A
                                  / UCAT P/ ECAT G/ DATE 020410
                                  / TAX X00/ RATE NR
                              1 RESCN /TN 407 251-1849
                                  /ZRCI BELLSOUTH TEST ACCT,
                                  CAROLYN WHELESS, 215 405-
                                  4434/SED 03-28-05
                                  /ZSER 971000000E
                                  / UCAT P/ ECAT G/ DATE 050328
                                  / TAX X00/ RATE NR
                              1 9ZR /TN 407 251-1849/SED 03-28-05
                                  /ZSER 891000000C
                                  / UCAT P/ ECAT G/ DATE 020410
                                  / TAX X00/ RATE 6.83
   Competitive Activity Section Data Block:
                              ---COMPLETED ACTIVITY
                              4072511849RC 04-25-09 RATECHANGE 04-26-09
                              4072511849RC 04-01-09 RATECHANGE 04-19-09
                              CY5PRMM7 03-28-05 053630C5PRMM 04-01-05 3633
                              OTN=4072511849849
```

The following fields are the input fields for this transaction:

Field Code	Field Name	Condition
AGAUTH	Agency Authorization	Required
AREA	Area/Geographic Location	Required
AN	Account Number	Conditional
ATN	Account Telephone Number	Conditional
TN	Telephone Number	Conditional

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **Identification Section**, the following fields may be returned if the information is available in the database:

Field Code	Field Name
AN	Account Number
ATN	Account Telephone Number
CCNA	Customer Carrier Name Abbreviation
TOA	Type of Account
TOS	Type of Service
Identification Section Data Block	

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

IDENTIFICATION SECTION DATA BLOCK

Field Code	Field Description
Header Section	
ACCT	13 alphanumeric characters that identify the account number
EXCH	Exchange Name (Example: CHAM)
BCS	Business Class of Service (Example: 1FB - business connection with flat rate.)
STAT	Account Status Values are: ■ New ■ Open ■ Pre Account ■ Final
TYPE	Account Type Values are: ■ Residence ■ Business ■ Coin ■ Government
SVCC	2 character service code Examples are: ■ Residence = 11 ■ Business = 21
Identification Section	
EQIND1	2-5 numerics
LASTZSER	Last Z (Fictitious) Serial Number. Reference to archived CSR.
DISCDATE	Date service moved from *Open* to *Final* status.
MULTLINE	Number of lines associated with service.
HTGHMLCT	Hunting (HTG) MultLine (ML) CT (Count). Number of groups in a series.

Field Code	Field Description
JOINTIND	Account is joint owned by AT&T and another affiliate.
JAZZIND	Indicator of Service Interruption for Affiliates (Motorola Pagers). Values are: ■ Y ■ Blank
BREFIND	BAPCO Referral Indicator Values are: ■ Y (Referred to BAPCO) ■ Blank
TOLDENY	Toll Denied. Number of times a service denied for non-payment in the last 12 months.
DENYIND	Local Service Denied. Number of times a service denied for non-payment in the last 12 months.
PCLCTR	Proprietary Classification. Customer requires permission to view account information. Values are: ■ Y ■ Blank
BMIHTIND	BMI Hotline Values are: ■ Y ■ Blank
SENSACCT	Sensitive Account. Prevents automatic interruption of service for a specific reason. Values are: ■ Y ■ Blank
TTRA	Terminating Traffic Rate Area with a code set of NPA NXX.

Field Code	Field Description
AXC	Type of contract arrangement between AT&T and the Bell operating company. (Example: I-B-T)
CENT	Type of Resale or Facility-based customer. Examples are:

Resale

- R0X Customer End User
- S0X Small Business End User
- C0X Complex Business End User
- I0X Master Account. CLEC's Q Account.

Facility

- R0Y Customer End User
- S0Y Small Business End User
- C0Y Complex Business End User
- I0Y Master Account. CLEC's Q Account.

Note: The 2nd character is always numeric zero.

Note: All FIDs may not be present and their order is not guaranteed.

In the **Listings Section**, the following fields may be returned if the information is available in the database:

Field Code	Field Name
SANO	Service Address Number
SASD	Service Address Street Directional Prefix
SASF	Service Address Number Suffix
SASN	Service Address Street Name
SASS	Service Address Street Directional Suffix

Field Code	Field Name
SATH	Service Address Street Type
AAI	Additional Address Information
NAME	End User Name
LD1	Location Designator 1
LV1	Location Value 1
LD2	Location Designator 2
LV2	Location Value 2
LD3	Location Designator 3
LV3	Location Value 3
CITY	City
STATE	State/Providence
ZIP	Zip Code
ORDN	Ordinance Number

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

LISTED NAME

Field Code	Field Name
RTY	Record Type
ALI	Alpha Listing Identifier Code
DML	Direct Mail List
LTY	Listing Type
TOA	Type of Account
BRO	Business/Residence Placement Override
STYC	Style Code
DOI	Degree of Indent
LNPL	Listed Name Placement
LNLN	Listed Name Last

Field Code	Field Name
LNFN	Listed Name First
DLNM	Dual Name Listing
NICK	Listing Nickname
TL	Title of Lineage
TITLE1	Title of Address 1
TITLE2	Title of Address 2
PLA	Place Listing As
DES	Designation
WPP	White Page Products
DIRNAME	Directory Name
DIRSUB	Directory Subsection
YPH	Yellow Page Header
ADI	Address Indicator
LTN	Listing Telephone Number
NSTN	Non Standard Telephone Number
HS	Header Status
FATN	File After Telephone Number
FAINFO	File After Information
SO	Sequence Override
PLTN	Prior Level Telephone Number

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

CAPTION/SLU/INDENT SECTION

Field Code	Field Name
LVL	Level of Indent
PLS	Prior Level Status
PLINFO	Prior Level Information
PLTN	Prior Level Telephone Number
PLSO	Prior Level Sequence Override
PLFAINFO	Prior Level File After Information
PLFATN	Prior Level File After Telephone Number

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

LISTING TEXT

Field Code	Field Name
LTXNUM	Line of Text Reference Number
LTXTY	Listing Type Text
LTEXT	Line of Text
LPHRASE	Listing Phrase

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

LISTED ADDRESS

Field Code	Field Name
LAPR	Listed Address Number Prefix
LASF	Listed Address Number Suffix
LASD	Listed Address Street Directional Prefix
LASN	Listed Address Street Name
LATH	Listed Address Street Type
LASS	Listed Address Street Directional Suffix
LALOC	Listed Address Locality
LAST	Listed Address State/Providence
LANO	Listed Address Number
SIC	Standard Industrial Code

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

BILL SECTION (Unparsed Data)

DIRECTORY SECTION DATA BLOCK (Unparsed Data)

S&E SECTION DATA BLOCK (Unparsed Data)

PORTED LINE DATA BLOCK (Unparsed Data)

RELATED ACCOUNT DATA BLOCK (Unparsed Data)

BILLING TRANSFER DATA BLOCK (Unparsed Data)

COMPETITIVE ACTIVITY DATA BLOCK (Unparsed Data)

REMARKS DATA BLOCK (Unparsed Data)

CSI Inquiry (CSI & Listings) (AT&T Southeast Region)

The following fields are the input fields for this transaction:

Field Code	Field Name	Condition
AGAUTH	Agency Authorization	Required
AREA	Area/Geographic Location	Required
AN	Account Number	Conditional
ATN	Account Telephone Number	Conditional
TN	Telephone Number	Conditional

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

The Identification Section, Listing Section, Billing Section, Directory Section, and S&E Section are parsed. All other sections are returned unparsed.

In the **Identification Section**, the following fields may be returned if the information is available in the database.

Field Code	Field Name
AN	Account Number
ATN	Account Telephone Number
CCNA	Customer Carrier Name Abbreviation
TOA	Type of Account
TOS	Type of Service
Identification Section Data Block	

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

IDENTIFICATION SECTION DATA BLOCK

Field Code	Field Description
Header Section	
ACCT	13 alphanumeric characters that identify the account number
EXCH	Exchange Name (Example: CHAM)
BCS	Business Class of Service (Example: 1FB - business connection with flat rate.)
STAT	Account Status Values are: ■ New ■ Open ■ Pre Account ■ Final
TYPE	Account Type Values are: ■ Residence ■ Business ■ Coin ■ Government
SVCC	2 character service code Examples are: ■ Residence = 11 ■ Business = 21
Identification Section	
EQIND1	2-5 numerics
LASTZSER	Last Z (Fictitious) Serial Number. Reference to archived CSR.
DISCDATE	Date service moved from *Open* to *Final* status.
MULTLINE	Number of lines associated with service.
HTGHMLCT	Hunting (HTG) MultLine (ML) CT (Count). Number of groups in a series.

Field Code	Field Description
JOINTIND	Account is joint owned by AT&T and another affiliate.
JAZZIND	Indicator of Service Interruption for Affiliates (Motorola Pagers). Values are: - Y - Blank
BREFIND	BAPCO Referral Indicator Values are: - Y (Referred to BAPCO) - Blank
TOLDENY	Toll Denied. Number of times a service denied for non-payment in the last 12 months.
DENYIND	Local Service Denied. Number of times a service denied for non-payment in the last 12 months.
PCLCTR	Proprietary Classification. Customer requires permission to view account information. Values are: - Y - Blank
BMIHTIND	BMI Hotline Values are: - Y - Blank
SENSACCT	Sensitive Account. Prevents automatic interruption of service for a specific reason. Values are: - Y - Blank
TTRA	Terminating Traffic Rate Area with a code set of NPA NXX.

Field Code	Field Description
AXC	Type of contract arrangement between AT&T and the Bell operating company. (Example: I-B-T)
CENT	Type of Resale or Facility-based customer. Examples are:

Resale

- ■ R0X Customer End User
- ■ S0X Small Business End User
- ■ C0X Complex Business End User
- ■ I0X Master Account. CLEC's Q Account.

Facility

- ■ R0Y Customer End User
- ■ S0Y Small Business End User
- ■ C0Y Complex Business End User
- ■ I0Y Master Account. CLEC's Q Account.

Note: The 2nd character is always numeric zero.

Note: All FIDs may not be present and their order is not guaranteed.

