

**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification  
SN91085028**

Date: February 11, 2005

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – (Documentation/Guides) - Update to the BellSouth Local Ordering Handbook (LOH) Version **18.0** for Telecommunications Industry Forum 9 (TCIF 9) Release 18.0

This is to advise that BellSouth has identified the following documentation defects in the LOH Version **18.0** for TCIF 9 Release 18.0.

CCP Number	Description Of The Change
1885	Protect the F (From) Process: The process will protect the dial tone at the From location when service cannot be provided at the T (To) location due to MA (Missed Appointment) or PF (Pending Facility) status. This process is applicable to transfer of service requests that involve a T and F order combination.
2139	Remove the TXCLS and TXTYP field from the CSR Permission Queries and responses for Pre-Ordering EDI.  Modify Pre-Order section of LOH for LQS: Provide instructions on how to find the document on the interconnection web site and provide new URL.  Modify LOH-Pre-Order and Ordering section(s) to update the links: Modify LOH-Pre-Order and Ordering section(s) to update the links. Where direct links are removed, provide instructions on how to find the document on the interconnection web site and provide new [more 'generic'] URL.
2141	Modify list of valid jacks on the LSNP and LS Data Dictionary pages for IWJK: Correct jack codes from RJ32CX to RJ32X and from RJ12EM to RJ2EM on the LSNP and LS Data Dictionary.
2147	Partial Moves: Update existing documentation for Partial Moves [partial moves must be submitted manually].
2148	CSRPVR table: Remove the PERMISSION-ACTIVITY field from the CSR Permission View Response for Pre-Ordering EDI.
2151	Interval chart for the Analog Voice Non-Designed Loop (SL1): Update Interval chart for the Analog Voice Non-Designed Loop (SL1) to add a 3 day interval information and update (enhance) the 1-day interval information [to capture all of the conditions for a 1 day interval].

2152	<p>LNECLS SVC field [RS Page]: Correct existing documentation for LNECLS SVC [RS Page] and LNA G [provide manual rules when LNA G is used].</p> <p>NIDR and JR fields [LS, LSNP and RS Pages]: Adding an additional rule under the Business Rules section of NIDR (NID Request) and JR (Jack Request) fields to add clarity for the CLEC community.</p>
2155	<p>BellSouth Centrex Interval table [add "Y"]:</p> <p>BellSouth Centrex Interval table: add a "Y" to the PM [Project Managed] (column) of the ACT=W (row).</p>

Please refer to the attachment for specific details of the changes listed above.

These changes will be reflected in the next update of the TCIF 9 Release 18.0/LOH Version **18.0a** scheduled to be posted Friday, March 04, 2005.

A summary of all changes within this document will be listed in the **Summary of Changes** section.

This update can be found on the BellSouth Interconnection Services Web site in the Customer Guides Section at:

<http://www.interconnection.bellsouth.com/guides/html/leo.html>

Please contact your BellSouth local support manager with any questions.

Sincerely,

**ORIGINAL SIGNED BY JERRY HENDRIX**

Jerry Hendrix – Assistant Vice President  
BellSouth Interconnection Services

Attachment

**CCP 1885 Attachment Listed Below****TCIF****General Local Service Ordering Information section...****Protect From (F) Process**

When an order is in Missed Appointment (MA) or Pending Facility (PF) status, the CLEC may contact the Local Carrier Service Center (LCSC), to request temporary service until the MA or PF status is cleared by providing the Company Code/Purchase Order Number (CC/PON), for one of the following remote call forwarding services:

**When the From (F) order has completed:**

- Remote call forwarding service to a landline (residence or business)
- Remote call forwarding service to MemoryCall
- Remote call forwarding service to cell phone (Cell phone number should be provided by the CLEC. BST will not be responsible for cell usage charges.)

**If same TN is being reused for remote call forwarding service:**

- Submit a SUP to temporarily assign new telephone number(s) to the T order. The PF'd T order will be updated to reflect new temporary number(s).
- Submit a new LSR, ACT N to establish remote call forwarding service using the original telephone number from the PF'D T order.

**If different TN is assigned to original T/F orders:**

- Submit a new LSR, ACT N to establish remote call forwarding service using the original telephone number from the PF'D T order

**When the To (T) order is MA'd or PF'd and the From (F) order is pending:**

The CLEC or Technician may contact the Local Carrier Service Center (LCSC) to request an extended due date on an F order, when the T order is placed in an MA or PF status. Upon call receipt from the CLEC or Technician, the out due date (FDD) will be pushed out **1 year** from the existing FDD (excluding



Attachment  
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Saturdays, Sundays, or holidays), in an effort to protect the dial tone at the F location. This step will allow the CLEC time to submit a SUP with a new FDD.

When the PF condition is cleared the T order will be assigned a new DD. The F will be updated and assigned the same DD.

**CCP 2139 Attachment Listed Below****CRB 4597****Release 18.0A****Make the following changes to the TCIF9 EDI Pre Ordering tables:*****CSR Permission Modify Query (CSRPMQ)***

This query is used to modify (grant or revoke) permission for viewing of other CLEC's CSRs. This transaction also applies in ELMS6 map. (See ELMS6 LOH).  
This transaction is not available in LENS.

CSR Permission Modify Query (CSRPMQ)			
BST FIELD	Field Description	R/C/O	Data Characteristics
INQ-NUM	Inquiry Number	R	Up to 16 A/N Occurs 1,1
<del>INQACT</del>	<del>Inquiry Activity</del>	<del>R</del>	<del>1 A</del> <del>Occurs 1,1</del>
<del>TXTYP</del>	<del>Transaction Type</del>	<del>R</del>	<del>1 A</del> <del>Occurs 1,1</del>
<del>TXCLS</del>	<del>Transaction Classification</del>	<del>C</del>	<del>1 A/N</del> <del>Occurs 1,1</del>
DATE	Date Sent	R	8 N Occurs 1,1
TIME	Time Sent	R	8 N Occurs 1,1
CC	Company Code	O	4 A/N Occurs 0,1
TRX-PURPOSE	Resend Indicator	R	2 N Occurs 1,1
Only one (1) REQUEST-TYPE is allowed per transaction			
<del>REQUEST- NUMBER TYPE</del>	<del>Request Number Type</del>	<del>R</del>	<del>Up to 7 A/N Occurs 1,1</del>
Authorization Request Data Aggregate Occurs 1 – 10 times (A maximum of 10 Grant / Revokes per Modify transaction are allowed.)			

CSR Permission Modify Query (CSRPMQ)			
BST FIELD	Field Description	R/C/O	Data Characteristics
GRANTOR	Grantor	R	4 A/N Occurs 1 time for each Authorization Request Data Aggregate for MODIFY transaction
TYPE-OF-ACCOUNT	Type of Account	R	Up to 6 A/N with hyphen allowed Occurs 1 time for each Authorization Request Data Aggregate for MODIFY transaction
GRANTEE	Grantee	R	4 A/N Occurs 1 time for each Authorization Request Data Aggregate for MODIFY transaction
PERMISSION- ACTIVITY	Permission Activity	R	Up to 6 A/N Occurs 1 time for each Authorization Request Data Aggregate for MODIFY transaction

**CSR Permission Modify Response (CSRPMR)**

This message is in response to a CSR Permission Modify Query (CSRPMQ) Transaction. This transaction also applies in ELMS6 map.(See ELMS6 LOH).  
This transaction is not available in LENS.

<b>CSR Permission Modify Response (CSRPMR)</b>		
<b>BST FIELD</b>	<b>Field Description</b>	<b>Data Characteristics</b>
INQ-NUM	Inquiry Number	Up to 16 A/N Occurs 1,1
INQ-ACT	Inquiry Act	1 A Occurs 1,1
TX TYP	Transaction Type	1 A Occurs 1,1
TXCLS	Transaction Classification	1 A/N Occurs 1,1
DATE	Date Sent	8 N Occurs 1,1
TIME	Time Sent	8 N Occurs 1,1
CC	Company Code	4 A/N Occurs 0,1
Authorization Request Data Aggregate Occurs 1 – 10 times		
DATE-OF-TRANSACTION	Date of Transaction	Up to 7 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
GRANTOR	Grantor	4 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
TYPE-OF-ACCOUNT	Type of Account	Up to 6 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
GRANTEE	Grantee	4 A/N Occurs 0,1 time for each Authorization Request Data Aggregate

<b>CSR Permission Modify Response (CSRPMR)</b>		
<b>BST FIELD</b>	<b>Field Description</b>	<b>Data Characteristics</b>
PERMISSION- ACTIVITY	Permission Activity	Up to 6 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
MSG CODE	Message Code	Up to 14 A/N Occurs 1,1
MSG-TEXT	Message Text	Up to 264 A/N Occurs 1,1



### CSR Permission History Query (CSRPHQ)

This query is used to obtain a history of (grant or revoke) permissions for viewing other CLEC's CSRs. This transaction also applies in ELMS6 map.(See ELMS6 LOH). This transaction is not available in LENS.

CSR Permission History Query (CSRPHQ)			
BST FIELD	Field Description	R/C/O	Data Characteristics
INQ-NUM	Inquiry Number	R	Up to 16 A/N Occurs 1,1
INQACT	Inquiry Activity	R	1 A Occurs 1,1
TXTP	Transaction Type	R	1 A Occurs 1,1
TXCLS	Transaction Classification	C	1 A/N Occurs 1,1
DATE	Date Sent	R	8 N Occurs 1,1
TIME	Time Sent	R	8 N Occurs 1,1
CC	Company Code	O	4 A/N Occurs 0,1
TRX-PURPOSE	Resend Indicator	R	2 N Occurs 1,1
Only one (1) REQUEST-TYPE is allowed per transaction			
REQUEST- <del>NUMBER</del> TYPE	Request <del>Number</del> Type	R	Up to 7 A/N Occurs 1,1
Authorization Request Data Aggregate			
A maximum of 1 History per HISTORY transaction. Occurs 1, 1			
GRANTOR	Grantor	R	4 A/N Occurs 1 time for each Authorization Request Data Aggregate for HISTORY transaction
DATE-RANGE	Date Range	R	17 N with hyphen allowed in position 9 Occurs 1 time for each Authorization Request Data Aggregate for HISTORY transaction

### CSR Permission History Response (CSRPHR)

This message is in response to a CSR Permission History Query (CSRPHQ) Transaction. This transaction also applies in ELMS6 map.(See ELMS6 LOH). This transaction is not available in LENS

CSR Permission History Response (CSRPHR)		
BST FIELD	Field Description	Data Characteristics
INQ-NUM	Inquiry Number	Up to 16 A/N Occurs 1,1
INQ-ACT	Inquiry Act	1 A Occurs 1,1
TX TYP	Transaction Type	1 A Occurs 1,1
TXCLS	Transaction Classification	1 A/N Occurs 1,1
DATE	Date Sent	8 N Occurs 1,1
TIME	Time Sent	8 N Occurs 1,1
CC	Company Code	4 A/N Occurs 0,1
DATE-RANGE	Date Range	17 N with hyphen allowed in position 9 Occurs 1, 1
Authorization Request Data Aggregate Occurs 1 – N times		
DATE-OF-TRANSACTION	Date of Transaction	8 N Occurs 0,1 time for each Authorization Request Data Aggregate
TIME-OF-TRANSACTION	Time of Transaction	4 N Occurs 0,1 time for each Authorization Request Data Aggregate
GRANTOR	Grantor	4 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
TYPE-OF-ACCOUNT	Type of Account	Up to 6 A/N Occurs 0,1 time for each Authorization Request Data Aggregate

<b>CSR Permission History Response (CSRPHR)</b>		
<b>BST FIELD</b>	<b>Field Description</b>	<b>Data Characteristics</b>
GRANTEE	Grantee	4 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
PERMISSION- ACTIVITY	Permission Activity	Up to 6 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
MSG CODE	Message Code	Up to 14 A/N Occurs 1, 1
MSG-TEXT	Message Text	Up to 264 A/N Occurs 1, 1

### CSR Permission View Query (CSRPVQ)

This query is used to view (grant or revoke) permissions for other CLEC's CSRs based on a given Grantor's OCNs. This transaction also applies in ELMS6 map.(See ELMS6 LOH). This transaction is not available in LENS

CSR Permission View Query (CSRPVQ)			
BST FIELD	Field Description	R/C/O	Data Characteristics
INQ-NUM	Inquiry Number	R	Up to 16 A/N Occurs 1,1
INQACT	Inquiry Activity	R	1 A Occurs 1,1
TXCTYP	Transaction Type	R	1 A Occurs 1,1
TXCLS	Transaction Classification	C	1 A/N Occurs 1,1
DATE	Date Sent	R	8 N Occurs 1,1
TIME	Time Sent	R	8 N Occurs 1,1
CC	Company Code	O	4 A/N Occurs 0,1
TRX-PURPOSE	Resend Indicator	R	2 N Occurs 1,1
Only one (1) REQUEST-TYPE is allowed per transaction			
REQUEST-NUMBER TYPE	Request Number Type	R	Up to 7 A/N Occurs 1,1
Authorization Request Data Aggregate Occurs 1 – 10 times (A maximum of 10 Grantor OCNs per VIEW transaction are allowed)			
GRANTOR	Grantor	R	4 A/N Occurs 1 time for each Authorization Request Data Aggregate for VIEW transaction

### CSR Permission View Response (CSRPVV)

This message is in response to a CSR Permission View Query (CSRPVQ) Transaction.  
This transaction also applies in ELMS6 map.(See ELMS6 LOH). This transaction is not available in LENS.

CSR Permission View Response (CSRPVV)		
BST FIELD	Field Description	Data Characteristics
INQ-NUM	Inquiry Number	Up to 16 A/N Occurs 1,1
INQ-ACT	Inquiry Act	1 A Occurs 1,1
TXTP	Transaction Type	1 A Occurs 1,1
TXCLS	Transaction Classification	1 A/N Occurs 1,1
DATE	Date Sent	8 N Occurs 1,1
TIME	Time Sent	8 N Occurs 1,1
CC	Company Code	4 A/N Occurs 0,1
Authorization Request Data Aggregate Occurs 1 – 10 times		
DATE-OF-TRANSACTION	Date of Transaction	8 N Occurs 0,1 time for each Authorization Request Data Aggregate
GRANTOR	Grantor	4 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
TYPE-OF-ACCOUNT	Type of Account	Up to 6 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
GRANTEE	Grantee	4 A/N Occurs 0,1 time for each Authorization Request Data Aggregate

CSR Permission View Response (CSRPVR)		
BST FIELD	Field Description	Data Characteristics
PERMISSION-ACTIVITY	Permission Activity	Up to 6 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
MSG CODE	Message Code	Up to 14 A/N Occurs 1, 1
MSG-TEXT	Message Text	Up to 264 A/N Occurs 1, 1

Pre-Order

18.0 (ELMS 6 and TCIF 9), the documents are *identical*)

### Loop Qualification System (LQS)

The Loop Qualification System information will be incorporated into this document in the future, but for now can be found at:

[http://www.interconnection.bellsouth.com/guides/leo/bbrlo\\_releases/14\\_0/pdf/lqs.pdf](http://www.interconnection.bellsouth.com/guides/leo/bbrlo_releases/14_0/pdf/lqs.pdf)

Information regarding the Loop Qualification System (LQS) is located on the interconnection website. The user should take the following steps to locate the document:

1. Access the interconnection website (URL listed below)
2. Locate the Guides tab on the toolbar
3. Select Pre-Order (Locate the LQS document and select)

Click here for the interconnections web site: <http://www.interconnection.bellsouth.com>

## **Introduction**

### ***Notice***

BellSouth Telecommunications reserves the right to revise this document for any reason, including but not limited to, conformity with techniques or procedures described or referred to herein.

LIABILITY TO ANYONE ARISING OUT OF USE OR RELIANCE UPON ANY INFORMATION SET FORTH HEREIN IS EXPRESSLY DISCLAIMED, AND NO REPRESENTATIONS OR WARRANTIES EXPRESSED OR IMPLIED, ARE MADE WITH RESPECT TO THE ACCURACY OR UTILITY OF ANY INFORMATION SET FORTH HEREIN.

PUBLIC

## Overview

### Disclaimer

This document is intended to reflect, in as accurate a manner as possible, current Pre-Ordering and Ordering Information. BellSouth Telecommunications, Inc., and its subsidiaries, affiliates, officers, directors, and employees are not liable for inaccuracies that may be present in this documentation. Report discrepancies found to the appropriate Account Team Representative.

### Preface

BellSouth is a Regional Bell Operating Company (RBOC) offering local service to residential and business customers in the southeastern United States. Through manual and highly automated processes, BellSouth offers Competitive Local Exchange Carriers (CLECs) the ability to submit pre-order transactions. Moreover, these same business processes allow the CLEC to submit local service requests for telecommunications services for resale, unbundled network elements (UNEs), and other such services throughout BellSouth's nine-state region.

To help CLECs submit efficient and accurate inquiries and/or orders, BellSouth has developed a variety of electronic interfaces that interact with its operational support systems (OSS). These interfaces provide the CLEC with several options to conduct business with BellSouth in a manner that supports the CLEC's specific business needs.

BellSouth has created the Local Carrier Service Center (LCSC) to process manual pre-order and order transactions. These centers are strategically located within BellSouth's nine-state region to meet the CLECs' needs by efficiently and effectively processing each transaction.

This guide provides a high-level overview of the Pre-Ordering and Ordering processes at BellSouth. It offers the CLEC a basic understanding of the key activities involved with these processes when conducting business with BellSouth.

### Purpose

The purpose of this guide is to provide an instructional Pre-Ordering and Ordering overview for CLECs engaged in offering local telecommunications services through BellSouth Telecommunications, Inc. It also provides the CLEC with a high-level understanding of the current procedures and processes used to acquire products and services from BellSouth.

Specifically, this guide provides the following for CLECs:

- An overview of the Pre-Ordering and Ordering business processes. This is intended to provide a map that guides the CLEC through each activity in these processes. It only provides a high-level overview of each process. Where more detailed information is needed, this guide directs the CLEC to other documents, sources, or references it may utilize to obtain more detailed information.



- A list of available options to electronically or manually submit Pre-Order and Order transactions. By listing them, the CLEC can see the array of options available and how each option can support its business..
- A list of more extensive Pre-ordering and Ordering documentation that is available. By providing a general document description and information on where to obtain it, the CLEC is not overwhelmed with unnecessary information. This enables the CLEC to efficiently locate the information needed to submit and receive transactions to and from BellSouth.

**Audience**

This guide is written for the CLEC interested in procuring products and services from BellSouth Telecommunications, Inc. Except where necessary; this guide does not differentiate between resale and facility-based CLECs.

**How to Read this Guide**

BellSouth developed this document to assist those CLECs unfamiliar with the current business processes used at BellSouth. A recommended approach is that the CLEC initially read this guide from start to finish; however, the guide is structured so that a CLEC may easily access a particular section without having to read a preceding section.

The guide is organized accordingly:

- Introduction
- Pre-Ordering Process
- Ordering Process
- Additional Ordering Information

**Introduction**

This section provides the CLEC with general document information such as the intended audience, the document purpose, and this section, “How to Read this Guide”. BellSouth suggests that the CLEC use this information for reference purposes.

**Pre-Order Process**

This section provides the CLEC with a step-by-step overview of each activity in the Pre-Order process. It guides the CLEC through each activity explaining the options available in detail. Where more detailed information is needed, such as completing a Letter of Authorization, the CLEC is referred to the appropriate BellSouth documentation and/or Web site. BellSouth suggests that the CLEC use this section to familiarize itself with the Pre-Order process and all the available options.

**Order Process**

This section provides the CLEC with a step-by-step overview of each activity in the Order process. It guides the CLEC through each activity explaining the options available in detail. Where more detailed information is needed, such as field requirements of a Local Service Request (LSR) Form, the CLEC is referred to the appropriate BellSouth

documentation and/or Web site. BellSouth suggests that the CLEC use this section to familiarize itself with the Order process and all the available options.

### Additional Ordering Information

This section provides the CLEC with an abundance of information surrounding the Ordering process. Topics include training, provisioning, and other documentation. The CLEC should use this section only as a reference for additional information that reinforces its understanding of the Ordering process.

### **General Assumptions**

This guide makes several assumptions that are a starting point for the CLEC conducting business with BellSouth. The CLEC must fulfill these stipulations before proceeding any further.

Specifically, this guide assumes:

- The CLEC has completed the Start-Up and Account Activation requirements.
- The CLEC has a general understanding of the telecommunications industry and the role that BellSouth plays as an incumbent local exchange company.

### CLEC Start-Up/Account Activation

CLEC Account Activation requirements must be completed prior to submitting a valid service request electronically or manually. Detailed information regarding the Start-Up processes and CLEC Account Activation requirements can be found in the *BellSouth Start-Up Guide*. The CLEC can obtain a copy of this document at:

<http://www.interconnection.bellsouth.com/guides/index.html>

<http://www.interconnection.bellsouth.com>

The list contains some of the general requirements that CLECs must complete prior to submitting a valid service request:

- CLEC has a signed contract to conduct business with BellSouth
- CLEC is familiar with the terms and conditions of its executed agreement with BellSouth or the applicable tariff(s) for the service(s) the CLEC wishes to order
- CLEC has reviewed the *BellSouth Start-Up Guide*
- CLEC has met all of the certification requirements of the regulatory entities, federal and state Public Service/Utility Commissions (PSC/PUC)
- CLEC has provided proof of PSC/PUC Certification
- CLEC has submitted a Credit Application
- CLEC has established a master “Q” billing account with BellSouth
- CLEC has obtained an Operating Company Name (OCN)
- CLEC has submitted a Blanket Letter of Authorization (LOA)
- CLEC has completed and submitted a CLEC Misdirected Call Contact Number Form

- CLEC has advised BellSouth of its decision to participate in the disposition of a Line Information Database (LIDB) contract
- CLEC has established a reciprocal agreement for Customer Name and Address Information
- CLEC providing facility-based services must have an Access Customer Name Abbreviation (ACNA) and a Carrier Identification Code (CIC).

*BellSouth/Industry Knowledge*

It is important for the CLEC to have a general understanding of the telecommunications industry and to be familiar with but not limited to general terminology, regulatory requirements, and industry guidelines. This basic knowledge is important for interacting with BellSouth and is not BellSouth's responsibility to provide.

In addition, as an incumbent local exchange carrier offering local service to residential and business customers in the southeastern United States, BellSouth is obligated to offer various network elements and services in accordance with the Telecommunications Act of 1996. It is important that CLECs understand BellSouth's role in offering products and services. The CLEC assumes the responsibility to familiarize itself with this Act and any additional rules and regulations sanctioned by the Federal Communications Commission or respective state regulatory agency.

## **Pre-Ordering Process**

This section highlights those business procedures necessary for CLECs to electronically and/or manually access pre-order data. BellSouth offers the CLEC several options for inquiring about services and features, checking due dates, reserving telephone numbers and performing other Pre-Ordering activities. The information provided by the CLEC can then be used to populate the fields of an LSR. In essence, the Pre-Ordering process is a combination of several activities that together can assist a CLEC in properly completing a service request. These activities are summarized according to the following sub-process levels:

- Gathering CLEC Customer Information
- Identifying and Selecting the Right Option for Submission
- Validating the Information Submitted

These procedures are described in the next few sections in order to provide the CLEC with a map of the available options and general information it needs to conduct business with BellSouth.

### **Gathering CLEC Customer Information**

Before attempting to submit a service request, a CLEC should be familiar with the information it will need to obtain from its customer. Information such as a customer's address, line and feature functions, and installation dates all should be obtained. The CLEC will need this information from its customer in order to submit a valid pre-order query or service inquiry. The information obtained from these inquiries can later be used to complete an order for local service.

To help the CLEC obtain such information, BellSouth has prepared documentation that describes in detail the required, conditional, and optional information requirements for Pre-Order transactions such as address validations, service availability, and others. The specific information requirements are contained in the *BellSouth Pre-Order Business Rules* document. A CLEC can obtain a copy of this document at:

<http://www.interconnection.bellsouth.com/guides/index.html>

In addition to obtaining information for Pre-Order transactions, a CLEC should also obtain relevant ordering information. As stated before, the Pre-Ordering process is a combination of several activities that can assist a CLEC in properly completing a service request. Therefore, when gathering customer information, a CLEC should ensure it obtains ordering information so that a valid LSR can be submitted manually or electronically. BellSouth has prepared documentation that describes the required, conditional and optional information requirements for electronically and manually submitted order transactions (e.g., loops, ports, port/loop combos, resale). The specific information requirements are contained in the *BellSouth Local Ordering Handbook* document (See Supported Guidelines at Section 4.3). A CLEC can obtain a copy of this document at:

<http://www.interconnection.bellsouth.com/guides/index.html>

### Local Service Request Layout

The LSR is required for submitting order transactions to the LCSC. It provides BellSouth with administrative, billing and contact information. The **Administrative Section** contains details pertaining to the service being ordered such as: purchase order number, requisition type, and desired due date. The **Bill Section** provides the CLEC's billing name and address information.

The **Contact Section** contains initiator information (i.e.: who initiated the request), design contact name (i.e.: who to contact for designed services), address and telephone number as well as implementation contact name and telephone number. This request form was designed to provide sufficient information to assist BellSouth in provisioning and billing the service.

In addition to the LSR, the CLEC must also provide an End User Information Form (EU) for each request. This form provides entries for ordering options such as inside wire specifications and disconnect information. The location and access section provides entries for describing end-user locations including entries that may be necessary for gaining access for installation purposes.

Finally, forms have been designed to accommodate ordering conditions specific to a service type and may be required to be completed with an LSR and EU form. These service-specific forms are:

- Resale Service
- DID Resale Service
- Loop Service (Facility-Based)
- Number Portability (Facility-Based)
- Loop Service with Number Portability (Facility-Based)
- Port Service (Facility-Based)
- Directory Service Caption Request
- Directory Listing

As aforementioned, each CLEC should utilize the *BellSouth Local Ordering Handbook* (See Supported Guidelines at Section 4.3) whenever completing these forms. This document will assist the CLEC in identifying the correct form to use and relevant information necessary to accurately complete each form.

### Identifying and Selecting the Right Option for Submission

The CLEC has several options to submit Pre- Order and Order transactions. These options range from submitting transactions through one of BellSouth's electronic interfaces to interacting with BellSouth's customer service center (i.e.: the LCSC). The table below visually depicts the functionality features of each option to assist the CLEC in deciding which option best addresses its business needs.

Electronic vs. Manual	Option	Pre- Ordering Functionality	Ordering Activities	Ordering Requisition Type
Electronic	Local Exchange Navigation System (LENS)	<ul style="list-style-type: none"> <li>•Reserve Telephone Numbers</li> <li>•Validate Addresses</li> <li>•Check Feature / Service Availability</li> <li>•Check Installation Intervals &amp; Scheduling</li> <li>•View Customer Service Record</li> <li>•View PIC/ LPIC Carriers</li> <li>•Reserve Miscellaneous Account Numbers</li> <li>•Estimate Due Date</li> </ul>	<ul style="list-style-type: none"> <li>•New Installation</li> <li>•Conversion As Is</li> <li>•Conversion As Specified</li> <li>•Change to Existing Accounts</li> <li>•Partial Migrations</li> <li>•Disconnect</li> <li>•Suspend / Restore / Deny</li> </ul>	<ul style="list-style-type: none"> <li>•Loop Service *</li> <li>•Loop w/ INP *</li> <li>•Resale (Non-Complex)</li> <li>•Directory Listing</li> <li>•Network Combinations *</li> </ul>
Electronic	Electronic Data Interchange (EDI)	•EDI does not offer Pre- Order Functionality.	•All Service Activities	•All Service Requisition Types
Electronic	Telecommunications Access Gateway (TAG)	<ul style="list-style-type: none"> <li>•Reserve Telephone Numbers</li> <li>•Validate Addresses</li> <li>•Check Feature / Service Availability</li> <li>•Check Installation Intervals &amp; Scheduling</li> <li>•View Customer Service Record</li> <li>•Calculate Due Date</li> </ul>	•All Service Activities	•All Service Requisition Types

Electronic vs. Manual	Option	Pre- Ordering Functionality	Ordering Activities	Ordering Requisition Type
Manual	Local Carrier Service Center (LCSC)	•Reserve Telephone Numbers •View Customer Service Records	•All Services Activities	•All Service Requisition Types

*\* NOTE: These Requisition Types will be supported in the Release 6.2 of the Local Exchange Navigation System, which is scheduled for production on 4/ 15/ 00.*

### Electronic Interfaces

For those CLECs submitting transactions electronically, BellSouth has provided four separate options to submit pre-order and order transactions and check the status of their order requests.