BILL SECTION

Field Code	Field Name
LSCP	Local Service Provider Change Prohibited

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **Listing Section**, the following fields may be returned if the information is available in the database:

END USER LOCATION

Field Code	Field Name
SANO	Service Address Number
SASD	Service Address Street Directional Prefix
SASF	Service Address Number Suffix
SASN	Service Address Street Name
SASS	Service Address Street Directional Suffix
SATH	Service Address Street Type
AAI	Additional Address Information
NAME	End User Name
LD1	Location Designator 1
LV1	Location Value 1
LD2	Location Designator 2
LV2	Location Value 2
LD3	Location Designator 3
LV3	Location Value 3
CITY	City
STATE	State/Providence
ZIP	Zip Code
ORDN	Ordinance Number

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

LISTED NAME

Field Code	Field Name
RTY	Record Type
ALI	Alpha Listing Identifier Code
DML	Direct Mail List
LTY	Listing Type
TOA	Type of Account
BRO	Business/Residence Placement Override
STYC	Style Code
DOI	Degree of Indent
LNPL	Listed Name Placement
LNLN	Listed Name Last
LNFN	Listed Name First
DLNM	Dual Name Listing
NICK	Listing Nickname
TL	Title of Lineage
TITLE1	Title of Address 1
TITLE2	Title of Address 2
PLA	Place Listing As
DES	Designation
WPP	White Page Products
DIRNAME	Directory Name
DIRSUB	Directory Subsection
YPH	Yellow Page Header
ADI	Address Indicator
LTN	Listing Telephone Number
NSTN	Non Standard Telephone Number
HS	Header Status
FATN	File After Telephone Number
FAINFO	File After Information

Field Code	Field Name
SO	Sequence Override
PLTN	Prior Level Telephone Number

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

CAPTION/SLU/INDENT SECTION

Field Code	Field Name
LVL	Level of Indent
PLS	Prior Level Status
PLINFO	Prior Level Information
PLTN	Prior Level Telephone Number
PLSO	Prior Level Sequence Override
PLFAINFO	Prior Level File After Information
PLFATN	Prior Level File After Telephone Number

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

LISTING TEXT

Field Code	Field Name
LTXNUM	Line of Text Reference Number
LTXTY	Listing Type Text
LTEXT	Line of Text
LPHRASE	Listing Phrase

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

LISTED ADDRESS

Field Code	Field Name
LAPR	Listed Address Number Prefix
LASF	Listed Address Number Suffix
LASD	Listed Address Street Directional Prefix
LASN	Listed Address Street Name
LATH	Listed Address Street Type
LASS	Listed Address Street Directional Suffix
LALOC	Listed Address Locality
LAST	Listed Address State/Providence
LANO	Listed Address Number
SIC	Standard Industrial Code

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **Directory Section**, the following fields may be returned if the information is available in the database:

DIRECTORY SECTION

Field Code	Field Name
DDAPR	Delivery Address House Prefix
NAMEDEL	Delivery Name
DDANO	Delivery Address House Number
DDASF	Delivery Address House Number Suffix
DDASD	Delivery Address Street Directional
DDASN	Delivery Address Street Name
DDATH	Delivery Address Thoroughfare
DDASS	Delivery Address Street Suffix
DIRTYP	Directory ID Type
DIRQTYA	Number of Directories for Annual Delivery
LD1	Delivery Location Designator 1
LV1	Delivery Location Value 1
LD2	Delivery Location Designator 2
LV2	Delivery Location Value 2
LD3	Delivery Location Designator 3
LV3	Delivery Location Value 3
N/A	Directory Type List

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **S&E Section**, the following fields may be returned if the information is available in the database:

SERVICE AND EQUIPMENT (S&E) SECTION

Field Code	Field Name
Hunting Group Identifier List	
HID	Hunting Group Identifier
TERS	Terminal Number
TLI	Telephone Line Identifier
HNTYP	Hunt Type
Hunting Sequence List	
HTSEQ	Hunt Sequence
NOTYP	Number Type
HTN	Hunting Telephone Number
Working TN Information	
WTN	Working Telephone Number
FPI	Freeze PIC Indicator
PIC	Inter-LATA Pre-subscription Indicator Code
LPIC	Intra-LATA Pre-subscription Indicator Code
ECCKT	Exchange Company Circuit ID
CCNA	Customer Carrier Name Abbreviation
HID	Hunting Group Identifier
TERS	Terminal Number
PULSE	Type of Pulsing
Blocking List	
BLOCK	Blocking List

SSIG	Start Signaling

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Field Code	Field Name
Feature Item	
FEATURE	Feature Codes
Feature Detail	
FEATURE DETAIL	Feature Detail
DID List	
LTLI	Lead Telephone Line Identifier
DO	DID Digits Out
TKQ	Trunk Quantity
TKID	Trunk Identifier
RIN	Route Index Number
TGN	Trunk Group Number
SSIG	Start Signaling
PULSE	Type of Pulsing
PSO	Pending Service Order Indicator

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

LISTING DATA SECTION BLOCK (Unparsed Data)

DIRECTORY SECTION DATA BLOCK (Unparsed Data)

BILLING SECTION DATA BLOCK (Unparsed Data)

S&E SECTION DATA BLOCK (Unparsed Data)

PORTED LINE DATA BLOCK (Unparsed Data)

RELATED ACCOUNT DATA BLOCK (Unparsed Data)

BILLING TRANSFER DATA BLOCK (Unparsed Data)

COMPETITIVE ACTIVITY DATA BLOCK (Unparsed Data)

REMARKS DATA BLOCK (Unparsed Data)

CSI & Listings Report - Input Screen (AT&T Southeast Region)

CSI & Listings Report - Output Screen (AT&T Southeast Region)

Listing Section
End User Location
Service Address House Number (**SANO**): 6621
Service Address Street Directional Prefix (**SASD**): S
Service Address Street Name (**SASN**): ORANGE
Service Address Street Type (**SATH**): AV
End User Name (**NAME**): A1 24 Hour Locksmith And Lock
City (**CITY**): ORL
Postal Zip Code (**ZIP**): 32809

Listed Address
Listed Address Locality (**LALOC**): Orlando
Standard Industrial Classification (**SIC**): 7699

Listed Name
Record Type (**RTY**): LML
Direct Mail List (**DML**): Y
Listing Type (**LTY**): 1
Type of Account (**TOA**): B
Style Code (**STYC**): SL
Listing Name Last (**LNLN**): A1
Listing Name First (**LNFN**): 24 Hour Locksmith And Lock
Yellow Page Handling Code (**YPH**): 067570
Listing Telephone Number (**LTN**): 407-251-1049

Listing Section Data Block:

---LIST
LN (OCLS) A1; 24 HOUR LOCKSMITH
AND LOCK
LA , ORLANDO
SA 6621 S ORANGE AV, ORL
DZIP 32809
YPH 067570

Listing Section
End User Location
Service Address House Number (**SANO**): 1460
Service Address Street Name (**SASN**): GEMINI
Service Address Street Type (**SATH**): BLVD
End User Name (**NAME**): Test Account
City (**CITY**): ORL
Postal Zip Code (**ZIP**): 32837

Listed Address
Listed Address Street Name (**LASN**): Gemini
Listed Address Street Type (**LATH**): Blvd
Listed Address Locality (**LALOC**): Orl
Listed Address Number (**LANO**): 1460
Standard Industrial Classification (**SIC**): 7999

Listed Name
Record Type (**RTY**): LML
Listing Type (**LTY**): 3
Type of Account (**TOA**): B
Style Code (**STYC**): SL
Listing Name Last (**LNLN**): Test
Listing Name First (**LNFN**): Account
Yellow Page Handling Code (**YPH**): 999001
Listing Telephone Number (**LTN**): 407-251-1849

Listing Section Data Block:

---LIST
NP (NON-PUB) TEST; ACCOUNT
LA 1460 GEMINI BLVD, ORL
SA 1460 GEMINI BLVD, ORL
DZIP 32837
YPH 999001

```
                    Directory Type List
              Directory ID Type (DIRTYP): W
Number of Directories for Annual Delivery (DIRQTYA): 0

                    Directory Type List
              Directory ID Type (DIRTYP): Y
Number of Directories for Annual Delivery (DIRQTYA): 0
              Directory Section Data Block:

                                ---DIR
                                DEL A0, B0

              Billing Section Data Block:

                                ---BILL
                                BN1 BELLSOUTH TEST ACCT
                                BA2 ATTN: ERIC PASCHAL
                                BA3 RM 27M40
                                BA4 675 W PEACHTREE ST
                                PO ATLANTA GA 30375
                                TAX NNNN
                                TAR 000,901
                                BTN 904 Q84-5810-810
                                MAN R9998
                                CI
                                RESH R9998
                                SS 000-00-0000;N
                                ZPTX Y
                                CC [KNOWN GOOD CREDIT]
                                DOI [DATE(20050328)]

                 Service & Equipment Section
                    Working TN Information
         Working Telephone Number (WTN): 000-000-0000
                          Feature
```

```
                 Service & Equipment Section
                    Working TN Information
         Working Telephone Number (WTN): 000-000-0000
                          Feature
                  Feature (FEATURE): NPU
           Feature Detail (FEATURE DETAIL):
                                /SED 03-28-05
                                /ZSER 3C10000001
                    Working TN Information
         Working Telephone Number (WTN): 407-251-1309
   InterLATA Presubscription Indicator Code (PIC): NONE
   IntraLATA Presubscription Indicator Code (LPIC): NONE
                          Feature
                  Feature (FEATURE): MFB
           Feature Detail (FEATURE DETAIL):
                                /TN 407 251-1309
                                /PIC NONE
                                /LPIC NONE
                                /PCA B0, 04-10-02
                                /LPCA B0, 04-10-02
                                /EXK 407 240
                                /TTRA 407 240
                                /LRN 4072400000
                                /ZLCP K
                                /NMC
                                /SED 03-28-05
                                /ZSER 4310000002
                  Feature (FEATURE): LNPCX
           Feature Detail (FEATURE DETAIL):
                                /TN 407 251-1309
                                /SED 03-28-05
                                /ZSER 4A10000003
                  Feature (FEATURE): RESCN
           Feature Detail (FEATURE DETAIL):
```

```
                                        / TAX X00/ RATE 37.44
                                1 ESM /TN 407 251-1849/SED 03-28-05
                                    /2SER 6610000007
                                    / UCAT P/ ECAT G/ DATE 020410
                                    / TAX X00/ RATE 6.61
                                1 ESX /TN 407 251-1849/SED 03-28-05
                                    /2SER 6D10000008
                                    / UCAT P/ ECAT G/ DATE 020410
                                    / TAX X00/ RATE 6.61
                                1 ETET1 /TN 407 251-1849/SED 03-28-05
                                    /2SER 7410000009
                                    / UCAT P/ ECAT G/ DATE 020410
                                    / TAX X00/ RATE NR
                                1 LNPCX /TN 407 251-1849/SED 03-28-05
                                    /2SER 7B1000000A
                                    / UCAT P/ ECAT G/ DATE 020410
                                    / TAX X00/ RATE NR
                                1 RESCN /TN 407 251-1849
                                    /2RCI BELLSOUTH TEST ACCT,
                                    CAROLYN WHELESS, 215 405-
                                    4434/SED 03-28-05
                                    /2SER 971000000E
                                    / UCAT P/ ECAT G/ DATE 050328
                                    / TAX X00/ RATE NR
                                1 92R /TN 407 251-1849/SED 03-28-05
                                    /2SER 891000000C
                                    / UCAT P/ ECAT G/ DATE 020410
                                    / TAX X00/ RATE 6.83
Competitive Activity Section Data Block:

                                ---COMPLETED ACTIVITY
                                4072511849RC 04-25-09 RATECHANGE 04-26-09
                                4072511849RC 04-01-09 RATECHANGE 04-19-09
                                CYSPRMM7 03-28-05 053630C5PRMM 04-01-05 3633
                                OTN=4072511849849
```

CSI Report & Listings Report (Both) (AT&T Midwest, AT&T Southwest, and AT&T West Regions)

This option will give the user both the CSI Report and the Listings Report (described above) all in one request by TN.