They include:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)

### **Local Exchange Navigation System (LENS)**

LENS is an online, interactive, menu-driven system that permits subscribers to perform pre-order inquiry functions and process requests for various products, features, and services currently offered by BellSouth. CLECs can use LENS to either order new (no existing telephone number) or existing service. The CLEC is also able to view firm order confirmations (FOC), completion notices (CN), service order status and LSRs in error. CLECs using LENS can cancel pending orders or change due dates on pending orders that they have placed via LENS. For information about LENS the CLEC should review the *Local Exchange Navigation System (LENS) User Guide* at the Web site address below or contact its Account Team Representative:

<http://www.interconnection.bellsouth.com/guides/index.html>

<http://www.interconnection.bellsouth.com>

### **Electronic Data Interchange (EDI)**

EDI is a computer-to-computer exchange of business documents in a standard format over a communications path. EDI requires the use of industry guidelines that define the format and the data content of the business transaction. This permits properly configured computers to clearly understand the transaction expected and the data necessary to conduct that transaction. Trading partners (i.e.: BellSouth and the CLEC) must define the business information and supported standards that are necessary to transact business. This information is then encoded to fit a standard EDI transaction set for data

transmission. Currently, BellSouth's EDI gateway only supports specific guidelines applicable to ordering. For more information about these guidelines and the communication requirements, the CLEC should review the *BellSouth EDI Specifications Guide* at the Web site address listed below or contact its Account Team Representative:

<http://www.interconnection.bellsouth.com/guides/index.html>

<http://www.interconnection.bellsouth.com>

## **Telecommunications Access Gateway (TAG)**

TAG is similar to EDI, in that it is a machine-to-machine exchange of business documents in a standard format over a communications path. TAG provides a bi-directional flow of information from a CLEC to BellSouth's OSS and from BellSouth's OSS to the CLEC. In addition, TAG provides both pre-ordering and ordering functionality through the CLEC's own application interface. Again, similar to EDI, TAG supports specific guidelines applicable to pre-ordering and ordering. For more information about these standards and the communications requirements, the CLEC should review the *TAG API Reference Guide* at the Web address listed below or contact its Account Team Representative:

[http://www.interconnection.bellsouth.com/markets/lec/oss\\_info.html](http://www.interconnection.bellsouth.com/markets/lec/oss_info.html)

<http://www.interconnection.bellsouth.com>

***NOTE:** This Web site only contains a link to the TAG documentation Web site address, which is password-protected. Only those CLECs requiring access are granted a user ID and password. For more information, a CLEC should contact its Account Team Representative.*

### Customer Service Centers

## **Local Carrier Service Center**

The Local Carrier Service Center (LCSC) serves as BellSouth's point of contact for manually processing LSRs from CLECs. Once the required Start-Up/Activation process is complete, the CLEC may begin to manually submit valid service requests to the LCSC in accordance with the ordering business rules defined in the *BellSouth Local Ordering Handbook* (See Supported Guidelines at Section 4.3). Again, any CLEC can obtain a copy of this document at:

<http://www.interconnection.bellsouth.com/guides/index.html>

The LCSC is responsible for providing the following services for its customers:

- Delivering authorized customer record information
- Processing service order requests
- Handling billing inquiries and payment arrangements



To contact the LCSC refer to the Web site address listed below:

[http://www.interconnection.bellsouth.com/markets/lec/ies\\_entr.html](http://www.interconnection.bellsouth.com/markets/lec/ies_entr.html)

<http://interconnection.bellsouth.com/centers/html/lcsc.html>

**NOTE:** To obtain contact information for the Billing Group under the LCSC, see the Web site address listed below:

<http://www.interconnection.bellsouth.com/forms/billing&collections.html>

<http://www.interconnection.bellsouth.com>

## **Interconnection Purchasing Center**

The Interconnection Purchasing Center (IPC) serves as BellSouth's point of contact to CLECs for the processing of Access Service Requests (ASRs) for local interconnection trunks. The Local Interconnection Trunking Project Management Group, a part of the IPC, is responsible for the project management of all new CLEC Switches interconnecting with BellSouth's local network. This involves the coordination of several groups including, but not limited to, Circuit Capacity Management, Circuit Provisioning Group, and the Central Office. Once the required Start-Up/Activation process is complete, the CLEC may begin to manually submit valid service requests to the IPC in accordance with the ordering requirements listed in the *Access Service Ordering Guidelines* (ASOG) published by the Alliance for Telecommunications Industry Solutions (ATIS). To obtain a copy of these guidelines, a CLEC can visit the ATIS Web site at:

<http://www.atis.org>

The IPC is responsible for providing the following services to its customers:

- Processing Access Service Requests for local interconnection trunks
- Summarizing the Percent Local Usage report for the CLECs to calculate their invoices to BellSouth
- Verify charges for traffic terminating from BellSouth subscribers to CLEC subscribers
- Contacting the CLEC for invoice/billing disputes between BellSouth and the CLEC

To contact the IPC refer to the Web site address listed below:

[http://www.interconnection.bellsouth.com/markets/lec/ies\\_entr.html](http://www.interconnection.bellsouth.com/markets/lec/ies_entr.html)

<http://interconnection.bellsouth.com>

## Equal Access Service Center

The Equal Access Service Center (EASC) is a regional service center responsible for addressing Equal Access issues. CLEC end-users should report unauthorized PIC changes to the preferred CLEC. The preferred CLEC should contact the EASC for resolution. The EASC will correct the Predesignated Interexchange Carrier (PIC) or Local Tolls Predesignated Interexchange Carrier (LPIC) and apply charges and/or credits associated with the PIC/LPIC change charge as appropriate.

To contact the EASC refer to the Web site address listed below:

[http://www.interconnection.bellsouth.com/markets/lec/ies\\_entr.html](http://www.interconnection.bellsouth.com/markets/lec/ies_entr.html)

<http://interconnection.bellsouth.com/centers/html/lscsc.html>

**NOTE:** CLECs must contact the EASC on behalf of the end-user. The EASC will not accept calls directly from an end-user.

## BellSouth Advertising and Publishing Company

The BellSouth Advertising and Publishing Company (BAPCO) is responsible for all directories and directory listing information and publishing.

BAPCO is responsible for providing the following services to its customers:

- Serves as the primary liaison for contracting for directory listings with BellSouth
- Processes order requests for directory listings
- Provides support to CLECs to correctly complete the Directory Listing Request
- Provides Directory Review Listing report four to six weeks prior to publication for CLEC accuracy review upon request

To contact the BAPCO refer to the Web site address listed below:

[http://www.interconnection.bellsouth.com/markets/lec/ies\\_entr.html](http://www.interconnection.bellsouth.com/markets/lec/ies_entr.html)

<http://www.interconnection.bellsouth.com>

**NOTE:** A CLEC desiring to have specific company information included in the Customer Guide Pages of the BellSouth printed directories should first contract with BAPCO and then complete and mail a BAPCO Directory form.

### Validating the Information Submitted

Data validation is performed to ensure that there is complete and accurate information provided by the CLEC on the LSR. This involves five key activities:

- Address Validation
- Telephone Number Reservation
- Feature/Service Availability

- Installation Intervals and Scheduling
- Customer Record Information

**Address Validation:** This activity is performed to validate a customer provided a correct address.

**Telephone Number Reservation:** This activity is performed to select and reserve a telephone number.

***NOTE:** Some CLEC customer locations are served by multiple switches that may support different types of services. It is the CLEC's responsibility to understand which switch types support which services when assigning a telephone number. At times, it may be necessary for BellSouth to introduce a "switch freeze" while it replaces or repairs the switch. When this happens, telephone number reservations in the affected BellSouth area will be preempted.*

**Feature/Service Availability:** This activity is performed to confirm if a feature/service is available on a particular central office switch..

**Installation Intervals & Scheduling:** This activity is performed to assign a target installation interval and service dates.

**Customer Service Record Information:** This activity is performed to reference records for a CLEC's own customers and existing BellSouth customers.

As discussed previously, BellSouth offers various options to interact with its operational support systems. If a CLEC is using one of the BellSouth provided electronic interfaces (e.g., LENS), data validation is a function of the interface. For CLEC-developed interfaces (e.g., TAG, EDI), the CLEC is responsible for designing the interface with the CLEC's desired level of data validation functionality. For those CLECs who do not utilize one of BellSouth's electronic interfaces, the LCSC does offer limited Pre-Order validation (e.g., View Customer Service Records, Reserve Telephone Numbers). In addition, as part of the ordering process, the LCSC will perform the data validation.

## Ordering Process

The Ordering process defines how a CLEC submits orders for products and services offered by BellSouth. The process begins when an LSR is transmitted by the CLEC via an electronic interface or manually to the LCSC. The Ordering process validates the LSR data, checks the data for errors, and generates a service order. In some instances, the LSR may be returned to the CLEC because the information provided by the CLEC is invalid or incomplete. The CLEC may need to provide additional information or clarify some of the information already provided before the LSR is validated. Once the LSR is validated, BellSouth issues an FOC to the CLEC. This completes the ordering process and prompts provisioning of the service.

Similar to the Pre-Ordering process, the Ordering process can be logically broken down into three key activities:

- Order Process Submission
- Order Process Validation/Clarification
- Order Process Confirmation

**Order Process Submission:** This activity involves completing an electronic or manual LSR and submitting it electronically to BellSouth's OSS or manually to BellSouth's LCSC.

**Order Process Validation/Clarification:** This activity involves the return of an LSR to the CLEC for explanation of information provided in the LSR. BellSouth will return any LSR to the CLEC when incomplete, incorrect, or conflicting information is present on the LSR. Incomplete, incorrect or conflicting information can result in BellSouth's inability to issue the order(s) as requested on the LSR. All clarifications will be returned to the requesting CLEC whereby the CLEC has 10 business days to respond to the request by submitting a supplemental LSR. The LSR will be cancelled after 11 business days if no response is received. A new LSR must be submitted after BellSouth cancels the service request.

**Order Process Confirmation:** This activity involves the return of an FOC to the CLEC after validating the LSR. Specifically, order confirmation occurs when the service request becomes a service order and is recorded in BellSouth's OSS as ready for provisioning.

**NOTE:** *The detailed procedures within the above activities may differ depending on whether the requested service/product being ordered is Simple, Complex, or an Unbundled Network Element (UNE). For more information a CLEC may contact its Account Team Representative.*

**NOTE:** *BellSouth should be notified as soon as possible of any service request changes or cancellations. Early notification will allow adequate time to process the change and notify all affected BellSouth internal departments. This will*



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*ensure that the order properly reflects all requested service and appropriate  
billing information.*

## ***Additional Ordering Information***

### **Data Element Page Structure**

Local Service Ordering is presented in the LOH on a field-by-field basis. Below is a sample to illustrate how all fields are presented.

Data Element Field Definitions are shown on the following page.

#	Sample Data Element
1	CCNA - Customer Carrier Name Abbreviation Identifies the Common Language IAC code for the customer submitting the LSR and Receiving confirmation.
2	Note 1: This code is assigned and provided by Telcordia Technologies prior to the submission of a Local Service Request.  Note 2: CCNA is not necessarily the customer to be billed for the service. The billed party should be specified in the ACNA field.
3	VALID ENTRIES: None
4	Note: None
5	DATA CHARACTERISTICS: 3 alpha characters
6	EXAMPLE: ZYX
7	CONDITIONAL USAGE NOTES: None
8	BUSINESS RULES: Rule 1: This code must match the BAN.

### ***Data Element Field Definitions***

#### **1) Field Title & Definition<sup>1</sup>**

The field title includes both the name and the acronym for the field. The field definition identifies and describes the field.

#### **2) Definition Note(s)<sup>2</sup>**

Definition notes further describe the field, and possible use of the field.

#### **3) Valid Entries<sup>2</sup>**

Valid entries are the data entered into a provided field on a request form to order a certain type of service. Depending on the request type (REQTYP) and activity type (ACT), each field may have one or more entries at a time.

#### **4) Notes**

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<sup>1</sup> Always Present on Data Element Page of a supported field

<sup>2</sup> May be present on Data Element Page of a supported field

If a note(s) is applied to a field then it may offer additional information describing specific ordering limits or instructions provided to the CLEC on the use of the valid entries.

#### 5) Data Characteristics<sup>2</sup>

The data characteristics indicate the type of characters may be used to populate a field (e.g., alphanumeric, numeric or alpha).

#### 6) Field Example<sup>2</sup>

An example of how a supported field may be populated is included on every data element page. The example is intended to indicate format only, and is not inclusive of all possible field population scenarios.

#### 7) Conditional Usage Note(s)

A conditions note indicates a field has additional rules applied when entering the valid entry for a field.

#### 8) Business Rule(s)

BellSouth® uses business rules to further define how the field is used specific to BellSouth.

### **Provisioning Process Overview**

The Provisioning process includes all of the activities necessary to fulfill a CLEC order for telecommunications service. Activities may involve assigning facilities, updating translations in software, designing circuits, issuing technician work orders, testing facilities and equipment, and activating the product or service. The various activities of Provisioning are determined by factors such as the type of service (Designed or Non-Designed), features requested, and number of new connects. The complexity of the service ordered may dictate additional activities to ensure accurate provisioning of the order.

As described above, there are several activities in the Provisioning process, and for the most part, these activities are conducted exclusively by BellSouth with little interaction from the CLEC.

Nonetheless, BellSouth has provided the CLEC with the CLEC Service Order Tracking Systems (CSOTS). CSOTS is an online status tracking system that enables the CLEC to view submitted service orders, determine order status, and track service orders through the Provisioning process. In other words, it facilitates the CLEC's ability to track the status of their end-user's order. For more information on this system, a CLEC should review the *CLEC Service Order Tracking System User Guide* at the Web site address listed below or contact the appropriate Account Team Representative:

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<http://www.interconnection.bellsouth.com/guides/index.html>

<http://www.interconnection.bellsouth.com>

In addition to CSOTS, BellSouth offers the CLEC the Pending Facilities (PF) Report. This report is compiled daily and provides a snapshot of the CLEC's orders in PF status. It supplies the CLEC with information such as the telephone number, listed name, and facilities needed on a particular order. In addition the CLEC can obtain the Estimated Completion Date/Estimated Service Date (ECD/ESD). For more information on this report, a CLEC should contact its Account Team Representative.

***NOTE:** The BellSouth service technician will provide notification to the CLEC when an appointment is missed for end user reasons. The CLEC should issue a supplement with a new desired due date, and forward to the LCSC. The original service order (PON) will be cancelled if a new desired due date is not provided within 14 calendar days.*

***NOTE:** If it is determined on the due date that the service due date commitment can not be met, the CLEC will be notified by a telephone call from the appropriate BellSouth personnel.*

### **Available Training**

BellSouth offers several training courses to help each CLEC in conducting business effectively and efficiently with BellSouth. The classes are designed to promote the CLEC's understanding of the CLEC/BellSouth relationship and the procedures and services involved. The curriculum includes courses on BellSouth Products and Services, Ordering Procedures, and more. For more information on training, a CLEC should review the Web site address listed below or contact its Account Team Representative:

<http://www.interconnection.bellsouth.com/training/announce.html>

<http://www.interconnection.bellsouth.com>

### **Supported Guidelines**

The predominant standards setting body in the Telecommunications industry is the ATIS. This organization is comprised of several committees that issue guidelines for electronic data interchange (EDI), ordering, provisioning, billing, etc. These guidelines are intended to enhance the efficiency and effectiveness of the interaction between business partners (e.g., BellSouth and the CLEC) in the Telecommunications industry. It is important to note that these guidelines are just 'guidelines' and in some situations BellSouth may not implement a particular portion of the guideline because it is inconsistent with BellSouth's business needs. For this reason, it is important for each CLEC to work closely with BellSouth when interacting electronically or manually with BellSouth.



Currently, BellSouth supports Issues 7 and 9 of the Telecommunications Industry Forum (TCIF) Guidelines dated December 1999. In addition, BellSouth supports or will be supporting the Local Service Ordering Guidelines (LSOG) Issue 2 and 4 released by the Ordering and Billing Forum (OBF). These guidelines govern the format for ordering local service. LSOG Issue 2 will only be supported through September 2, 2000; however, beginning May 1, 2000, BellSouth will support LSOG Issue 4.

For more information on these guidelines, a CLEC may review the ATIS Web site at the Web site address listed below or contact its Account Team Representative:

<http://www.atis.org/home.htm>

### **Universal Service Order Codes (USOCs) and Field Identifiers (FIDs)**

BellSouth has posted information, on the Internet, mapping USOCs to particular services. CLECs can access the USOC Manuals directly from the Web site. The USOC Manuals are in two formats, service category and USOC alphanumeric codes. The Web site for the CLEC USOC Manuals is:

<http://www.interconnection.bellsouth.com/guides/index.html>

### **BellSouth Work Aid for Ordering Complex Services**

Complex services are typically highly complex products that require customized handling or processing when ordering. To assist the CLEC in ordering these products, BellSouth has developed the *BellSouth Work Aid for Ordering Complex Services*. This work aid provides forms and line-by-line instructions for requesting BellSouth complex products and services. For information about this work aid, the CLEC should review the document located at the Web site address below or contact its Account Team Representative:

<http://www.interconnection.bellsouth.com/guides/index.html>

<http://www.interconnection.bellsouth.com>

### **Local Number Portability Ordering Guide for CLECs**

Local Number Portability (LNP) allows an end-user to keep his/her current telephone number(s) if he/she chooses to switch from their current Local Service Provider to another. To assist each CLEC with ordering LNP, BellSouth has developed the *Local Number Portability Ordering Guide for CLECs*. This guide is intended to increase the CLEC's understanding of the LNP Order process at BellSouth, to provide guidelines for LSR completion, and to offer information on critical success factors for LSR submission. It is not a replacement for the *BellSouth Local Ordering Handbook*. The CLEC can obtain a copy of this document at the Web site address listed below:

<http://www.interconnection.bellsouth.com/guides/index.html>



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## **Introduction**

### ***Notice***

BellSouth Telecommunications reserves the right to revise this document for any reason, including but not limited to, conformity with techniques or procedures described or referred to herein.

LIABILITY TO ANYONE ARISING OUT OF USE OR RELIANCE UPON ANY INFORMATION SET FORTH HEREIN IS EXPRESSLY DISCLAIMED, AND NO REPRESENTATIONS OR WARRANTIES EXPRESSED OR IMPLIED, ARE MADE WITH RESPECT TO THE ACCURACY OR UTILITY OF ANY INFORMATION SET FORTH HEREIN.

PUBLIC

## **Preface**

The information contained within this document is a BellSouth customized version of the Ordering & Billing Forum (OBF) industry consensus guidelines. The rules contained within this document are BellSouth® specific and have been modified to accommodate local order processing within BellSouth®.

LSOG Version 4 document: BellSouth® utilizes customized LSOG Version 4 forms for manual ordering. CLECs could submit version 4 forms beginning May 1, 2000.

*Manual ordering for LSOG Version 4 is only allowed when submitting supplemental (SUP) orders when the LSR was originally submitted manually using LSOG 4 LOH business rules. .*

*Initial LSRs are not allowed for manual ordering, using the LSOG Version 4 of the LOH. Please refer to the ELMS 6 version of the LOH for submitting initial LSRs manually.*

This document addresses the processes and business rules for **Local** Service Requests (LSR) only. BellSouth® offers additional services (such as Local Interconnection Trunking) to Facility Based CLECs through the **Access** Service Request (ASR). For more information on ASRs, refer to the *Access Service Ordering Guidelines* (ASOG) and the *BellSouth® Guide to Interconnection*. The ASOG is published by the Alliance for Telecommunications Industry Solutions (ATIS) and is available at the ATIS web site: <http://www.atis.org>

The BellSouth® Guide to Interconnection is available for download at: <http://www.interconnection.bellsouth.com/guides/html/leo.html>

Additionally, this document is not intended as a programming guide. CLECs should refer to either the *BellSouth® EDI Specifications Guide* or the *Telecommunications Access Gateway Application Programming Interface Reference Guide* (TAG\* API) for programming requirements for EDI and TAG\* respectively.

The *BellSouth® EDI Specifications Guide* is available at the above-mentioned BellSouth® Interconnection web site:

The *TAG API Reference Guide* is available at the Web address listed below:

[www.interconnection.bellsouth.com/oss/tag/tag\\_info.html](http://www.interconnection.bellsouth.com/oss/tag/tag_info.html)

[www.interconnection.bellsouth.com](http://www.interconnection.bellsouth.com)

**Note:** *This web site only provides a link to the TAG documentation web address. The TAG site is password protected. Only CLECs requiring*

*access are granted a user ID and password. For more information, a CLEC should contact the appropriate Local Support Manager (LSM).*

**Purpose**

The purpose of this document is to:

Provide local service ordering instructions for CLECs that offer local telecommunications services utilizing BellSouth® Resale Services or Unbundled Network Elements (UNEs).

Provide a common point of reference to simplify the manual and electronic ordering processes for CLECs that conduct business with BellSouth® and have converted to TCIF Issue 9 and/or LSOG 4.

A manual process entails submitting Local Service Requests via facsimile. It is highly recommended that CLECs have access to the Internet and the World Wide Web as BellSouth® provides a wealth of information to its customers in this format and much of this document is used in conjunction with other documents that are posted on the Internet for the CLECs' convenience.

An electronic process entails submitting Local Service Requests via a BellSouth® approved electronic interface. More information on the electronic interface options available to CLECs is contained in the *BellSouth® Pre-Ordering and Ordering Overview Guide*. This document can be found at:

<http://www.interconnection.bellsouth.com/guides/html/bpobr.html>

<http://www.interconnection.bellsouth.com>

**CAUTION**

This document provides detailed information generally applicable in the nine states served by BellSouth®. However, due to individual state regulatory agency rules and decisions, aspects of this ordering guide may or may not apply differently in an individual state. CLECs should contact the respective BellSouth® Local Support Manager (LSM) to confirm the applicability in a particular state.

**Audience**

This document has been developed for the CLECs interested in the business rules used in conjunction with submitting manual and electronic local service order requests.

This document assumes that a CLEC has completed all the start-up and activation requirements and is now ready to process BellSouth® service requests. If a CLEC has *not* completed all the proper start-up and activation requirements, refer to the *BellSouth® Start-Up Guide* which can be found at:

[http://www.interconnection.bellsouth.com/guides/html/clec\\_ar.html](http://www.interconnection.bellsouth.com/guides/html/clec_ar.html)

<http://www.interconnection.bellsouth.com>

## Document Layout

On a high-level, the document is organized as follows:

1. Introduction
2. General Local Service Ordering Information
3. REQTY P A - Loop Service
4. REQTY P B - Loop Service with Number Portability
5. REQTY P C - Number Portability
6. REQTY P E - Resale Service, Non-complex
7. REQTY P E - Resale Service, Complex
8. REQTY P F - Port Service
9. REQTY P J - Directory Listings
10. REQTY P M - Unbundled Network Element Switched Combinations / Wholesale Local Platform Service (WLP), Non-complex
11. REQTY P M - Unbundled Network Element Switched Combinations / Wholesale Local Platform Service (WLP), Complex
12. REQTY P N - Direct-In-Dial Resale Service
13. REQTY P P - Centrex®, ESSX®, and/or MultiServ®/
  - Appendices

Following the **Introduction** and **General Local Service Ordering Information** chapters, the ordering information for each of the Requisition Types (REQTY Ps) is covered in detail.

Generally, the information is presented as follows for each REQTY P:

REQTY P Name

**Introduction**

**Products/Services Included**

**Product or Product Group 1**

Description

Ordering Forms/Screens

Valid Forms/Screens

Service Inquiry Form and Instructions (if applicable)

Completing the LSR and EU

Completing the Product Specific form/screen

Completing the DL and DSCR (if applicable)  
Completing the Hunting Section of the LSR (if applicable)  
REQTYP / ACT Combinations  
LSR and EU, Required, Conditional and Optional (R/C/O) fields for  
each valid REQTYPE / ACT combination  
Product Specific Form/screen Required, Conditional and Optional (R/C/O)  
tables by Lower Level Activity  
Proprietary Product Specific Form and Instructions (if applicable)  
Hunting Required, Conditional and Optional (R/C/O) tables (if applicable)

The Appendices follow the ReqtYP information. Each of the Appendices are explained below:

#### **Appendix 'A': Glossary of Data Elements**

This appendix provides a master alphabetical listing of every data element on the OBF version 4 forms as well as any data elements unique to BellSouth® Local Service Ordering. Each data element directs the CLEC to the appropriate form and section for more information.

#### **Appendix 'B': Master Product Index**

This appendix provides a master alphabetical listing of every product contained in this document. For each product, the list directs the CLEC to the appropriate chapter/section in the document for more detailed ordering information.

#### **Appendix 'C': Directory Table Appendix**

This appendix provides a set of Directory tables as follows: RTY AND LTY COMBINATION TABLE, TITLES/DEGREE/MILITARY (titles), LIST TYPE CODES & RTY CONVERSION TABLE and Listing Setup Codes. These tables are to assist the user in completing the Directory Listing form/screen.

### **How to Use this Document**

In order to familiarize the reader with the utility of this document, the following sample order for a **New Analog, Voice, Designed Loop** has been provided. By reviewing the Table of Contents or the Master Product Index in Appendix C, the CLEC would determine the appropriate chapter covering Loops (REQTYPE A). This chapter contains the following information:

- Introductory information
- **REQTYPE A Loops**
  - Ordering Forms/screens
  - REQTYPE / ACT Combinations
  - LNA Tables for REQTYPE A Loops
- DS-1, DS-3 and STS-1 Loops, Local Channels and Interoffice Channels
- Enhanced Extended Links (EELs)
- Network Interface Devices (NIDs)
- Unbundled Copper Loops (UCL)

- Universal Digital Carrier (UDC)
- xDSL Loops.

The **Introductory Information** provides a general explanation of REQTYT A-Loop Service as defined by BellSouth®. This section also includes a listing of the products included in REQTYT A.

The **REQTYT A Loops** section provides the ordering information for the standardized loops in REQTYT A. All "standard" loops use the same forms/screens, REQTYT/ACT combinations and LNAs.

The **Ordering Forms/screens** section includes:

- The required/valid forms/screens for ordering Loop Service
- Valid account level activities (ACT) for the REQTYT
- Valid line level activities (LNA) for each ACT and (LS-Loop Service) form/screen usage.

The **REQTYT / ACT Combinations** section provides, in a table format, all required, conditional, and optional LSR and EU fields for ordering loop service. The section is organized into the five valid REQTYT/ACT combinations and is further broken into Designed and Non-Designed Loops within each valid REQTYT/ACT.

The **LNA Tables for REQTYT A Loops** section provides, in a table format, all required, conditional, and optional LS fields for ordering loop service for each valid Line Level Activity (LNA). The LNA tables are provided for each of the loops listed in the introductory information.

For detailed information on each of the fields contained in the tables mentioned above, the CLEC should refer to the **Data Element Dictionary**. The Data Element Dictionary is organized by product form and details all of the fields in alphabetical order. The following information, when applicable, is provided for each data field:

- Field Name
- Definition
- *Definition Notes*
- Valid Entries
- *Valid Entry Notes*
- Data Characteristics
- Example
- Conditional Usage Notes
- Business Rules

The Data Element Dictionary complements the REQTYTs catalogue that which contains detailed listings of the Required, Conditional and Optional (R/C/O) fields to populate for each form/screen.



**Sample Order**

REQTYP = A, ACT = N, LNA = N, Analog, Voice, Designed Loop

**The service ordered is a New Installation of an Analog, Voice, Designed Loop.**

**Step 1:** Determine which chapter includes the ordering information for the desired product/service by referring to either the Table of Contents or the Master Product Listing in Appendix 'B' (in this example, Loops are covered in REQTYT A).

**Step 2:** Determine which set section within the REQTYT is applicable either by reviewing the REQTYT A Introductory Information or by referring to the Master Product Index in Appendix 'B' (in this example, "REQTYT A Loops").