📌 Note:

For AT&T Midwest, AT&T Southwest, and AT&T West Regions, if an ATN (Account Telephone Number) is entered for a Customer Service Inquiry and the account data exceeds 1000 WTNs or services, the user will receive a message that says"Account Exceeds Maximum Size Limit". The user should call the Local Service Center for further assistance.

If the user requests an ATN account that has more than 20 records, the report will be returned to the user in groups of 20 records. The user will be able to maneuver between groups of 20 Services/Listings by selecting the **Previous 20 Records** and **Next 20 Records** buttons.

CSI & Listings Report – Input Screen (AT&T 12-State Regions)

CSI & Listings Report – Output Screen (AT&T 12-State Regions)

CSI Summary Report (AT&T Southwest Region only)

Whenever a user runs an ATN transaction and selects one of the 5 states in AT&T Southwest Region (AR, KS, MO, OK or TX), **Enhanced Verigate** will provide the Customer Service Information Summary screen to the user. This Summary Screen will appear whether the Telephone Number entered is a WTN or an ATN. The information on this screen will contain the ATN (MBTN), Input TN, Total Bill-ons, Total WTNs and Total Calling Cards, along with a **Consolidated CSR** button and a **MBTN CSR** button in the heading portion. In the body of the summary it will have columns for Bill-ons, WTNs, Trunks and Calling Cards. This information will be provided on a summary report if the total working telephone numbers does not exceed 1000.

The CSI Summary transaction provides a summary of Bill-on account numbers, Calling Card numbers and Trunks associated with a specific ATN/MBTN. Bill-on account numbers are additional accounts that are billed onto the ATN/MBTN. The Bill-on account numbers are 16-digits, which consist of the 10-digit ATN, the 3-digit customer code and the 3-digit Bill-on code. Multiple Bill-on account numbers may be associated with a particular ATN/MBTN. A Bill-on account number returned on a CSI Summary response may be selected to receive a CSI/

Listings response containing customer information for all the WTNs associated with the Bill-on account number.

From the Customer Service Information Summary Screen the user has the following options:

Select **Consolidated CSR** button and receive all the WTNs/Services associated with the ATN (MBTN) and those associated to Bill-ons for that customer. By selecting the **Consolidated CSR** button all the services listed on the Summary Screen will be returned in one report.

Select **MBTN CSR** button and receive all the WTNs associated with the ATN/ MBTN for the customer. By selecting the **MBTN CSR** button, only the WTNs/ Services associated to the ATN will be returned. Those associated to any Bill-ons on the account will not be returned on this report.

Select the Bill-on to retrieve all the data for the WTNs/Services associated with that particular Bill-on. This is accomplished by simply clicking on the Bill-on from the Summary screen.

Select a WTN from the WTNs column and receive the response for that one WTN selected. This is available for all WTNs returned on the Summary Screen, those associated with the Bill-ons and those associated with the MBTN.

CSI Summary Report – Output Screen (AT&T Southwest Region Only)

The **CSI Summary** transaction report returned would consist of the following:

- **BILLON**: Identifies the additional account numbers that are billed onto an ATN.
- **WTN**: Working Telephone Number
- **Trunk**: Identifies the trunks associated with an account.
- **Calling Card**: Identifies the calling card numbers associated with an account.

Note:

*If the user selects a Bill-on from the summary screen to view the Bill-on account, that Bill-on will be returned in a **BILLON** field on the CSI response in the Account Level Information Section.*

OBF Block Field Values

Value	Description	Usage
A	No collect /3rd party	Valid all regions
B	No 3rd party	Valid all regions
C	No collect	Valid all regions (includes AT&T Midwest Region)
F	No 1+, 0+Local	Toll restriction/blocking including 900/976. Valid all regions
G	No 011 (International)	Valid for business classes of service only. (Not valid if SC1 = NV)
H	No Directory Assistance Call Completion (DACC)	No DACC or Express Call Completion – only in regions where tariff allows. (AT&T Southwest Region)
K	No 976	AT&T 12-State will support combination of KM for combined 900/976 request. (Not valid if SC1 = NV)
M	No 900	AT&T 12-State will support combination of KM for combined 900/976 request.
N	No Casual Calling	Deny 101xxxx - dial around, access or company code dialing. Valid for AT&T Southwest Region.
S	No 976, 900-030, 900-505	General audience live or recorded, or harmful matter – only available if SC1 = CA and only valid with residence Class of Service.
T	No 900-303	Harmful matter, only available if SC1 = CA and only valid with residence Class of Service.

Note:

Where tariffs allow AT&T 12-State will support OBF Block field guidelines, however, specific-blocking elements may vary from region to region based on tariff offering. AT&T Midwest Region will only support the BLOCK field for request of OBF values A, B, C, F, G, K or M.

CSI Inquiry Listings Parsed Data Only (AT&T Southeast Region)

The following fields are the input fields for this transaction:

Field Code	Field Name	Condition
AGAUTH	Agency Authorization	Required
AREA	Area/Geographic Location	Required
AN	Account Number	Conditional
ATN	Account Telephone Number	Conditional
TN	Telephone Number	Conditional

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

The following fields may be returned if the information is available in the database:

IDENTIFICATION SECTION

Field Code	Field Name
AN	Account Number
ATN	Account Telephone Number
CCNA	Customer Carrier Name Abbreviation
TOA	Type of Account
TOS	Type of Service

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

LISTING SECTION

Field Code	Field Name
NAME	End User Name
SANO	Service Address Number
SASD	Service Address Street Directional Prefix
SASF	Service Address Number Suffix
SASN	Service Address Street Name
SASS	Service Address Street Directional Suffix
SATH	Service Address Street Type
AAI	Additional Address Information
NAME	End User Name
LD1	Location Designator 1
LV1	Location Value 1
LD2	Location Designator 2
LV2	Location Value 2
LD3	Location Designator 3
LV3	Location Value 3
CITY	City
STATE	State/Providence
ZIP	Zip Code
ORDN	Ordinance Number
RTY	Record Type
ALI	Alpha/Numeric Listing Identifier Code
DML	Direct Mail List
LTY	Listing Type
TOA	Type of Account
BRO	Business/Residence Placement Override
STYC	Style Code
DOI	Degree of Indent

Field Code	Field Name
LNPL	Listed Name Placement
LNLN	Listed Name Last
LNFN	Listed Name First
DLNM	Dual Name Listing
NICK	Listing Nickname
TL	Title of Lineage
TITLE1	Title of Address 1
TITLE2	Title of Address 2
PLA	Place Listing As
DES	Designation
WPP	White Page Products
DIRNAME	Directory Name
DIRSUB	Directory Subsection
YPH	Yellow Page Header
ADI	Address Indicator
LTN	Listing Telephone Number
NSTN	Non Standard Telephone Number
FATN	File After Telephone Number
FAINFO	File After Information
SO	Sequence Override
PLTN	Prior Level Telephone Number
LVL	Level of Indent
PLAINFO	Prior Level File After Information
PLFATN	Prior Level File After Telephone Number
PLINFO	Prior Level Information
PLS	Prior Level Status
PLSO	Prior Level Sequence Override
LTXNUM	Listing Text Number Counter
LTXTY	Listing Text Type
LPHRASE	Listing Phrase

Field Code	Field Name
LTEXT	Line of Text
LALOC	Listing Address Locality
LANO	Listing Address House Number
LAPR	Listing Address Prefix
LASD	Listing Address Street Directional
LASF	Listing Address House Number Suffix
LASN	Listing Address Street Name
LASS	Listing Address Street Suffix
LAST	Listing Address State/Providence
LATH	Listing Address Thoroughfare
SIC	Standard Industry Classification

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

DIRECTORY SECTION

Field Code	Field Name
DDAPR	Delivery Address House Prefix
NAMEDEL	Delivery Name
DDANO	Delivery Address House Number
DDASF	Delivery Address House Number Suffix
DDASD	Delivery Address Street Directional
DDASN	Delivery Address Street Name
DDATH	Delivery Address Thoroughfare
DDASS	Delivery Address Street Suffix
LD1	Location Designator 1
LV1	Location Value 1
LD2	Location Designator 2
LV2	Location Value 2
LD3	Location Designator 3
LV3	Location Value 3
N/A	Directory Type List
DIRTYP	Directory ID Type
DIRQTYA	Number of Directories for Annual Delivery

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

CSI Listings for Parsed Data Only - Input Screen (AT&T Southeast Region)

CSI Listings for Parsed Data Only - Output Screen (AT&T Southeast Region)

Verigate — CSI Inquiry

Identification Section
Account Telephone Number (ATN): 407-251-1849
Class of Service (CS): 1FB
Type of Service (TOS): 1
Customer Carrier Name Abbreviation (CCNA): 2XL

Listing Section
End User Location
Service Address House Number (SANO): 1460
Service Address Street Name (SASN): GEMINI
Service Address Street Type (SATH): BLVD
End User Name (NAME): Test Account
City (CITY): ORL
Postal Zip Code (ZIP): 32837

Listed Address
Listed Address Street Name (LASN): Gemini
Listed Address Street Type (LATH): Blvd
Listed Address Locality (LALOC): Orl
Listed Address Number (LANO): 1460
Standard Industrial Classification (SIC): 7999

Listed Name
Record Type (RTY): LML
Listing Type (LTY): 3
Type of Account (TOA): B
Style Code (STYC): SL
Listing Name Last (LNLN): Test

Listed Name
Record Type (RTY): LML
Listing Type (LTY): 3
Type of Account (TOA): B
Style Code (STYC): SL
Listing Name Last (LNLN): Test
Listing Name First (LNFN): Account
Yellow Page Handling Code (YPH): 999001
Listing Telephone Number (LTN): 407-251-1849

Directory Type List
Directory ID Type (DIRTYP): W
Number of Directories for Annual Delivery (DIRQTYA): 0

Directory Type List
Directory ID Type (DIRTYP): Y
Number of Directories for Annual Delivery (DIRQTYA): 0

TXNUM:dn1429263666063j   D/T Sent:200906101134AM

© 2002-2008 AT&T Knowledge Ventures. All Rights Reserved.

Field Differences - Verigate/21-State XML Gateway (AT&T Southeast Region)

In most cases, Verigate field names match the application to applicable field names referenced in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). However, there are some instances where Verigate used more of an English descriptive field naming convention. Additional field supportive information is available in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). In cases where the field names are different, please refer to the Field Name Cross Reference Table below to assist in locating supporting field information in the AT&T Southeast LSPOR:

Verigate Field Name	AT&T Southeast LSPOR Field Name
AREA	STATEAREA
AGAUTH	AGAUTH ST
BILLING SECTION	BILLING DATA
BILLING TRANSFER SECTION	BILLING TRANSFER DATA
COMPETITIVE ACTIVITY SECTION	COMPACT DATA
DIRECTORY SECTION	DIRECTORY DATA
IDENTIFICATION SECTION	IDENT DATA
LISTING SECTION	LISTING DATA
NAME	CSR NAME
NAMEDEL	NAME DEL
PORTED LINE SECTION	PORTED OUT LINE DATA
RELATED ACCOUNT SECTION	RELATED ACCOUNT DATA
REMARKS SECTION	REMARKS DATA
S&E SECTION	SERVEQUIPDATA
TRAFFIC SECTION	TRAFFIC DATA

The TN field is used in Verigate, but NOT in XML.

> **Note:**
>
> *An alpha is only allowed in the 4th position when the telephone number is an account number.*
>
> *TN will only be returned on the response when the information is available in the database.*
>
> *Valid Format: Account Telephone Number Format = NPANXXLLLL*
>
> > *NPA = area code*
> >
> > *NXX = exchange*
> >
> > *LLLL = 4-digit number*
> >
> > *Account Number Format = NPANXXLLLL*
> >
> > *NPA = area code*
> >
> > *NXX = exchange*
> >
> > *LLLL = 4-digit number*
> >
> > *Account Number Format = NPANXXLLLLCCC*
> >
> > *NPA = area code*
> >
> > *NXX = exchange*
> >
> > *LLLL = 4-digit number*
> >
> > *CCC = Customer Code*

CHAPTER 14 - DIRECTORY LISTING (DL) INQUIRY

Overview

The **Directory Listing Inquiry** is used to retrieve Directory Listing information by submitting an Account Telephone Number (ATN).

Note:

The DL response is pulled from each regional listing database. The information that is available in these databases will be returned on the pre-ordering DL response. Pre-ordering offers a CSI/Listing Inquiry that contains listing information as well. The CSI/Listing Inquiry data is pulled from the main billing/ordering database. The DL Inquiry may contain additional information that is not available from the CSI/Listing database. For all regions, the Directory Listing response does not include directory advertising purchased by the End User from AT&T Advertising Solutions.

Directory Listing Inquiry can be accessed from the Main Menu.

To start the **Directory Listing Inquiry** the user must input the following information:

Service Center (SC1): A state code for the inquiry must be selected from the drop down list.

Account Telephone Number (ATN): An Account Telephone Number must be entered to retrieve a Directory Listing response. This response will consist of all the listings associated with the ATN up to 1000 Listings.

Note:

If the TN entered is not an ATN, an error message will be returned stating that the TN entered is not an ATN, please enter the ATN.

Letter of Authorization on File (AGAUTH)? The user has two (2) options: **Yes** and **No**. Select **Yes** when the user has obtained all necessary authorization required by applicable law and their Interconnection Agreement. Select **No** when the user has not obtained all necessary authorization required by applicable law and their Interconnection Agreement.

Click on the **Retrieve DL Info** button.

Directory Listing Inquiry - Input Screen

Directory Listing Response – Output Screen

Directory Listing Response Section Information

The information returned on the Directory Listing Response will be divided into sections.

Account Information Section

This section will include the basic account information which may include ATN (Account Telephone Number), TOS (Type of Service) and SIC (Standard Industrial Codes).

Directory Delivery Information Section

The directory and directory delivery information that is available for the account will be returned in this section.

Listing Information Section

All the available listing information for the account will be returned in this section in parsed OBF and Non-OBF fields. This will include the Listed Address Information. Multiple listing information sections could be returned depending on the account requested.

> **Note:**
>
> *The codes in parenthesis are the OBF and NON-OBF Field Names. These fields will only be returned on the DL response when the information is available in the database.*

In the **Account Section**, the following fields may be returned if the information is available in the database.

Field Code	Field Name
ATN	Account Telephone Number
TOS	Type of Service
SIC	Standard Industrial Code

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **Directory Delivery Information Section**, the following fields may be returned if the information is available in the database.

Field Code	Field Name
DIRTYP	Directory ID Type
DIRQTYA	Number of Directories for Annual Delivery
DIRQTY	Number of Directory Type Segments
DDAPR	Delivery Address Number Prefix
DDANO	Delivery Address Number
DDASF	Delivery Address Number Suffix
DDASN	Delivery Address Street Name
DDASD	Delivery Address Street Directional Prefix
DDATH	Delivery Address Street Type
DDASS	Delivery Address Street Directional Suffix
DDLD1	Delivery Address Location Designator 1
DDLV1	Delivery Address Location Value 1
DDLD2	Delivery Address Location Designator 2

Field Code	Field Name
DDLV2	Delivery Address Location Value 2
DDLD3	Delivery Address Location Designator 3
DDLV3	Delivery Address Location Value 3
DDAAI	Delivery Additional Address Information
DDCITY	Delivery Address City
DDSTATE	Delivery Address State/Province
DDZIP	Delivery Address Zip Code

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

In the **Listing Information Section**, the following fields may return if the information is available in the database.

Field Code	Field Name
ALI	Alpha/Numeric Listing Identifier Code
RTY	Record Type
LTY	Listing Type
STYC	Style Code
TOA	Type of Account
DOI	Degree of Indent
WPP	White Page Products
YPH	Yellow Page Header
MTN	Main Telephone Number
DML	Direct Mail List
BRO	Business/Residence Placement Override
STR	Street Address Directory
DLNM	Dual Name Listing
PROF	Professional Identifier
DIRIDL	Directory ID

Field Code	Field Name
DIRSUB	Directory Subsection
OMSD	Omit from Secondary Directory
LTN	Listing Telephone Number
NSTN	Non-Standard Telephone Number
OMTN	Omit Telephone Number
DNA	Do Not Abbreviate
LNPL	Listing Name Placement
LNLN	Listed Name Last
LNFN	Listed Name First
DES	Designation
TL	Title of Lineage
TITLE1	Title of Address 1
TITLE2	Title of Address 2
TLD	Title of Lineage for Dual Name
TITLE1D	Title of Address 1 for Dual Name
TITLE2D	Title of Address 2 for Dual Name
NICK	Listing Nickname
PLA	Place Listing As
LTXTY	Listing Text Type
LPHRASE	Listing Phrase
LTEXT	Listed Text
ADI	Address Indicator
LAPR	Listed Address Number Prefix
LANO	Listed Address Number
LASF	Listed Address Number Suffix
LASD	Listed Address Street Directional Prefix
LASN	Listed Address Street Name
LATH	Listed Address Street Type
LASS	Listed Address Street Directional Suffix
LALO	Listed Address Location

Field Code	Field Name
LALOC	Listed Address Locality
LAST	Listed Address State/Province
LAZC	Listed Address Zip/Postal Code
DNO	Do Not Omit
LVL	Level of Indent
PLS	Prior Level Status
PLINFO	Prior Level Information
PLTN	Prior Level Telephone Number
SO	Sequence Override
FAINFO	File After Info
FATN	File After Telephone
LEX	Local Exchange

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

CHAPTER 15 - YELLOW PAGE HEADING (YPH) INQUIRY

Overview

The **Yellow Page Heading (YPH) Inquiry** retrieves the appropriate YPH codes by entering a SIC code, a key word or words describing the heading or YPH. This inquiry will provide the user with the ability to retrieve Yellow Page Headings for customer accounts on the CSI records.

The SIC (Standard Industrial Classification) code does not apply to AT&T Southwest Region, however AT&T West Region does provide SIC code on an YPH response. The SIC code search criteria is only valid for AT&T Midwest Region.

The only valid YPH code for AT&T Southwest Region is *SECURE*; therefore the search capability by description is not applicable.

Yellow Page Heading (YPH) Inquiry can be accessed from the Main Menu or the Address Validation Menu.

To start the Yellow Page Heading (YPH) Inquiry the user must input the following information:

- **Service Center (SC1):** The service center field is required. The state in which the end user resides is the proper entry for all SC1 fields.
- **Search Criteria**: One of the following:
  Standard Industrial Classification (SIC)
  Yellow Page Heading (YPH)
  English Description

Select the **Retrieve YPH Info** button.

Yellow Page Heading (YPH) Inquiry – Input Screen

After selecting the **Yellow Page Heading Inquiry** from the Main Menu or the Address Validation menu, the user will receive the input screen needed for the YPH request. Below is an example.

Yellow Page Heading (YPH) Inquiry – Output Screen

After submitting the YPH request, the user will receive the output screen. Below is an example.