**Step 3:** Determine which forms/screens to complete (in our example, LSR, EU and LS forms/screens are required).

**Step 4:** Review the Account Level Activity (ACT) listing and determine which ACT is appropriate for the order (in this example, ACT of N = New Installation/Account).

**Step 5:** Go to the **REQTYT / ACT Combination** section and find the LSR and EU Required, Conditional and Optional (R/C/O) field tables corresponding to the order (in this example, REQTYT A / ACT N - Designed).

**Step 6:** Begin to populate the LSR and EU forms/screens. In populating the forms/screens, have the corresponding data dictionaries (for LSR and for EU) available and refer to the Data Element Dictionary section as necessary (*Step 9 illustrates a specific example of how to use the Data Element Dictionary section*).

**Step 7:** After completing the LSR and EU forms/screens, determine which Line Level Activities (LNAs) apply to the order by referring to the **Completing the LS** section (in this example, the only applicable LNA is "N").

**Step 8:** Go to the **LNA Tables for REQTYT A** section and find the LS Required, Conditional and Optional (R/C/O) field tables corresponding to the order (in this example, LNA is "N" for Analog, Voice, Designed Loop).

**Step 9:** Begin to populate the LS form/screen. In populating the LS form/screen, have the corresponding Data Element Dictionary available and refer to it as necessary. For example, if unsure of whether to populate the conditional 'JK CODE' field or how to populate it, refer to the 'JK CODE' field in the LS Data Element Dictionary to see that the field is 'Required' when the NIDR field is populated with "Y" and that the data characteristics for the field are five alpha/numeric characters.

## **General Local Service Ordering Information**

### ***REQTYP - Listing and Description***

This section describes the various requisition types (REQTYPs) used by BellSouth® for ordering local service. The requisition types are as follows:

- A** = Loop Service
- B** = Loop with Interim Number Portability - INP
- B** = Loop with Local Number Portability - LNP
- C** = Interim Number Portability - INP
- C** = Local Number Portability - LNP
- E** = Resale Service - Non-Complex
- E** = Resale Service - PBX
- E** = Resale Service - ISDN-BRI
- F** = Port Service
- J** = Directory Listing
- M** = Unbundled Network Element Switched Combinations Wholesale Local Platform Services (WLP)
- N** = DID Resale
- P** = CENTREX Resale.

#### **Valid requisition types always contain two alpha characters:**

- 1st Character = The appropriate requisition type listed above.
- 2nd Character = " B " This letter indicates a firm order.

These REQTYP characters are combined with account level activity types (ACT) to form/screen REQTYP/ACT combinations. The different levels of activities will be discussed in the next section.

## ***Types of Activities - Listing and Description***

Generally, there are two distinct levels of activity types that apply to most of the REQTYPs: account and line level activities.

**Account Level Activities (ACT) apply to all of the Request Types (REQTYPs).** Line Level Activities apply to all of the REQTYPs *except* for J (Directory Listing) and N (DID Resale Service).

### **Account Level Activities**

**Account level activities (ACT) apply to the entire account.** The valid ACTs are listed below:

**N** = New installation

**C** = Change/Modification to an existing service

**Note:** If NPT = D, this ACT is used for INP to LNP conversions.

**D** = Disconnection

**T** = Move of an end user location to a new location, where LSP is not changing.

**R** = Record activity -ordering administrative changes

**V** = Full Conversion of service to a new LSP as specified (Resale or Facility Based)

**S** = Suspend/restore partial account

**B** = Restore FULL Account /Restore Denied Account

**W** = Full Conversion of service to new LSP **as is**

**L** = Seasonal Suspension of full account

**Y** = Deny

**P** = Partial Migration – Initial

**Q** = Partial Migration - Subsequent

### **Line Level Activities**

**Line level activities (LNA) apply to the specified line only.** The valid LNAs are listed below:

**N** = New Installation (e.g., new line or additional line)

**C** = Change or Modification to an Existing Line

**D** = Disconnection

**G** = Conversion or Migration to new LSP **as specified** (specify ALL FEATURES requested for conversion service)

**T** = Move of existing line with or without a telephone number change

**X** = Telephone Number Change

**V** = Conversion or Migration to new LSP **as specified** (specify only those changes from existing service)

**W** = Conversion or Migration **as is**

**P** = PIC Change

**L** = Seasonal Suspend  
**B** = Restore

### Feature Level Activities

In addition to account and line level activities, **feature level activities (FA)** are used for REQTYPs E, F, and M. The following codes apply only to the features that distinguish how a specific line should function:

**N** = Add/Install  
**C** = Change  
**D** = Delete

### Activities for LACT and DACT Fields:

Activities for directory listings and directory delivery are listed below.

#### Listing activities (LACT) for Directory Listings:

**N** = New Listing  
**D** = Delete Listing  
**I** = Change Listing (new data to be inserted)  
**O** = Change Listing (old data)  
**Z** = No Change to listing

#### Delivery activities (DACT) for Directory Delivery:

**N** = New Directory Delivery  
**D** = Delete Directory Delivery\*  
**I** = Change Directory Delivery (new data to be inserted)\*  
**O** = Change Directory Delivery (old data)\*

#### Note:

*\*DACTs of D, I and O are applicable to MANUAL orders only.*

### Activities Unique to REQTYPE N

REQTYPE N uses *unique* activities instead of the more common line and feature level activities. These activities are listed below.

#### DID trunk group activities (DTKACT) for REQTYPE N:

**N** = New/Add  
**C** = Change  
**V** = Conversion as specified  
**W** = Conversion as is (Partial Migrations only)

### Hunting Activities

Similarly, Hunting, an optional feature within REQTYPs E, F, and M, uses *unique* Group and Line Level Activities. These codes are listed below.

#### Hunting group activities (HA) for Hunting:

**N** = New Hunt Group  
**E** = Existing Hunt Group / No Change (Valid for Manual and Electronic Orders)  
**C** = Change to Existing Hunt Group  
**D** = Delete/Remove Hunt Group Arrangement

**Hunting line level activities (HLA) for Hunting:**

**N** = New/Install  
**E** = Existing/No Change  
**D** = Disconnect/Delete  
**NOT POPULATED (No Hunting Page Submitted Electronically)** = Existing Hunt Group/No Change (Valid for Electronic Orders Only)

**Note:** NOT POPULATED (No Hunting Page Submitted) is valid for Electronic Ordering Only when keeping the existing Hunt Group Arrangement(s). Prohibited for Manual ordering.

**Hunting line level activities (HLA) for Hunting:**

**N** = New/Install  
**E** = Existing/No Change  
**D** = Disconnect/Delete

The aforementioned activities will determine how each of the forms/screens in the next section must be populated. The activities are listed above as a reference and will be explained in greater detail when applicable.

**Required, Conditional, Optional, Not Supported (R/C/O and NS)**

Local Ordering Handbook -LOH [formerly the BellSouth® Business Rules for Local Ordering (BBR-LO)] guidelines incorporate the following requirements for the population of fields:

**Required** is defined as the field *MUST* be populated and when populated incorrectly/incompletely, the LSR will be clarified.

**Conditional** is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries* and if populated incorrectly/incompletely, the LSR may be clarified.

**Optional** is defined as the field *may or may not* be populated and if populated incorrectly/incompletely, the LSR may be clarified.

**Not Supported** is defined as this field *is not used by BellSouth* and when populated will be ignored by BellSouth.

The Not Supported fields will not be shown in the Required, Conditional and Optional (R/C/O) tables, but will be reflected in the Data Elements Dictionary.



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### ***Wholesale Local Platform Service (WLP)***

Services offered as REQTYP M UNE-P or REQTYP N UNE-P have been modified to reflect Wholesale Local Platform Service (WLP).

Wholesale Local Platform Service encompasses DSO level Residence/Business, Coin, PBX, DID, RCF, ISDN and DS1 service types.

**References in the document to UNE-P are also applicable to WLP.**

### ***Partial Migration***

The new main telephone number for the remaining account must be provided in the REMARKS section. Failure to provide this will result in the LSR being clarified.

*EXCEPTION:* If only one line remains on the account, then it will become the New Main Number and the REMARKS section is not required.

On a Partial Migration, when the main line is migrating, a DL request must be provided for the new account. Any changes to the existing listing on the remaining account must be noted in the REMARKS section of the Local Service Request (LSR). If no such changes are noted in REMARKS, the listing for the remaining account will be set up identically to the listing that the migrating number had.

The Hunt Sequence (if applicable) should be clearly communicated in the REMARKS section. If no information is provided, the LCSC will attempt to set up the hunt sequence identically to the hunt sequence on the remaining account less the numbers migrated. If the LCSC is *not able to determine* what the new hunt sequence should be and the information has not been clearly communicated in the REMARKS section, the LSR will be clarified.



### ***Project Management***

A Project is defined as a customer request for service where the quantity is greater than the BellSouth standard, the request is for non-standard equipment, or the request is for non-standard facilities.

Anytime a Project Manager is involved in the negotiation of a service request the request will be identified as a project. This could include negotiation of a due date, or being the single point of contact if problems occur during service order processing or provisioning.

CLECs should refer to the BellSouth Products and Services Interval Guide to determine if a service request meets project criteria. Products/services that do not meet project criteria will be considered for project management on an individual case basis upon request to a BellSouth Project Manager.

### ***Asymmetrical Digital Subscriber Line (ADSL)***

Asymmetrical Digital Subscriber Line (ADSL) is a transmission technology that allows existing telephone lines to provide high-speed data and voice applications simultaneously. Customers can talk on the telephone at the same time be connected to the Internet.

Asymmetric means there is a difference in the data rate between the two directions of a transmission. The two (2) directions are downstream (from the provider to the computer) and upstream (from the computer to the provider).

Digital Subscriber Line refers to a modem-terminated line. ADSL systems consist of a remote unit located at the end user premises and an access line module located at the Central Office.

If the end user has DSL on the line, and that line is being converted to a resold line, the CLEC should notify the end-user to contact its Internet service provider so that the Internet service provider can, if necessary, modify its records and/or make alternative billing arrangements.

For more specific information on ordering please contact your Local Support Manager (LSM) or Customer Support Manager (CSM).



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### ***Enhanced Universal Emergency Number Service [E911]***

Enhanced Universal Emergency Number Service, also referred to either as Enhanced 911 Service or E911, is a telephone exchange communication service that enables a caller to dial 9-1-1, without charge, and be connected to a Public Safety Answering Point (PSAP) for emergency assistance. The calling station's telephone number, address, and name is displayed at the PSAP position when the system is equipped with Automatic Number Identification (ANI) and Automatic Location Identification (ALI).

E911 service is arranged for one-way incoming service to the appropriate Public Safety Answering Point (PSAP). Outgoing calls can only be made on a transfer basis.

For additional information on ordering E911 service contact your Account Team Representative.



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### ***PinPoint Service***

9-1-1 PinPoint Service allows a Private Branch Exchange (PBX) switch located on a customer premise to be trunked directly into a E911 tandem office, delivering the telephone number and location of the PBX end user to the appropriate E9-1-1 Public Safety Answering Point (PSAP).

For additional information on ordering 9-1-1 PinPoint Service contact your Account Team Representative.

## ***LNP to Resale/UNE Switched Combination (UNE-P/WLP) Migrations***

LNP to Resale UNE Switched Combination (UNE-P/WLP) Migrations allows a CLEC End-User to migrate (Port In, Port Back, Port Back Non-Home) a telephone number from a Facility Based Provider to a Resale UNE Switch Combination (UNE-P/WLP) Local Service Provider (CLEC).

### **Restrictions**

Manual Ordering Process Only

LNP Telephone Numbers that have been disconnected do not qualify for this process.

### **Ordering Guidelines**

REQTYP: E, M, N, P

ACTTYP: V, P, Q

LNA: V, G

R/C/O and LNA Tables: Follow and use the appropriate Resale UNE-P/WLP Product Guidelines

FOC will be received from the LCSC or CRSB depending on Service being ordered

FOC and concurrence from the Facility Based Provider to the LCSC has a **48-hour** turn-around time

*Note: After 48 hours if no receipt of FOC/Concurrence the LCSC will escalate to the Facility Based Provider.*

Remark Information: State that numbers are being Ported Back/In and list all telephone number(s).

### **General Information**

There will be a longer due date interval due to the LNP Porting Activities. (Refer to BellSouth Products and Services Interval Guide)

Current Escalation and Expedite procedures should be followed.

## **REQTYP B - UNE to UNE Bulk Migration**

### **General Business Rules**

UNE to UNE Bulk Migrations is an electronic process designed to allow BellSouth CLEC customers to submit a minimum of 2 and up to and including a maximum of 99 LSR requests at one time with minimal field input to migrate existing non-complex services [Residence/Business] Port/Loop Combinations (UNE-P/WLP) to Loop w/LNP.

A new outbound reject message for bulk packages shall be used for bulk package rejects and shall consist of the following fields:

- CC
- BOPI
- BULK VER
- STATUS CODE
- STATUS MESSAGE
- ERROR CODE(s)
- ERROR MESSAGE(s)
- PON Statuses---Bulk Package summary

The PON status shall consist of the following statuses:

- LSR clarified, with the system sending a clarification or autoclarification = **Clarified**
- LSR cancelled, with FOC sent on SUP 01 sent to the CLEC = **Cancelled**
- LSR completed, completion notice sent when all service orders completed and all TNs have been ported = **Completed**
- LSR FOC'd, with FOC sent to the CLEC = **FOC**
- LSRs have been accepted by the solution, but they have not been processed enough to be clarified or FOC'd = **Pending**

The following general business rules apply to UNE to UNE Bulk Migrations BULK packages:

- All Bulk orders are project managed.
- Shall only apply to migrating existing non-complex (RES/BUS) Port/Loop Combination (UNE-P/WLP) services to Loop w/LNP LSRs, REQTYP B, with ACT of V, LNA of V, NPT is 'D' (LNP).
- The fields BOPI (Bulk Ordering Package Identifier) and BULK VER (Bulk Version) shall be added to the TCIF 9 map for all return transactions, FOCs, CNs, POS, Rejects, Clarifications and Jeopardies.
- When a Mechanized Loop Make Up/w FRN (Facility Reservation Number) is requested, CLEC must submit Bulk order package to BellSouth within 24 hours of receiving FRN.