The following columns of information will be returned to the user on the screen:

- **YPH Code**
- **SIC Code**

- **Type** (Type will not appear for all YPHs)
- **Description** (YPH Verbiage)
- **Abbreviation**

Note:

Type will appear for all regions with the exception of the Southwest. The values returned in Type are the following:

- *BUS = Business to Business*
- *CON = Consumer*
- *DUA = Dual (Business and Consumer)*
- *EXC = Exclusive*

15 CHAPTER 15 - YELLOW PAGE HEADING (YPH)
INQUIRY

CHAPTER 16 - RATE GROUP INQUIRY

Overview

Rate Group Inquiry allows the user the option of obtaining the Rate Group. The Rate Group information represents the rate group associated with the telephone number requested in the tariffs. A rate group is determined by the size of the exchange.

Rate Group Inquiry can be accessed from the Main Menu or the Address Validation Menu.

To start the Rate Group Inquiry, the user must input the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
WTN	Working Telephone Number	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Note:

Smaller exchanges are in the lower numbered (or lower lettered) rate groups and the larger exchanges are in the higher numbered rate groups. For pricing information, please refer to the tariffs.

Select the **Retrieve Rate Group Info** button.

Rate Group Inquiry – Input Screen

After selecting the **Rate Group Inquiry** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the rate group request. Below is an example.

Rate Group Inquiry – Output Screen

After submitting the rate group request, the user will receive the output screen. Below is an example.

CHAPTER 17 - NUMBER POOLING INQUIRY

Overview

Number Pooling Inquiry allows the user the option to check if an NPANXXX or a Working Telephone Number (WTN) has been pooled. The system will return the Pooled Status (POOLSTAT) which indicates whether the NPANXXX or the WTN is pooled or not. Y= Yes, N = No.

Number Pooling Inquiry can be accessed from the Main Menu or the Address Validation Menu.

To start the **Number Pooling Inquiry**, the user must input the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
NPA/NXX/X	Number Plan Area/Number Telephone Prefix/Thousand Block	Conditional
WTN	Working Telephone Number	Conditional

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Note:

Working Telephone Number (WTN) must be served by an AT&T-owned switch.

Select the **Retrieve Number Pooling** button.

Number Pooling Inquiry – Input Screen

After selecting the **Number Pooling Inquiry** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the number pooling request. Below is an example.

Number Pooling Inquiry – Output Screen

After submitting the number pooling request, the user will receive the output screen. Below is an example.

CHAPTER 18 - REMOTE ACCESS TO CALL FORWARDING (RACF) INQUIRY

Overview

Remote Access to Call Forwarding (RACF) Inquiry allows the user the option of obtaining the Remote Access to Call Forwarding telephone number needed to initiate the Remote Access to Call Forwarding service on live accounts only. The RACF telephone number is the access telephone number associated with the working telephone number for remote access to call forwarding feature.

Remote Call Forwarding (RACF) Inquiry can be accessed from the Main Menu or the Address Validation Menu.

To start the **Remote Call Forwarding RACF Inquiry**, the user must input the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
WTN	Working Telephone Number	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Working Telephone Number (WTN) must be served by an AT&T-owned switch.

Select the **Retrieve RACF Info** button.

Remote Access to Call Forwarding (RACF) Inquiry – Input Screen

After selecting the **Remote Access to Call Forwarding (RACF) Inquiry** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the RACF request. Below is an example.

18

CHAPTER 18 - REMOTE ACCESS TO CALL FOR-WARDING (RACF) INQUIRY
Remote Access to Call Forwarding (RACF) Inquiry – Output Screen
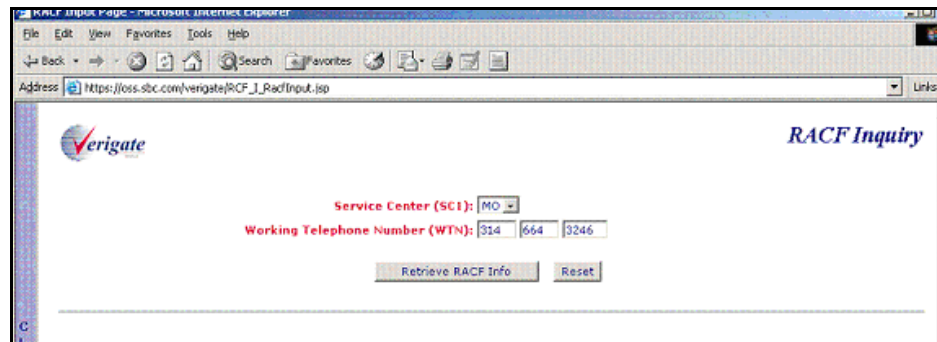
Remote Access to Call Forwarding (RACF) Inquiry – Output Screen

After submitting the RACF request, the user will receive the output screen. Below is an example.
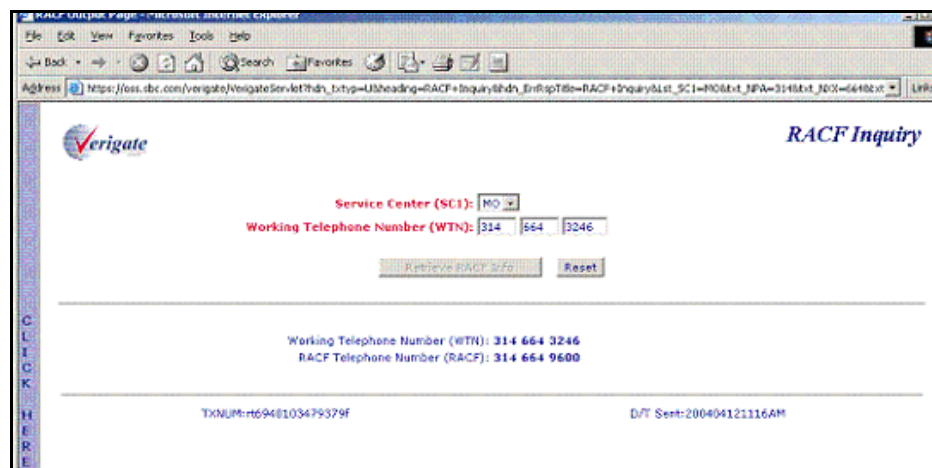
CHAPTER 19 - ORDER STATUS INQUIRY

Overview

Order Status Inquiry makes it possible to view **pending** (not posted) service order data for AT&T 12-State. In the AT&T Southwest Region and AT&T West Region only, **Order Status Inquiry makes** it possible to view **posted** service order data. This is a read only function. For Order Status information about orders not supported by **Order Status Inquiry** contact the Local Service Center (LSC).

Order Status Inquiry - Pending will return service orders in a pending status from the time the service order is issued until the service order completed/posted. In AT&T Midwest Region, **Order Status Inquiry** will return a service order up to 7 days after the service order has posted. In AT&T West Region, **Order Status Inquiry** will return a service order up to 48 hours after the service order has completed. In AT&T Southwest Region, **Order Status Inquiry** will return a service order up to 24 hours after the service order has completed.

Order Status Inquiry – Posted will return service orders in a posted status in AT&T Southwest Region and AT&T West Region service centers (CA, NV, AR, KS, MO, OK and TX only) for three years plus the current year. For example, during the year 2004, posted service orders will be available for 2003, 2002, 2001 as well as 2004.

Order Status Inquiry can be accessed from the Main Menu. The Order Status Service Order Selection screen is the entry point where search criteria is defined to retrieve pending or posted service order data for which the user wishes to retrieve information.

Order Status Inquiry has three functions available:

■ **Order Status Service Order List:** Displays a list of pending and/or posted service orders that meet the selection criteria defined in the Order Status Service Order Selection screen.

■ **Order Status Service Order Detail:** Displays detailed information for a pending or posted service order defined in the Order Status Service Order Selection screen and selected from the Order Status Service Order List screen.

■ **Feature Look Up:** Displays the English description for the Universal Service Order Codes (USOCs) and Field Identifiers (FIDs) on a service order.

A security level to restrict access from the Order Status Service Order Detail screen is available on the 12-State Uniform Competitive Local Exchange Carrier (CLEC) Account Profile. Submitting a security level request will keep a user from being able to view the service order detail screen. Contact your account manager or the AT&T IS Call Center with questions.

Order Status Service Order Selection - Input Screen

To initiate a pending and/or posted service order search, click on **Order Status Inquiry** on the Main Menu of **Enhanced Verigate**. The Order Status Service Order Selection screen will be displayed. This screen provides a selection point for retrieving an Order Status Service Order List of pending and/or posted service orders.

This screen is used to define the pending and/or posted service order(s) for which the user wishes to retrieve information. The Order Status Service Order Selection screen has three sections: Service Center, Service Order Type and Search Criteria.

Service centers available to search for pending service orders are Arkansas, California, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas and Wisconsin. Service centers available to search for posted service orders are Arkansas, California, Kansas, Missouri, Nevada, Oklahoma and

Texas. The service center must be selected with the service center code where the end user resides.

Pending service order searches may be performed by Service Order Number (SON), Working Telephone Number/Account Telephone Number (WTN/ATN), Purchase Order Number (PON) or Company Code 2 (CC2). In AT&T Southwest Region service centers (AR, KS, MO, OK or TX) and AT&T West Region (CA or NV), the user may perform a pending service order search by Circuit ID (ECCKT).

Posted service order searches may be performed by Service Order Number (SON), Purchase Order Number (PON), Working Telephone Number/Account Telephone Number (WTN/ATN) or Company Code 2 (CC2). In AT&T Southwest Region service centers (AR, KS, MO, OK or TX) and in AT&T West Region (CA or NV), the user may perform a posted service order search by Circuit ID (ECCKT).

Note:

Both pending and posted orders can be searched at the same time in AT&T Southwest Region and AT&T West Region service centers only.

Service Center (SC1)

Service orders are stored in AT&T 12-State back end data systems in different regions. The Service Center (SC1) must be selected to determine what service center(s) to search in. Some customers may not have pending and/or posted service orders in all service centers. If this is the case they may speed up their pending and/or posted service order inquiry by limiting the search to only the applicable service centers. At least one service center must be selected to complete a search. To select a service center, click in the check box to the left of the desired service center. Multiple service centers may be selected by clicking on additional check boxes to the left of each service center. To clear all selections, click on the **Reset Service Center** button. Another option is to click in the check box again to un-select the service center(s) chosen. The service center and the company code must be a valid combination.

Note:

When searching multiple service centers, the user should only select the service centers they are wishing to search in. The more service centers selected, the response time will be impacted.

Region (REGION)

The Region field can be used to narrow down the region to search in when the user has chosen Texas (TX) as the service center. The available regions to search are Dallas (TXDA), Houston (TXHO) and San Antonio (TXSA). To select a region, click in the check box to the left of the desired region. Multiple regions may be selected by clicking on additional check boxes to the left of each service center. To clear all selections, click on the **Reset Service Center** button. Another option is to click in the check box again to un-select the region chosen. If the service center is Texas and no region is selected, all three regions in Texas will be searched. If a region is selected, whether or not Texas is selected, the region selected will determine where to search in Texas. To help determine what region to search in, see the Region Reference Chart below.

TXDA (Dallas)

Area Code	Major Cities
214	Dallas area (overlays with 469 and 972)
430	Longview area (overlays with 903)
469	Dallas area (overlays with 214 and 972)
682	Fort Worth, Arlington, Grandview, Weatherford and Rhome (overlays with 817)
817	Fort Worth, Arlington, Grandview, Weatherford and Rhome (overlays with 682)
903	Tyler, Longview and Northeastern Texas
940	Wichita Falls, Denton and North Central Texas
972	Dallas area (overlays with 214 and 469)

TXHO (Houston)

Area Code	Major Cities
281	Houston area (overlays with 713 and 832)
409	Beaumont, Galveston, Port Arthur, Jasper and Southeastern Texas
713	Houston area (overlays with 281 and 832)
832	Houston area (overlays with 281 and 713)
936	Nacogdoches, Lufkin Conroe, Huntsville, Central and Southeastern Texas
979	Bryan, Bay City, College Station, Lake Jackson and Southeastern Texas

TXSA (San Antonio)

Area Code	Major Cities
210	San Antonio area
254	Waco and North Central Texas
325	Abilene, San Angelo, Brownwood, Sweetwater and Eastern Texas (overlays with 432 and 915)
361	Corpus Christi and Southeastern Texas
432	Midland, Termnal, Odessa, Alpine, Pecos, Fort Stockton and Central Texas (overlays with 325 and 915)
512	Lampasas, Bastrop and Milam (overlays with 737 in Austin and San Marcos)
737	Austin, San Marcos and Georgetown (overlays with 512)
806	Amarillo and Northern Texas
817	Fort Worth, Arlington, Grandview Weatherford and Rhome (overlays with 682)
830	Uvalde, New Braunfels, Kerrville and Southwest Texas
915	El Paso, Faben, Del City and Western Texas (overlays with 325 and 432)
956	Laredo, Brownsville, McAllen and Southern Texas

Service Order Type (SOTYP)

To perform a service order search, the user must define the Service Order Type. In **Order Status Inquiry**, the default is pending.

Pending Service Orders

The check box to the left of Service Order Type, Pending will be filled in. In all service centers, only pending service orders can be searched with the exception of AT&T Southwest Region and AT&T West Region service centers (CA, NV, AR, KS, MO, OK and TX).

Clicking in the check box to the left of this Service Order Type will request the Order Status Service Order List to display all pending orders in a pending status according to the given search criteria.

Note:
In AT&T Southwest Region and AT&T West Region only, both pending and posted orders can be searched at the same time when both service order type check boxes have been selected.

Posted Service Orders

Clicking in the check box to the left of this Service Order Type will request the Order Status Service Order List to display all posted orders in a posted status according to the given search criteria.

Note:
Posted orders are available only in AT&T Southwest Region and AT&T West Region service centers for the past three years plus the current year. For example, during the year 2004, posted orders will be available for 2003, 2002, 2001 as well as 2004.

Date Range

When the **Posted** service order type check box is selected, the user must indicate a date range into the "to" and "from" date fields.

- **Posted Order Date Range From (PORDDF)**: The starting date to search for posted orders.
- **Posted Order Date Range To (PORDDT)**: The ending date to search for posted orders.

There are two ways to edit the beginning and ending date fields:

- The user may click in the field box and a graphic calendar will display. Click on the arrows to display the previous or next month and then click on a day

within the month to select a date. The calendar will close and the date selected will appear in the date field.

■ The user can enter the beginning and ending date in the field boxes by re-clicking in the field box and entering the date in the following format (CCYYMMDD).

Note:

Unless it is absolutely necessary, users should not request more than one month's worth of data at a time. Requests for larger amounts of data will take much longer to process.

Retrieve Orders

When the Posted service order type option is checked, not only must a date range be indicated, but also the user must select how they want to retrieve their request. The default is set to retrieve orders a month at a time.

■ **Month at a Time:** When this radio button is selected, **Order Status Inquiry** will retrieve posted service orders one month at a time. This is the fastest method of retrieval, but some users may retrieve such a large amount of data that the server limits might be exceeded, thus requiring the user to select to retrieve orders a day at a time.

■ **Day at a Time:** When this radio button is selected, **Order Status Inquiry** will retrieve posted service orders one day at a time. This is the slower method of retrieving posted orders, but it can also reduce the possibility of exceeding retrieval limits and also allow more opportunities to cancel requests.

Note:

*Posted service order searches based on the Service Order Number require that the "**Retrieve Orders a Day at a Time**" radio button be selected.*

Search Criteria

Pending

To perform a pending service order search, the user must define the search criteria by entering the appropriate information in one of the following fields: Service Order Number (SON), Working Telephone Number/Account Telephone Number (WTN/ATN), Purchase Order Number (PON) or Company Code 2 (CC2). In AT&T Southwest Region and AT&T West Region service centers only, the user may search by Circuit ID (ECCKT). Circuit ID (ECCKT) will not be available if

other service centers other than the AT&T Southwest Region and AT&T West Region are selected. Only one type of search criteria can be entered. The user will click on the radio button to the left of the desired search method. If another radio button is clicked, the previously selected search criteria will cancel out.

Posted

To perform a posted service order search, the user must define the search criteria by entering the appropriate information in one of the following fields: Service Order Number (SON), Purchase Order Number (PON), Working Telephone Number/Account Telephone Number (WTN/ATN) or Company Code 2 (CC2). In AT&T Southwest Region service centers and in AT&T West Region (CA or NV) only, the user may search by Circuit ID (ECCKT). Circuit ID (ECCKT) will not be available if other service centers other than the AT&T Southwest Region and AT&T West Region (CA or NV) are selected. Only one type of search criteria can be entered. The user will click on the radio button to the left of the desired search method. If another radio button is clicked, the previously selected search criteria will cancel out.

Field Code	Field Name
SON	Service Order Number
WTN/ATN	Working Telephone Number/ Account Telephone Number
CC2	Company Code 2
PON	Purchase Order Number
ECCKT	Circuit ID

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Reset Service Center

To reset (clear) information in the search criteria section, so that new selection criteria may be entered, simply click on the **Reset Service Center** button. Another option is to select another search criteria method by clicking on a different radio button. This deletes the previously selected criteria.

Submit

After the user indicates the Service Center, Service Order Type and Search Criteria, the user clicks on the **Submit** button. This will return a list of pending and/or posted service orders matching the information entered on the Order Status Service Order Selection screen they are wishing to retrieve.

📌 Note:

Occasionally, the user may encounter a problem retrieving information from the Order Status Server for the Order Status Service Order List when searching by Company Code 2. Response time will be impacted according to the volume of orders associated with a specific company code.

Order Status Service Order List – Input and Output Screen

The Order Status Service Order List screen displays a list of pending and/or posted service orders that meet the selection criteria defined in the Order Status Service Order Selection screen.

The Order Status Service Order List screen is made up of several columns of information. The entire Order Status Service Order List can be sorted. The default sort order is by telephone number, smallest number to largest number. Any column can be sorted in ascending or descending order. To change the sort, move

---

the mouse over a column heading and click the mouse. Click the mouse again to toggle between an ascending and descending sort order. The number of rows will display at the bottom of the Order Status Service Order List.

The Order Status Service Order List will display columns of information that include the following: Service Center (SC1), Service Order Type (SOTYP), Working Telephone Number/Account Telephone Number (WTN/ATN), Purchase Order Number (PON), Service Order Number (SON), Service Order Due Date (SODD), Service Order Status Code (SOSTATCD), Service Order Status Category (SOSTATCAT), Service Order Completion Date (SOCD), Company Code 2 (CC2) and the Service Order Posted Date (SOPDT).