- The web based application [UNE to UNE Bulk Migration Bulk Package GUI] will allow users to submit individual SUPs, types 01, 02, and 03, on individual LSRs associated with a bulk package.
- CLECs shall have the ability to submit a supplement to cancel the entire UNE to UNE BULK package, which includes canceling all remaining PONs associated with a BULK package, or have the ability to cancel an individual LSR via SUP.
- Service order processing shall be the same as REQ TYP BB today, *unless specified otherwise in this document*.
- For BULK Ordering, the fields shown in the R/C/O tables for UNE to UNE BULK Migrations will be supplied by the CLEC via the BULK Order.
- For BULK Ordering, current SOMECHARGES will apply.
- A Complex Service EATN must be resubmitted as a single LSR, with a different PON#.
- UNE to UNE Bulk migration is applicable for TCIF 9 *only*.
- A UNE Loop will be provided for each Porting TN.
- CLECs shall have the ability to view a summary of the BULK LSR in both the raw data form and individual LSR form for each EATN.
- Manual (Faxed) LSR Requests are *prohibited* for UNE to UNE Bulk Migrations.
- If a UNE bulk package is received without a required field, it will be rejected.
- If any of the individual LSRs cannot be created from the bulk package due to error conditions, the entire bulk package shall be rejected. This applies to both initial and supplemental Bulk Packages.
- When requesting a SUP to Cancel on a UNE to UNE BULK Package, the Company Code, Supplement, Bulk Order Package ID and BULK Version will be required.
- For UNE BULK ordering, a mixture of Loop types *cannot* be handled as a part of the same Bulk request.
- Complex UNE-P/WLP accounts are *prohibited* on a UNE to UNE Bulk request.
- For UNE to UNE BULK package Supplemental LSRs, SUP 02 and 03 are prohibited (at the Global level), but are allowed at the account level.
- For UNE to UNE BULK package Supplemental LSRs, individual PON data is prohibited (at the Global level), but is allowed at the account level.
- If a supplemental LSR (at the Global level) is sent, and the initial BULK request has not been received, the SUP LSR will be rejected.
- For all initial and supplemental with BOPI field populated, the LNP-GW (LNP GateWay) will always return a clarification, regardless of the error type [i.e., 1st or 2nd level edits].

- If CLEC is requesting specific EATNs to be ported together, CLECs may indicate Desired Due Dates (DDD) via Project Manager BellSouth UNE-P/WLP to UNE L Bulk Migration Project Notification form, IF APPROVED; CLECs would then enter the negotiated DDD(s) on the LSR at the Account level.

This unique ordering process allows the CLEC to populate a specific set of fields at a Global level (one time), and a specific set of fields at the Account and Line level to generate multiple LSR's.

A unique Graphical User Interface (GUI) has been developed for processing UNE to UNE Bulk Migration orders. The GUI will utilize most of the same fields from the existing LSR, EU, and LS forms, however the GUI will present them in a Global, or Account level format for order submission. To assist BellSouth customers in determining which section of the Data Element Dictionary the fields may be found in the following matrix may be used:

Field Name	R/C/O Table	Data Dictionary Section
<b>BOPI</b>	Global	LSR-Admin section
<b>BULK VER</b>	Global	LSR-Admin section
<b>CC</b>	Global	LSR-Admin section
<b>REQTYP</b>	Global	LSR-Admin section
<b>ACT</b>	Global	LSR-Admin section
<b>LNA</b>	Global	LSR-Service Detail section
<b>TOS (Default)</b>	Global	LSR-Admin section
<b>CCNA</b>	Global	LSR-Admin section
<b>ACNA</b>	Global	LSR-Bill section
<b>CIC</b>	Global	LSR-Admin section
<b>NNSP</b>	Global	LSR-Admin section
<b>INIT</b>	Global	LSR-Contact section
<b>INIT-TEL-NO.</b>	Global	LSR-Contact section
<b>INIT-FAX-NO.</b>	Global	LSR-Contact section
<b>IMPCON</b>	Global	LSR-Contact section
<b>IMPCON-TEL-NO.</b>	Global	LSR-Contact section
<b>DSGCON</b>	Global	LSR-Contact section
<b>DSGCON-STREET</b>	Global	LSR-Contact section
<b>DSGCON-CITY</b>	Global	LSR-Contact section
<b>DSGCON-STATE</b>	Global	LSR-Contact section
<b>DSGCON-ZIP CODE</b>	Global	LSR-Contact section
<b>DSGCON-FLOOR</b>	Global	LSR-Contact section
<b>DSGCON-ROOM/MAIL</b>	Global	LSR-Contact section



Field Name	R/C/O Table	Data Dictionary Section
<b>STOP</b>		
<b>DSGCON-TEL-NO.</b>	Global	LSR-Contact section
<b>DSGCON-FAX-NO.</b>	Global	LSR-Admin section
<b>NC</b>	Global	LSR-Admin section
<b>NCI</b>	Global	LSR-Admin section
<b>SECNCI</b>	Global	LSR-Admin section
<b>ACTL</b>	Global	LSR-Admin section
<b>DRC</b>	Global	LSR-Contact section
<b>D/TSENT</b>	Global	LSR-Admin section
<b>PON</b>	Account	LSR-Admin section
<b>VER</b>	Account	LSR-Admin section
<b>TOS (Override)</b>	Account	LSR-Admin section
<b>DDD</b>	Account	LSR-Admin section
<b>AN</b>	Account	LSR-Admin section
<b>BI1</b>	Account	LSR-Bill section
<b>BAN1</b>	Account	LSR-Bill section
<b>BI2</b>	Account	LSR-Bill section
<b>BAN2</b>	Account	LSR-Bill section
<b>ERL</b>	Account	EU-Loc and Access section
<b>EATN</b>	Account	EU-Bill section
<b>EU-NAME</b>	Account	EU-Loc and Access section
<b>LNUM</b>	Line	LSNP-Service Detail section
<b>PORTED NBR</b>	Line	LSNP-Service Detail section
<b>CHAN/PAIR</b>	Line	LSNP-Service Detail section
<b>CHAN/PAIR 2</b>	Line	LSNP-Service Detail section
<b>CFA</b>	Line	LSNP-Service Detail section
<b>CABLE ID</b>	Line	LSNP-Service Detail section
<b>RESID</b>	Global and Line	LSR-Admin section

### **Change Lead Telephone Number (Manual LSR Process)**

This section will provide information on manual ordering when changing the Primary Listed/Main Account Number to another Number on Existing Service using ACT of C on multi-line accounts. The number being made the new Lead (Primary Listed/Main Account Number) Telephone Number may be currently working on the account or new.

**This manual process for changing the Lead Telephone Number is valid for REQ TYP(s) E and M / ACT TYP of C only.**

When changing the Lead Telephone Number, the following LSR fields and/or sections must be populated *in addition* to all other required fields and/or sections on the manual LSR. The REMARKS Section is required to contain verbiage indicating ". **Change Lead Telephone Number**". Not populating these fields and/or sections will result in a clarification of the LSR.

#### **Local Service Request: #1**

<b>Scenario #1</b>	<b>Then populate...</b>
<b>If ACT is C and the Main Telephone Number is changing to a Number that already exists on the Account and the Existing Main TN is remaining on the Account.</b>	<b>ATN</b> = New Main Telephone Number (an existing number on the account) <b>EATN</b> = Existing Main Telephone Number
	<b>Then populate LNUM 1 with ...</b> <b>OTN</b> = Existing Main Telephone Number that is being changed <b>TNS</b> = Number for this request (existing Number on the Account that is <i>becoming</i> the new Main TN) <b>LNA</b> = X (on existing line that is becoming the new Main TN) <b>and then</b> Appropriate LNA on all other lines if applicable
	<b>If involves Hunting then populate Hunting page...</b> <b>HUNTING PAGE</b> = Appropriate Hunting Activity and required Hunting Fields
	<b>and populate Remarks...</b> <b>REMARKS</b> = Change Lead Telephone Number
	<b>and populate DL page...</b> <b>DL</b> = New or Change Listing if applicable

**Local Service Request: #2**

<b>Scenario #2</b>	<b>Then populate...</b>
<b>If ACT is C and the Existing Main TN is disconnecting and the New Main Telephone Number already exists on the Account.</b>	<b>ATN</b> = New Main Telephone Number (an existing number on the account) <b>EATN</b> = Existing Main Telephone Number
	<b>Then populate LNUM 1 with ...</b> <b>TNS</b> = Number for this request (existing Main Number) <b>LNA</b> = D (on existing Main Telephone Number that is disconnecting)
	<b>Then populate LNUM 2 with ...</b> <b>TNS</b> = Number for this request (existing Number on the Account that is becoming the new Main Number) <b>OTN</b> = Existing Main Telephone Number that is being changed <b>LNA</b> = X (on existing Number on the account that is becoming the new Main Telephone Number) <b>and then</b> Appropriate LNA on all other lines if applicable.
	<b>If involves Hunting then populate Hunting Page...</b>  <b>HUNTING PAGE</b> =Appropriate Hunting Activity and required Hunting Fields <b>and populate Remarks...</b> <b>REMARKS</b> = Change Lead Telephone Number
	<b>and populate DL page...</b> <b>DL</b> = New or Change Listing if applicable

**Local Service Request: #3**

Scenario #3	Then populate...
<b>If</b> ACT is C and the Main TN is changing to a New Number that does not exist on the Account and the Existing Main Telephone Number is disconnecting.	<b>ATN</b> = New Main Telephone Number (new number that is being added) <b>EATN</b> = Existing Main Telephone Number
	<b>Then populate LNUM 1 with ...</b> <b>TNS</b> = Number for this request (existing Main Telephone Number) <b>LNA</b> = D (on existing Main Telephone Number that is disconnecting)
	<b>Then populate LNUM 2 with ...</b> <b>OTN</b> = Existing Main Telephone Number that is being changed <b>TNS</b> = Number for this request (New Main Number that is being added to the account) <b>LNA</b> = N (on New Number that is becoming the New Main Telephone Number) <b>and then</b> Appropriate LNA on all other lines if applicable.
	<b>If involves Hunting then populate Hunting Page...</b> <b>HUNTING PAGE</b> = Appropriate Hunting Activity and required Hunting Fields
	<b>and populate Remarks...</b> <b>REMARKS</b> = Change Lead Telephone Number
	<b>and populate DL page...</b> <b>DL</b> = New or Change Listing if applicable

**Local Service Request: #4**

Scenario #4	Then populate...
<b>If ACT is C and the Main TN is changing to a New Number that is being added to the Account and the existing Main Number is remaining on the Account.</b>	<b>ATN</b> = New Main Telephone Number (New Number being added to the Account) <b>EATN</b> = Existing Main Telephone Number
	<b>then populate LNUM 1 with ...</b> <b>OTN</b> = Existing Main Telephone Number that is being changed <b>TNS</b> = Number for this request (existing Main Number) <b>LNA</b> = X (on existing Main Number that is remaining on the account)
	<b>Then populate LNUM 2 with ...</b> <b>TNS</b> = Number for this request (New Main Telephone Number that is being added) <b>LNA</b> = N (new Main Telephone Number being added that is becoming the New Main Telephone Number) <b>and then</b> Appropriate LNA on all other lines if applicable
	<b>If involves Hunting then populate Hunting page...</b> <b>HUNTING PAGE</b> = Appropriate Hunting Activity and required Hunting Fields
	<b>and populate Remarks...</b> <b>REMARKS</b> = Change Lead Telephone Number
	<b>and populate DL page...</b> <b>DL</b> = New or Change Listing if applicable



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## **Surrogate Client Memory Call**

Surrogate Client Number (SCN) is a feature that allows the subscriber a telephone number in his or her serving wire center from which calls can be forwarded on an intra-office basis to his or her exchange service

### **Tariff Reference: A13**

#### **Restrictions:**

**Available in the following states** Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, South Carolina, and Tennessee.

Surrogate Client Number must be ordered in conjunction with a Memory Call Mailbox.

Prohibited on Coin Telephone Service

Prohibited on RCF

Prohibited on Complex Products

#### **LSR Restrictions:**

Valid REQ TYP(s) are: M (BUS/RES) or E (Non-Complex)

Valid ACT(s) are: N, C, T, V, P, or Q

The LSR is processed using the R/C/O tables established for REQ TYP(s) E (Non-Complex) or REQ TYP M (BUS/RES) Products.

In addition to the other applicable fields based on REQ TYP/ACT combinations the LSR package **must** have the Surrogate Client USOC "SMV" populated in the FEATURE field.

## **Dual Service**

Dual Service provides the same dial tone (same telephone number) at two different addresses within the same serving wire center. Dual Service may be requested by the customer when they are moving from one address to another and need to temporarily retain service at the old address after the service has been connected at the new address.

The customer is billed for service at each location. An additional one-time charge for connecting the same telephone number at more than one location is also billed.

Customers who move and change their telephone number may retain service at the old address after the service has been connected at the new address. This is not considered Dual Service since each telephone number works independently. The customer is billed for the service at each location.

### **Ordering Considerations:**

See Carrier Notification letter SN91083255 ([Carrier Notification Letters 2002 - BellSouth Interconnection Services](#)) for instructions on verification of Dual Service on Move Orders prior to LSR submission to the LCSC. **Once availability of Dual Service has been verified, a Local Service Request (LSR) should be submitted to the LCSC using ACT T.**

### **Restrictions:**

To order a customer move and maintain service at both locations for a temporary period, the following conditions must be met:

#### **LSR Restrictions:**

- Valid REQ TYPs are: E (Non-Complex Resale) or M (Non-Complex UNE-P/WLP)
- Valid ACT is: T
- The LSR is processed using the R/C/O tables established for REQ TYPs E (Non-Complex Resale) or M (Non-Complex UNE-P/WLP) products with ACT of T
- The Desired Due Date Out (DDDO) (for the 'F'-order), must be a later date than the Desired Due Date (DDD) (for the 'T'-order)
- The Desired Due Date Out (DDDO) must be no more than 30 days past the Desired Due Date (DDD). [Exception: The DDDO may be no more than *90 days* past the DDD in Florida only.]
- The FID "DUAL" is populated as feature detail for the Line Class of Service USOC on each line on which Dual Service is being requested
- To request "partial" Dual Service, the FID "DUAL" must be populated as feature detail for the Line Class of Service USOC on each line on which Dual Service is being requested. All lines not moving to the new service address should not appear on the ACT T LSR.