Field Code	Field Name
SC1	Service Center
SOTYP	Service Order Type
WTN/ATN	Working Telephone Number/ Account Telephone Number
PON	Purchase Order Number
SON	Service Order Number
SOSTATCD	Service Order Status Code
SOSTATCAT	Service Order Status Category
SODD	Service Order Due Date
SOCD	Service Order Completed Date
SOPDT	Service Order Posted Date
CC2	Company Code 2

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Status Codes/Status Categories/Status Descriptions Table

SO Status Category SOSTATCAT	SO Status Code SOSTATCD	SO Status Description SOSTATDES	Region
Canceled	CANCELED	Order has been canceled	AT&T Midwest
Canceled	LD	Order canceled and distributed	AT&T West
Canceled	R	Order has been canceled	AT&T Southwest
Completed	3C	ACIS order has been completed	AT&T Midwest
Completed	3CE	Order has been completed and stored in error	AT&T Midwest
Completed	3E	Order has been completed with error	AT&T Midwest
Completed	3M	Order has been completed and manually purged	AT&T Midwest
Completed	COMPLETED	Order has been issued and completed	AT&T Midwest
Completed	C	Order has been typed and worked completed	AT&T West
Completed	ZD	Order completed or canceled and scheduled for deletion	AT&T West
Completed	C	Order had been typed and worked completed	AT&T Southwest
Deleted	D	Order has been deleted	AT&T Southwest
Distributed	AD	Assignment required and distributed	AT&T West
Distributed	CD	Order manually completed and distributed	AT&T West
Distributed	DD	Order has directory error and distributed	AT&T West
Distributed	ED	Order had errors and distributed	AT&T West
Distributed	OD	Order originated and distributed	AT&T West
Distributed	XD	Order corrected and distributed	AT&T West
Error	1PE	ACIS processed order with error, unassigned and stored in error	AT&T Midwest
Error	2PE	Order pending in ACIS and assigned but has error	AT&T Midwest

SO Status Category SOSTATCAT	SO Status Code SOSTATCD	SO Status Description SOSTATDES	Region
Error	ACIS/RESUBMIT	Order needs to be sent back through MOR process	AT&T Midwest
Error	FACS/ESOI	Order has ESOI Facilities Error	AT&T Midwest
Error	INVALID STA-TUS	Order has ARIS error	AT&T Midwest
Error	ORDER MATE REJECT	Order has error	AT&T Midwest
Error	E	Order has error and must be fixed before posting to customer's account	AT&T West
Error	D	Order has directory error and not distributed	AT&T West
Error	M	Master Address Table error that is directory related	AT&T West
Error	E	Order has error and must be fixed before posting to customer's account	AT&T Southwest
Hold	ON HOLD	Order on hold	AT&T Midwest
Hold	BD	Order held while bill is prepared	AT&T West
Hold	HD	Order on hold notice	AT&T West
Originated	1P	Starting status of order activity and not assigned	AT&T Midwest
Originated	NEW	Order not assigned or addressed by a rep	AT&T Midwest
Originated	REVISION	Order has been revised but not reassigned	AT&T Midwest
Originated	I_, I$, I?	Order originated in Minimal Input (MI) but not distributed	AT&T West
Originated	O_, O$, O?	New order has been issued	AT&T West
Originated	O	New order has been issued	AT&T Southwest
Pending	2P	Order pending in ACIS and assigned	AT&T Midwest
Pending	PENDING	ARIS order being processed by MOR	AT&T Midwest
Pending	MD	Corrected MAT error	AT&T West
Pending	R	Order replacement pending	AT&T West

SO Status Category SOSTATCAT	SO Status Code SOSTATCD	SO Status Description SOSTATDES	Region
Pending	X	Order corrected but not distributed	AT&T West
Posted	3U	Order completed and dropped to billing	AT&T Midwest
Posted	P	Order completed and process to billing	AT&T West
Posted	P	Order completed and posted to system	AT&T Southwest
Training	Q	MI Inquiry transaction allowed	AT&T West
Training	T	Order typed using a training database	AT&T Southwest

For existing orders, the Order Status Service Order List screen information is updated on a daily basis. The Order Status Service Order Detail screen displays the actual "live" status. This means that the Order Status Service Order Detail screen may show a different (newer) status than the status displayed on the Order Status Service Order List screen. In AT&T Southwest Region and AT&T West Region, new orders will be made available on the Order Status Service Order List as they are created. In AT&T Midwest Region, new orders will be made available on the Order Status Service Order List as they are created, however some order types may not be available for 24 to 48 hours.

The status code and the status category will return in a column on the Order Status Service Order List in all states with the exception of California and Nevada. In AT&T 12-State, service order searches by Service Order Number, Purchase Order Number or Working Telephone Number/Account Telephone Number will return the status code and the status category on the Order Status Service Order List. If the user has searched by Company Code 2 in AT&T West Region, the status code and the status category will be blank on the Order Status Service Order List. If the user searched by Company Code 2 in AT&T West Region and needs to obtain an Order Status Service Order List, the user may contact their account manager. This would require a batch process that would run at night after the CLEC request and then be submitted to the CLEC via disc. This would include the service order number and status code. The Order Status Service Order List will not show "live" status information due to the back end updates, which are done daily. The current status code and the current status category will be available on the Order Status Service Order Detail in all states.

📌 Note:

There may be cases when no Service Order Status Code is available in the back-end system for a service order. When this is the case the Service Order Status Code (SOSTATCD) will return "blank".

For the convenience of users, the Order Status transaction provides the ability to search by company code to retrieve all available service order numbers. Due to the nature of that request, which requires an extensive search of the AT&T 12-State databases, the user may experience longer response times.

View Details

To view details of a particular pending or posted service order, click on the radio button to the left of the pending or posted service order the user wants to view and hit the **View Details** button. Only one service order can be selected and viewed at a time. If only one service order number appears on the Order Status Service Order List, click on the **View Details** button to view the pending or posted service order.

Refresh

When an Order Status screen remains open for an extended period of time, pending or posted service order data can become outdated. To refresh (update) information on this screen so that it reflects any new activity, click on the **Refresh** button.

If the wrong selection was made, the user can select another radio button to the left of the pending or posted service order they are wishing to view. This will cancel out the previous selection. Only one radio button can be selected at a time.

Service Order List, click **View Details** button to view the pending or posted service order.

Order Status Filter – Input Screen

Filter

This option will be available when the Order Status Service Order List window is active. Clicking on this option will bring up the Order Status Filter screen. This screen is used to filter selected data from the Order Status Service Order List screen. The following columns available to filter are: Service Center, Service Order Type, Purchase Order Number, Working Telephone Number/Account Telephone Number, Service Order Number, Order Status Code, Order Status Category, Service Order Due Date, Service Order Completed Date, Company Code 2 and Service Order Posted Date. The Service Order Completed Date and Service Order Due Date fields will include: = (equals), > (greater than), < (less than), >= (greater than or equal) or <= (less than or equal). All other fields will be blank so that the user can enter the value to be used to filter the Order Status Service Order List screen. The user will select which field(s) to filter by and enter the data they are wishing to filter out of the Order Status Service Order List.

When a pending or posted Order Status Service Order List is generated, all selected AT&T 12-State service centers are examined for matching service order records. An Order Status Service Order List may include service orders from more than one region if multiple service centers are selected.

Data Center Region Unavailable, Partial List Warning

If only a partial list is returned, the user will receive a message indicating a partial list has been returned. The user may wish to perform the same-posted service order search again a few minutes later, to get a full list. If this problem persists, call the Technology Service Desk or the AT&T IS Call Center for assistance.

If **Order Status Inquiry** cannot retrieve pending service order information from a service center, a warning message is displayed. It identifies the service center from which information could not be retrieved. When more than one service center is inaccessible, multiple messages are displayed.

Service Order Detail Authorization

An End-User Authorization screen is displayed if the user attempts to access detail information for a pending service order that they are not normally authorized to view. The following screen below will display before the Order Status Service Order Detail screen displays.
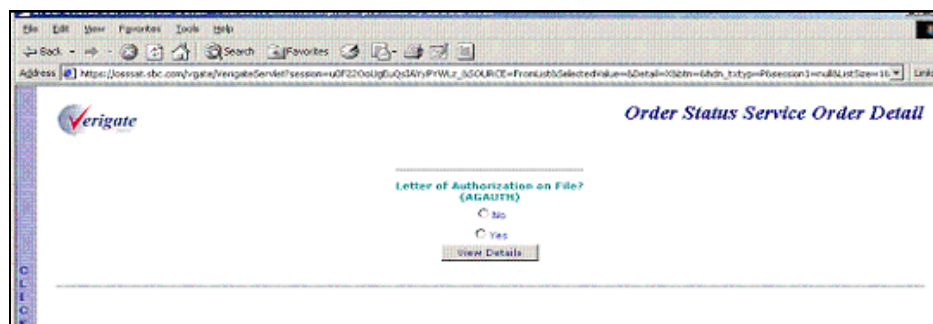
📑 Note:

The Letter of Authorization on File message appears only for pending service orders.

To view the Order Status Service Order Detail, the user must have the end user's authorization and select Yes by clicking on the radio button to the left. Selecting Y acknowledges that they have the authorization from the end user to view the Order Status Service Order Detail. After selecting Yes, click on the **View Details** button to view the Order Status Service Order Detail. If the user does not have the end user's authorization and no has been selected, Order Status Service Order Detail will not be shown and the following screen returns a message that informs the user that they are not authorized to view the order detail. The user should select the

Back button on their browser to return to the Order Status Service Order List, where another selection can be made.

If **Order Status Inquiry - Posted** cannot retrieve posted service order information from a service center, a warning message is displayed. It identifies the service center from which information could not be retrieved. When more than one service center is inaccessible, multiple messages are displayed.

Service Order Detail Error Message

An error message will be displayed if the user attempts to access detail information for a posted service order that they are not normally authorized to view. The following screen below will display.

Order Status Service Order Detail – Response Screen
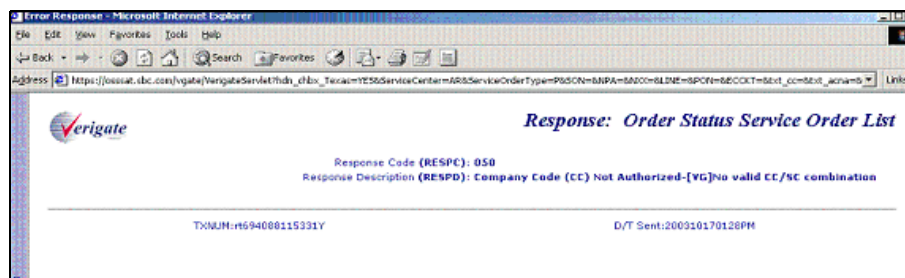
When information is found to match the fields entered on the **LS CFA Inquiry** input screen, the status of the VCI / VPI / RECCKT is returned on the response.

The **STATUS** field is returned on the response with a status of "Assigned", "Pending" or "Spare".

Order Status Service Order Detail

The Order Status Service Order Detail screen displays detailed information about the specific pending or posted service order the user has chosen to view from the Order Status Service Order List screen. The Order Status Service Order Detail screen includes three sections, the fielded section at the top, the un-fielded section in the middle and the Feature Look Up section at the bottom. The top section includes fielded information about the posted service order and the middle section is a free form section that displays the actual copy of the service order.

Information within a service order is arranged into groupings of related data. There are several sections on a service order. The identification section and the listing section are identified by their unique location on a service order. A coded section heading identifies all other sections. The following are the section headings that may appear on the service order and their descriptions.

Section Headings	Description
ALL	This is only valid when FIDs have the same meaning in all sections of the service order in AT&T West Region. This will not appear as a heading on the service order.
IDEN or IDENF	Identification (ID)-Fielded- No heading (first 3 lines of service order). This will not appear as a heading on the service order.
IDEN or IDENU	Identification (ID-Unfielded- No heading (lines within the body of the order that immediately preceded the listing section). This will not appear as a heading on the service order.
LSTG, LST or LIST	Listing
CTL	Control
DIR	Directory
TFC	Traffic
BILL	Billing
S & E	Service and Equipment
RMKS	Remarks
ASGM	Assignment
STAT	Statistics

An action code is a single alphabetic character that indicates the activity applicable to the specific service order entry. The action code is always the first character position in the code column of the service order unless preceded by an (*) asterisk in the assignment section. The following are a list of Action Codes:

Action Code	Indication
C	Change - From
D	Delete
E	Enter
I	In or Install
M	Move
O	Out
R	Recap

T	Change - To
X	Change - To and Move

Any questions about the content of a service order should be referred to the Local Service Center (LSC). The absence of data indicates that no data exists for that particular order.

Order Status Service Order Detail – Output Screen

The Order Status Service Order Detail screen returns a field called USOC/FID. The user can enter a Universal Service Order Code (USOC) or Field Identifier (FID) from the posted service order to look up the English description. For more information on the Feature Look Up process, see the following Feature Look Up section in this chapter.
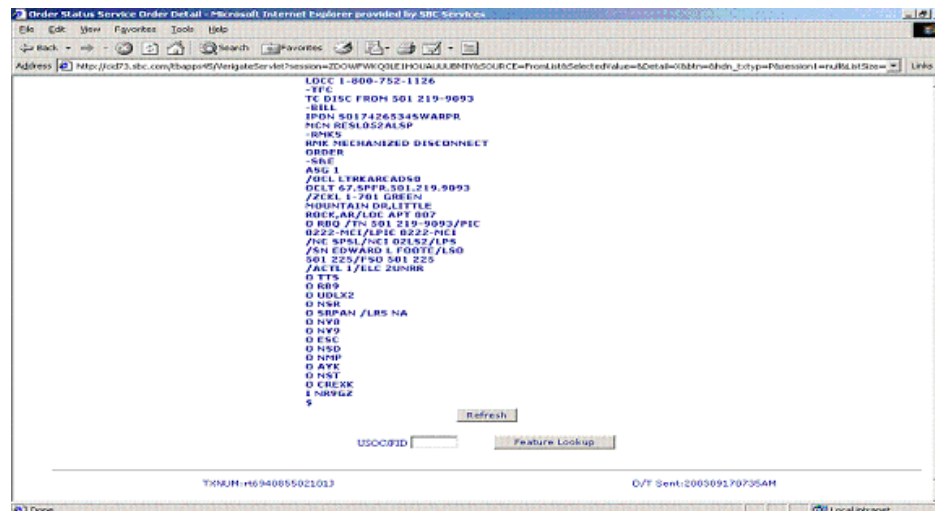
General Fielded Information

The Order Status Service Order Detail screen displays general order information at the top of the screen. This includes the Service Order Number (SON), Working Telephone Number/Account Telephone Number (WTN/ATN), Company Code 2 (CC2), Applied Date (APPLDT), Service Order Due Date (SODD), Service Order Completed Date (SOCD), Suffix (SOSFX), Customer Code (CUSCODE), Class of Service (CS), Service Order Issued Date (SOISSDT), Service Order Subsequent Due Date (SOSDD), Service Order Status Code (SOSTATCD), Service Order Status Category (SOSTATCAT), Service Order Status Description (SOSTATDES), Service Order Posted Date (SOPDT) and Typist ID (TYPID).

Field Code	Field Name
SON	Service Order Number
WTN/ATN	Working Telephone Number/ Account Telephone Number
CC2	Company Code 2
APPLDT	Applied Date
SODD	Service Order Due Date
SOCD	Service Order Completed Date
SOSFX	Suffix

Field Code	Field Name
CUSCODE	Customer Code
CS	Class of Service
SOISSDT	Service Order Issued Date
SOSDD	Service Order Sub Due Date
SOSTATCD	Service Order Status Code
SOSTATCAT	Service Order Status Category
SOSTATDES	Service Order Status Description
TYPID	Typist ID
SOPDT	Service Order Posted Date

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

Typist ID Examples

Example	Definition
KW56URO	Mechanized order entered via EDI to ARIS EXACT
KW56UTS	Manual order entered to ARIS EXACT
IRWXMOR	Mechanized order entered via EDI to ACIS
T763370	Manual order entered to ACIS
DS26DS26	Mechanical Order Generated (MOG) Unbundled Network Element (UNE) Loop
DS27DS27	MOG UNE Port
DS28DS28	MOG UNE Combo
BCZPBCZP	MOG Resale (all types)
NGAKKKKKK	CLEC initiated order via SORD for a Business account
NGAAAAAAA	CLEC initiated order via SORD for a Residence account
All other codes Examples: RAGTSAGT EGDKCERLX	Typist ID code represents the typist and typing group of an individual. This may be the typist and typing group for a CLEC service representative if the order is issued via EASE. It may also be the typist and typing group for a LSC representative if the order was entered by the LSC. Refer to the Speed of Order Issuance Measurement (SM) FID for details about who issued an order and which system was used to issue the order. This FID appears in the free form section of the order.

Free Form Information

The free form section displays a copy of the service order in a scrollable window. This information includes the codes and data that were entered on the order through the order entry process. For information on how to read this information refer to the ordering process. The service order normally includes a variety of information including identification, listing, control, directory, traffic, billing, remarks, service and equipment, assignment and statistic information. Lines of data on a service order can vary between regions. In AT&T Southwest Region, up to 4,000 lines of data can be on a service order. In AT&T West Region, up to 102 lines of data can be on a service order. (Related orders are issued if the line limitations are exceeded). In AT&T Midwest Region, up to 5,148 lines of data can be on a service order. Any questions about the content of a service order should be referred to the Local Service Center (LSC).

The SM FID (Speed of Order Issuance Measurement) is one example of the type of data available in the free form section. This FID identifies who initiated the order, who entered the order, how the order was originated, what system was used to enter the order, how the order was received and the date and time the request was received.

SM FID example:

SM   CS   10-28-2000 1015A*

This entry shows the order was initiated in SORD by an LSC representative in response to a request received from a CLEC on October 28, 2000 at 10:15 a.m.

* Other SM FID Examples

Code	Explanation
BT	(CLEC initiated order) – Batch through EDI
CE	(CLEC initiated order) – LSC representative typed an order in EASE per an LSR received from the CLEC
CG	(CLEC initiated order) – Special MOG
CS	(CLEC initiated order) – LSC representative typed an order in SORD per an LSR received from the CLEC
CL	(LEX originated order) – Manual AT&T West Region
CR	(Caesar Originated Order) – AT&T West Region
EA	(CLEC initiated order via EASE) – CLEC representative typed an order directly into EASE
ED	(EDI CLEC originated order) – LSC representative typed an order received via Electronic Data Interface (EDI)
EX	EXACT
LX	(LEX originated order) – LSC representative typed an order received via LEX
MP	Marketing Primary or ISC primary USO
ML	Marketing Local or Local USO
MT	Marketing Translated or ISC translated USO
MX	LSC entered service order through LEX
RM	(RMI/CLEO Initiated Order) – The order is initiated via Resale Mechanized Interface (RMI) or CLEO

Code	Explanation
SE	(AT&T Southwest Region initiated order via EASE) – LSC representative typed an order in EASE per a change initiated by AT&T 12-State
SG	AT&T Southwest Region initiated special MOG for CLEC accounts
SL	AT&T Southwest Region originated via LEX – AT&T West Region
SO	(CLEC initiated order via SORD) – CLEC representative typed a supplemental order in SORD for an order originally typed by a CLEC representative in either EASE or SORD
SS	(AT&T Southwest Region initiated order via SORD) – LSC representative typed an order in SORD per a change initiated by AT&T 12-State
SW	(Starwriter initiated order) – The order is initiated via Starwriter

Note:

In the un-fielded section of the Order Status Service Order Detail, the PIC/LPIC information may be masked. If the PIC/LPIC information needed is masked, contact the LSC.

Refresh

When an Order Status screen remains open for an extended period of time, posted order data can become outdated. To refresh (update) information on this screen so that it reflects any new activity, click on the **Refresh** button.

Feature Look Up – Output Screen

Feature Look Up enables the user to request the English description for Universal Service Order Codes (USOCs) and Field Identifiers (FIDs).

To request the English description for the Universal Service Order Codes (USOCs) and Field Identifiers (FIDs) that appear on the pending service order, the user will copy and paste or type in the Universal Service Order Code or Field Identifier that they are wishing to find the English description for into the USOC/FID field. The user will then hit the **Feature Lookup** button to view the English description.

Refresh

If the wrong selection was made, the user can select the **Refresh** button and another selection can be entered from the service order into the USOC/FID field on the Order Status Service Order Detail screen.

Once the user has submitted the Universal Service Order Code or Field Identifier they are wishing to view, the following screen will return:
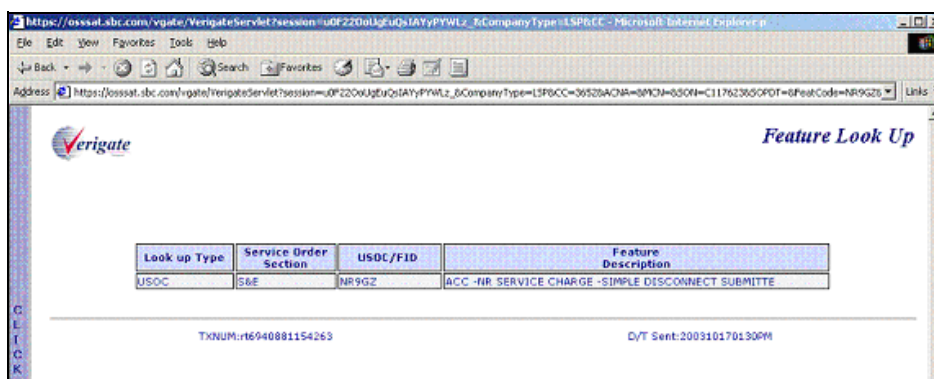
The response will include the type of feature (Universal Service Order Code or Field Identifier), the section of the service order where the Universal Service Order Code (USOC) or Field Identifier (FID) is located in, the feature value and the English description of the submitted code.

Field Code	Field Name
TYPE	Lookup Type
SECTION	Service Order Section
USOC/FID	USOC/FID
FEATDES	Feature Description

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

To enter another Universal Service Order Code (USOC) or Field Identifier (FID), the user can hit the **Back** button on the browser. This will take the user back to the previous screen (Order Status Service Order Detail). Then the user can enter in another Universal Service Order Code or Field Identifier to continue with another feature look up transaction.