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**Service Order Restrictions:**

Dual Service is provided where facilities are available and when the customer's service configuration permits. See Carrier Notification letter SN91083255 ([Carrier Notification Letters 2002 - BellSouth Interconnection Services](#)) for instructions on verification of Dual Service on Move Orders prior to LSR submission to the LCSC

Dual Service is **not** available for Party Lines, Remote Call Forwarding, Wide Area Telephone Service (WATS), Private Branch Exchange (PBX), Mobile, COIN, Telephone Answering Service, Foreign Central Office Service, SLC96 Cable, **ADSL, Line Sharing, Line Splitting**, or any Designed Service

Dual Service may not exceed 30 calendar days in AL, GA, MS, KY, LA, NC, SC, and TN

Dual Service may not exceed 90 calendar days in FL

The telephone number must remain the same

The "F" and "T" service addresses must be served from the same BellSouth Central Office (Wire Center).

**Tariff References:**

General Subscribers Service Tariff (GSST) Section A4.

**USOC / FID References**

The FID "DUAL" must be populated as feature detail (floated behind the Line Class of Service USOC) for each line on the existing account for which Dual Service is being requested.



## ***Inside Moves***

An inside service move applies when the same customer makes a move that meets the tariff criteria for same premises. A service move is considered an inside move based on the following criteria:

The building, or buildings, together with the surrounding land, is occupied and used as a residence or for conducting business, and the property is not intersected by a public thoroughfare or occupied by others

The portion of the building occupied by the customer as a residence, or portion being used by the customer to conduct business and is not intersected by a public corridor or space occupied by others

The building or portion of the building, occupied by the customer used as both a residence and place of business, provided that both the residence and the business bear the same street address

The continuous property operated as a single farm whether or not it is intersected by a public thoroughfare

A move from a temporary structure to a permanent structure on the same premises for the same customer (e.g. move from construction pole to building, moving from old trailer to new trailer).

## **Ordering Considerations**

### **Restrictions:**

Tariff guidelines for each state must be followed to determine eligibility for an Inside Move request.

### **LSR Restrictions:**

- Valid REQTYPs are: E (Non-Complex Resale) or M (Non-Complex UNE-P/WLP)
- Valid ACT is: C
- The LSR is processed using the R/C/O tables established for REQTYPs E (Non-Complex Resale) or M (Non-Complex UNE-P/WLP) products with ACT of C.

### **Service Order Restrictions:**

At least one of the following USOCs must be populated as Feature Detail:

- RWW: Rearrange Outside Wiring (Outside Premise Work)
- RW2: Rearrange Inside Wiring (Inside Premise Work).

The CLEC is responsible for determining what type of rearrangement of wiring is required for their end user's inside move.

### **Tariff References**

General Subscriber Service Tariff.

### **USOC / FID References**

RWW: Rearrange Outside Wiring (Outside Premise Work)



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RW2: Rearrange Inside Wiring (Inside Premise Work).

## **Local Service Ordering Forms**

Generally, BellSouth® uses two types of forms for ordering local service: standard and proprietary. BellSouth® has developed proprietary forms where industry standard forms either do not exist or are not approved. Note: BellSouth® has adopted the OBF guidelines with minor modifications to accommodate BellSouth® specific requirements (e.g., BCS field has been added to LSR section to facilitate electronic ordering of PBX Resale Service).

### **Restrictions:**

- All Forms in the LSR package must be typed, handwritten forms will not be accepted.

### **Standardized OBF Forms**

To simplify and standardize the ordering process for CLECs, BellSouth® uses the Ordering and Billing Forum (OBF) Local Service Order Guidelines (LSOG) Version 4 ordering forms whenever possible. BellSouth® began accepting the following OBF Version 4 Ordering forms on May 1, 2001:

#### **Local Service Request (LSR):**

This form/screen is required when requesting any service. It contains all of the administrative, billing information and contact details

#### **Local Service Request - Hunt Group Information (LSR - HGI):**

This section of the LSR is required only when a CLEC requests hunting services

#### **End User Information (EU):**

This form/screen is required when requesting any service

#### **Directory Listings (DL):**

This form/screen is required only when certain directory listing services are requested

#### **Directory Services Caption Request (DCSR):**

This form/screen captures the end user data to be presented and is required only when a CLEC must add, change or delete any directory listing information for an end user

#### **Loop Service (LS):**

This form/screen is required only when a CLEC requests loop services

#### **Loop Service with Number Portability (LSNP):**

This form/screen is required only when a CLEC requests loop service with number portability

#### **Number Portability (NP):**

This form/screen is required only when a CLEC requests number portability

**Resale Service (RS):**

This form/screen is required only when a CLEC requests resale service

**Port Service (PS):**

This form/screen is required only when a CLEC requests port or Unbundled Network Element Switched Combinations service (UNE-P/WLP)

**DID Resale Service (DRS):**

This form/screen is required only when a CLEC requests Direct In Dial (DID) resale, UNE-P/WLP, or Stand-alone Port service.

**The Directory Service Request (DSR) is no longer supported within BellSouth®.**

Actual copies of the OBF forms are not a part of this document. However, copies of the forms may be obtained from the Alliance for Telecommunications Industry Standards (ATIS). If a CLEC is not an OBF funding company and is interested in obtaining paper or diskette copies of the OBF Ordering Forms, complete the ATIS OBF Document Ordering form. This form is available on the Internet at the following web address:  
<http://www.atis.org>

CLECs may also order forms or obtain additional information regarding OBF forms via ATIS at : [www.atis.org](http://www.atis.org).

When a CLEC orders the OBF Forms from ATIS, it will also receive a copy of the Local Service Ordering Guidelines (LSOG). The LSOG is an industry guideline document and does NOT contain information specific to BellSouth® ordering requirements. Note that while BellSouth® has adopted Version 4 forms, BellSouth® does *not* support all of the OBF usage suggestions. Therefore, to determine how BellSouth® defines the usage requirements for specific fields refer to **Data Element Dictionary** section within this document.

**BST Customized LSOG 4 forms**

BellSouth® has created a location on the Customer Guides page on the Web to pull a copy of the LSOG4 forms for local service ordering. These forms are contained within the BST Customized LSOG 4 forms header that includes:

LSR Request - MS Word Format

Form Instructions - Internet Explorer

Web Forms - Zip Files.

which is available at:

[www.interconnection.bellsouth.com/guides/html/leo.html](http://www.interconnection.bellsouth.com/guides/html/leo.html)



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**BellSouth® Proprietary Forms**

BellSouth® has developed proprietary forms to facilitate local service ordering when an industry standard form is not available or approved. Generally, these forms are used for Service Inquiry (SI) and/or ordering complex services. This document does not contain all of the BellSouth® proprietary forms. When a form is not included, a CLEC should contact its Local Support Manager (LSM).

**Restrictions:**

All Forms in the LSR package must be typed, handwritten forms will not be accepted.

## ***Manual and Electronic Ordering***

Manual LSRs (Local Service Request) are requests for local service sent by a CLEC to the LCSC by a means other than an electronic interface. These paper LSRs must be manually handled and tracked. As of September 15, 2000, all manual LSRs must be faxed to the LCSC. Alternate method of receipt for individual LSRs greater than 100 pages must be pre-arranged by the CLEC with Center management.

CLECs can submit orders either manually or electronically. Depending upon the method chosen, the CLEC may have to provide different information to BellSouth®, that is, some data elements may be applicable only to manual or electronic orders, not both. For example, many of the data elements in the Administrative section of the LSR are repeated on each of the manual forms and must be completed to match the information on the LSR. These fields include PON, VER, AN, and ATN. When submitting an electronic request, however, these fields are populated once and the data flows through to all subsequent screens used in the order. Watch for these types of distinctions as they are made throughout this document.

### **LCSC/CRSG Contact Telephone Numbers**

Use the link below to find contact numbers for the LCSC and CRSG. Click here for LCSC/CRSG Contact Telephone Numbers:

<http://interconnection.bellsouth.com/centers/html/lcsc.html>

**Note:** Local Service Requests that are sent to the incorrect fax server will be returned as rejected.

**For questions/disputes concerning an LSR rejection, clarification or jeopardy notification the initial point of contact is the Fleming Island LCSC at 800-872-3116 (select appropriate ACD option to be transferred to Service Representative).** In the event the LCSC is unable to resolve the issue the CLEC should follow normal escalation procedures. Click here for escalation procedures:

<http://interconnection.bellsouth.com/centers/html/lcsc.html>

## **Electronic Downtime**

### **BellSouth® Electronic Downtime**

Occasionally, BellSouth® may experience brief periods outside of normal maintenance downtime where a specific system is unavailable for CLECs to transmit mechanized LSRs. If a CLEC must submit an **initial** LSR manually before the electronic system is restored to service, BellSouth® will apply the mechanized charge instead of the manual charge on the initial LSR. This policy applies only for those CLECs who would normally use the unavailable electronic system if it had been available. The CLEC must follow the procedure below for each manually submitted LSR in order to receive the mechanized LSR charge:

Populate the LSR NO. (LSR Number) field in the Administrative Section on the first page of the LSR form with the code " SOMEC".

Complete all required pages of the LSR form that pertain to the service being ordered.

Enter " **BST System Outage**" in the REMARKS section of the LSR.

If this procedure is not followed, the manual LSR charge will be applied as required for manual LSRs in compliance with current CLEC Interconnection and Resale agreements.

### **CLEC or BellSouth® Electronic Downtime on Supplemental LSRs**

If a CLEC must submit a **supplemental** LSR manually on a PON where the initial LSR was submitted electronically, BellSouth® will still apply the mechanized LSR charge instead of the manual LSR charge for that service request. The CLEC must follow the procedures below for each manually submitted supplemental LSR in order to maintain the mechanized LSR charge:

Populate the LSR NO. (LSR Number) field in the Administrative Section on the first page of the LSR form with the code " SOMEC".

Complete all required pages of the LSR form that pertain to the service being ordered.

Enter " **BST or Customer System Outage**" in the REMARKS section of manual supplement to electronically submitted LSR.

## ***Flow-Through Ordering Matrix***

See Performance Measurement and Analysis Platform-Documentation/Exhibits web page; select Flow Through Matrix (pdf file):

<http://pmap.bellsouth.com/content/documentation.aspx>

### **Flow-Through Parameters**

See Performance Measurement and Analysis Platform-Documentation/Exhibits web page; select Flow Through Matrix (pdf file):

<http://pmap.bellsouth.com/content/documentation.aspx>

### **Service Request Process Flows and Status Information**

The order processing flows begin when BellSouth's (LCSC) receives a complete and correct Local Service Request (LSR). Upon verification, assuming no error or rejection messages are received, a BellSouth® service order is generated and a Firm Order Confirmation (FOC) is sent to the CLEC.

BellSouth® provides an electronic order tracking system for the CLEC's to track the status of their orders. The system is described in the *CLEC Service Order Tracking System User Guide* which is available for download at:

<http://www.interconnection.bellsouth.com/guides/html/lsr.html>

### **Clarifications**

Incomplete, incorrect or conflicting information can result in BellSouth's inability to issue the order(s) as requested on the LSR. BellSouth® will return any LSR to the CLEC for clarification of the order when incomplete, incorrect, or conflicting information is present on the LSR. The CLEC has thirty (30) **calendar** days to respond to the request for clarification by submitting a supplemental LSR. The LSR will be canceled *after* 30 calendar days if no response is received. A new LSR (with a new PON) must be submitted when the service request is canceled by BellSouth®.

### **LSR Error Message Table**

When ordering electronically, errors will be returned to the CLEC electronically, depending upon the degree of severity of the reject. Errors will require a supplemental LSR, except when:

Service will no longer be provided from the same exchange as reflected on the original request.

The original request required a premise visit and the change results in no premise visit.

In all cases, the original due date must be reviewed to ensure that the changes requested do not negatively impact the original desired due date. If the modifications result in a longer due date interval, a new desired due date should be noted.



Requests for service cannot be processed until a complete and accurate LSR has been received. CLEC delays in providing the required information will negatively impact the timely provisioning of service.

For a description of error codes and meanings, see *LSR Error Messages* at:  
<http://www.interconnection.bellsouth.com/guides/html/lsr.html>

### **Firm Order Confirmation (FOC)**

The Firm Order Confirmation (FOC) provides the customer with the information required for control and tracking of the request(s) for the provisioning of local service.

A FOC will be returned to the CLEC either via facsimile or electronically after the LCSC processes the CLEC's service request(s) and determines that corrections or error resolutions are not required. The confirmation will provide the BellSouth® order number, the service due date and telephone numbers (as applicable to the service). Additional service specific data may also be provided.

The FOC does not constitute and should not be considered a guarantee that facilities are available. The committed due date is based on an assumption that facilities are available. If it is determined that facilities are not available, the CLEC is able to view this information from the following web site:  
<https://www.interconnection.bellsouth.com/>

To request a login and password, fill out the form on the Web site and fax it to you BellSouth Account Executive. If it is determined that facilities are not available at the time service is being installed, the CLEC will receive a telephone call from the BellSouth® installation control center.

More information on the electronic FOC is provided in the **Responses** Section of the LOH.

### **Completion Notifications (CN)**

Completion Notices (are only provided on electronically submitted requests. An electronic CN will be delivered to the CLEC once BellSouth's systems determine that the service order is completed. A completion notification will be processed when the order CP, CPX, or PCX.

More information on the CN is provided in the **Responses** Section of the LOH.

### **Service Request Changes and Cancellations**

BellSouth® should be notified (CN) as soon as possible any time a service request changes or is canceled. Early notification will allow adequate time to process the change and notify all affected BellSouth® internal departments. This will ensure that the request properly reflects all requested service and appropriate billing.

**Missed Appointments (MA)**

The BellSouth® service technician will notify the CLEC when an appointment is missed for end-user reasons. The CLEC should issue a supplement with a new desired due date, and forward it to the LCSC. The original service order (or PON) will be canceled if a new desired due date is not provided within ten (10) Business days.

**Electronic Jeopardy Notices**

Jeopardy notices are generated when the Due Date on a service order is missed. When a service order is jeopardized, the CLEC must negotiate a new due date with the end user and then send an 860 to BellSouth to reflect the new due date.

The Jeopardy notification provides the customer with the information required for obtaining a new due date for the provisioning of local service. BellSouth Telecommunications (BST) will use the 855 and 865 EDI Transaction Set to mechanically notify CLECs about due date jeopardies caused by, or related to, subscribers.

The TRAN-SET-PURPOS-CD of the 855/865 FOC will be populated with "21" = jeopardy.

The Jeopardy indicator in LEO will be "J".

LEO will handle tracking of jeopardies the same as "FOC/CMP" tracking is currently handled.

**Service Jeopardies**

When service is scheduled for installation on the service due date and the service due date commitment cannot be met, the CLEC will be notified by a telephone call from the appropriate BellSouth® personnel.

**Due Date**

Due dates for CLEC end users will be assigned using the same guidelines as used for BellSouth® end users. BellSouth® will provide service on the desired due date or the earliest available installation date thereafter **Due dates can not be considered confirmed until a complete and accurate Service Request has been entered into BellSouth's service request processing systems.** BellSouth® Target Intervals are contained in the *Product and Service Interval Guide* and are available for download at:

<http://www.interconnection.bellsouth.com/guides/html/usoc.html>

<http://www.interconnection.bellsouth.com/guides>

**Telephone Number Aging Period for Disconnect Numbers**

The telephone number aging period for disconnect numbers is as follows:

90 Days for Residential Numbers



365 Days for Business Numbers.

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## ***Partial Move Order Request – Reqtyp E & M, Non-complex***

### **Description:**

A partial move request occurs when a customer is requesting to move lines from an existing account at one location to a new location, but wishes to leave at least one (1) working line at the old location.

### **Restrictions:**

- Not applicable to remote call forwarding
- Dual service is not applicable

### **Ordering Considerations:**

**The customer must submit multiple LSR packages and use the RPON and NOR fields to associate the LSRs.**

- The first LSR should be submitted with an ACT C, LNA D for all lines that are moving to the new location, or are simply being disconnected at the time of the move.
- The second LSR should be submitted with an ACT N, LNA N for all lines that are being installed at the new service address. Additional lines (that did not exist at the previous address) may also be added on this LSR using LNA N.
- The RPON field should be populated with the PON from the lead LSR, on **all** LSRs involved with the partial move request.
- The NOR field, for the lead PON, must be 01-XX, where XX is equal to the total number of LSRs involved with the partial move request. Each subsequent value for this field must be increased by one digit with XX data remaining the same.
- The customer should follow the REQTYPE E (NON-Complex) R/C/O tables for ACT of C and ACT of N for completing an LSR for a partial move order on a resale account.
- The customer should follow the REQTYPE M (Non-Complex) R/C/O tables for ACT of C and ACT of N for completing an LSR for a partial move order on Port/Loop combination residence/business.
- When either ACT of N or C indicates manual ordering only, both LSR's must be submitted manually.
- If the existing Account Telephone Number is moving to the new location, the new Main TN must be indicated in the Remarks section of the LSR and the order must be submitted manually

## ***Abandoned Stations/Additional Line***

### **Description:**

Abandoned stations are defined as one or more residential telephone lines found to be working at a location where the end user no longer lives. The end user failed to disconnect the service prior to vacating the premises.

When a new occupant requests residential service at the location and is not requesting an additional line this causes an interfering station condition.

When an interfering station condition occurs there are two options in which the interfering station condition can be cleared.

The CLEC must choose one of the two options below to clear the interfering station condition.

#### **Option 1:**

Working Service on Premise (WSOP)-The CLEC may populate the WSOP field with V to indicate that the existing service is abandoned. When the WSOP field is populated with V the interfering station will be disconnected.

#### **Option 2:**

Additional Line (ADL)-The CLEC may populate the FID ADL in the FEATURE DETAIL field on the multi-service form/screen (PS or RS). When ADL is populated and the LSR is otherwise error free, a service order will be issued for a new line and the interfering station will remain as is.

### **Service Restrictions:**

Applicable to Residential service type

### **LSR Restrictions:**

- Limited to 1<sup>st</sup> character of TOS=2
- When multiple working residential lines (more than one line) at the same address and the customer chooses to populate the WSOP field they must provide the station number(s) to be disconnected in the REMARKS field on the LSR.
- WSOP must not be populated when ADL is indicated in the FEATURE DETAIL field.

### **Tariff Reference:**

N/A

### **USOC & FID References:**

ADL

**Situations/Exhibits:**

This section includes one or more ordering situations specific or unique to this product/process. The exhibit is not intended to depict an LSR package in its entirety. The situations below do not depict actual field formatting the customer should review the field data dictionary for business rule and field application.

*Situation 1:*

Adding new residential service at a location where existing residence service is connected. The customer has encountered an interfering station condition and has determined that the service is abandoned.

REQTYP= E or M

ACT=N

TOS (1<sup>st</sup> char)=2

WSOP=V

*Situation 2:*

Adding new residential service at a location where multiple residential lines are connected, the customer has encountered an interfering station condition and has determined that the service is abandoned.

REQTYP= E or M

ACT=N

TOS (1<sup>st</sup> char)=2

WSOP=V

REMARKS=ABANDONED STATION DISC NPA NXX XXXX

*Situation 3:*

Adding new residential service at a location where existing residence service is connected, the customer has encountered an interfering station condition and has determined that this is an additional line.

REQTYP= E or M

ACT=N

TOS (1<sup>st</sup> char)=2

FEATURE DETAIL=/ADL

**Releated Topics/Information:**

None

## Ordering Guidelines for BellSouth Preferred Package

The new BellSouth PreferredPack plan provides a flat rate access line equipped with Touch-tone capability, and Caller ID Deluxe. The plan also includes the choice of the following specific features/services listed in the chart below:

Minimum & Maximum = 1	
Product/Feature	USOC
Unlimited Residential Line with Touch tone	1F1CL*
Unlimited Residential Line with Touch tone – North Carolina only	PS1CL**
Minimum & Maximum = 1	
Caller ID Deluxe – Name and Number Delivery	NXM
Caller ID Deluxe – Name and Number Delivery with Anonymous Call Rejection	NXMCR
Minimum = 2, Maximum = 4	
Call Waiting Deluxe	ESXDC
Call Waiting Deluxe with GCJ/GCJRC	ESXD9
Call Return	NSS
3 Way Calling	ESC
Privacy Director	PMX1R
Minimum = 0, Maximum = 4	
Call Forwarding Busy Line	GCE
Call Forwarding Don't Answer	GCJ
Call Forwarding Don't Answer Ring Control	GCJRC
Message Waiting Indicator-Audio Visual	MWWAV
Message Waiting – Stutter Dial tone	MWW
*98 Access to BellSouth or IndustrialVoice Mail	S98VM
*98 Access to Enhanced Service Provider Voicemail	S98AF

<b>Basic Class of Service options:</b>
*1F1CL – available in all 9 states (In the following NPA/NXX in North Carolina: Gatewood 336/388 and Milton 336/234)
**PS1CL – available in North Carolina (except in Gatewood and Milton exchanges)

Package Plan	USOC	Package FIDs
BellSouth PreferredPack plan	PAMA5	COS-WW-PAMA5

## Ordering Considerations

### Availability

The new BellSouth® PreferredPack® plan is available in all nine (9) states.

### Restrictions

The new BellSouth PreferredPack plan (**PAMA5**) must be ordered manually.

This service offering is available for **Residential customers only**.

**LSR Requirements**

- Valid REQ TYP is E (non-complex Resale)
- All ACT TYPs are valid
- All LNAs
- Applicable TOS 2BF-
- REMARKS – “Bill SOME C Charge”

**NOTE: The Basic Class of Service (1F1CL or PS1CL), the Package USOC (PAMA5) and the desired features/services associated with the plan must be provided on the Resale Service Request form in the Features Detail Section.**

The following forms are used to submit a request for the new BellSouth PreferredPack Plan:

- LSR
- EU
- Resale
- Directory (Optional)



## ***Splitting Multi-Line Service Orders for Partial PF Conditions***

### **Description:**

This section describes the process for splitting multi-line service orders when a partial PF condition occurs and a BellSouth® field technician has identified the condition as a result of a premise visit.

When this condition occurs an LCSC representative will contact the LSR initiator and advise of the PF condition. If the CLEC still wishes to have all the lines installed they have two (2) options available.

**Option 1** – The CLEC may choose not to react to the jeopardy notification. If the CLEC takes no action, the entire order will remain in PF status and service will not be provided on any of the lines until the PF condition is cleared.

**Option 2** – The CLEC may choose to split the service order. If the CLEC chooses to split the service order, they must submit a manual SUP on the original LSR to remove the line (s) that caused the PF condition. The CLEC must additionally submit a manual LSR via the LCSC for installation of the lines removed from the original PON. The new LSR must have the REMARKS populated to include this verbiage: Partial PF condition split service order from original PON (populate original purchase order number behind PON)

If the LSR initiator gives verbal approval to split the service order the LCSC representative will remove the lines causing the PF condition from the service order and place a note in the remarks section of the service order the date, time and name of the person giving verbal approval to split the order

The LCSC will issue a new service order for the lines removed from the original order upon receipt of a new LSR.

### **Service Restrictions:**

The following restrictions are applicable to this process:

- Limited to manual ordering
- The request must have two (2) or more lines scheduled for installation on the same service order

### **LSR Restrictions:**

The following LSR restrictions are unique to this process:

- Applicable to all REQTYP's except B, C and J
- Applicable to ACT of C, N or T REMARKS field must be populated with this verbiage- Partial PF condition split service order from original PON (insert original PON)

### **Tariff Reference:**

N/A

**USOC & FID References:**

N/A

**Situations/Exhibits:**

This section includes one or more ordering situations specific or unique to this product/process. The exhibit is not intended to depict an LSR package in its entirety. The situations below do not depict actual field formatting the customer should review the field data dictionary for business rule and field application. The situation(s) below depict only those fields that are unique to this process and does not include an example of all fields required for processing the LSR. The CLEC should consult the product specific R/C/O table for an inclusive field list.

**Situation 1** – CLEC is notified of PF condition on multi-line service order and elects to split order on a REQ TYP E (Non-Complex)

**(LSR) Original LSR**

REQ TYP=E

ACT=N

SUP=03

**REMARKS=Partial PF condition split service order and add lines to new PON****(insert new PON)****(LSR) New LSR**

REQ TYP E

ACT=C

**REMARKS=** Partial PF condition split service order from original PON (insert original PON)**Related Topics/Information:**

None

***Resale (Non-Complex) On/Off Premises Extensions/Different Premise Address (DPA)*****Description:**

On / Off-Premises Extensions are extensions off main telephone service lines extended to a location contained within one building, or located in a different building at the same address or a different premises address

The types of On / Off-Premises Extensions are:

- On / Same Premises Extensions
- Off / Different Premises Extensions

On/ Same Premises Extensions-are channels extended to different locations on the same premises, not connected through the central office. These extensions may be in the same building or in a different building on the same continuous property.

On/Same Premises is described as:

- Building(s) together with surrounding land, used in the conduct of the business of one establishment, not intersected by a public thoroughfare or by property occupied by others.
- A situation where one end user occupies all the property
- One premises, with no public intersecting thoroughfares or property occupied by others.
- Portions of a building occupied by the end user not intersected by a public corridor or by a space occupied by others.

Off/Different Premises Extensions-are normally located at a different address from the end users main service/primary service address, however extensions located in the same building but not on consecutive floors or at opposite ends of a floor with other offices located in between are considered Off Premises.

There are three (3) types of Off-Premises Extensions:

- Same-Wire Center
- Different Wire Center

**Service Restrictions:**

- TouchStar® Caller ID is not compatible with this product
- T (ACT=T) required when a end user wants to change the DPA to the primary location or the Primary Location to a DPA.
- Not recommended as mode of service for security systems.
- Off/Premise Extension Different Wire Center must be ordered via CRS

**LSR Restrictions:**

- Limited to manual ordering
- Limited to REQTYP E (Non-Complex)
- 1<sup>ST</sup> CHARACTER OF TOS must be 1 or 2
- Valid ACT=N, C, D, T, V and W

- Utilize REQ TYP E (Non-Complex) R/C/O tables when submitting request Resale On/Off Premise extensions
- LSO must be provided on LSR
- Multiple EU forms are required for address information

**Tariff Reference:**

General Subscriber Services Tariff (GSST) A13, A9, A4  
Private Line Tariff (PLT) B3

**USOC References:**

The table below provides the USOC's and brief description of the USOC that may be used for Resale Non-Complex On/Off Premises Extensions/Different Premise Address (DPA)

The USOC is entered in the FEATURE field on the Resale form/screen when ordering this product

USOC	DESCRIPTION
1LLBE	ON/ Same Premises Extension
1SE6Q	Different Premises Extension

**FID References:**

There are no unique FIDS to be populated by the customer on the LSR for this product.

**Situations/Exhibits:**

This section includes one or more ordering situations specific or unique to this product/process. The exhibit is not intended to depict an LSR package in its entirety. The situations below do not depict actual field formatting the customer should review the field data dictionary for business rule and field application.

**Situation 1:** CLEC is requesting new Resale residence service type with Off/ Different Premise Extension.

Primary address is 125 main street

DPA is 126 main street

**Note:** 2 EU forms will be required (one for primary address information, one for DPA address information)

**LSR**

REQ TYP=E

ACT=N

LSO=NPANXX (populate the DPA LSO in this field)

MEU=A

**EU**

1<sup>st</sup> EU form=Primary Address Information

- Populate all R/C/O fields applicable for REQ TYP/ACT combination

2<sup>nd</sup> EU form=On/Off Premise Address/DPA information

- Populate all R/C/O fields applicable for REQ TYP/ACT combination
- EUA=A

**Resale Service Form**

- Populate all R/C/O fields applicable for REQ TYP/ACT combination
- FA=N
- FEATURE=1SE6Q

**Situation 2:** CLEC is requesting to disconnect the On/Same Premise Extension portion of an existing account.

Primary address is 125 main Street

DPA is 125 main Street

**Note:** 2 EU forms will be required (one for primary address information, one for DPA address information)

**LSR**

REQ TYP=E

ACT=C

LSO=NPANXX (populate the DPA LSO in this field)

MEU=A

**EU**

1<sup>st</sup> EU form=Primary Address Information

- Populate all R/C/O fields applicable for REQ TYP/ACT combination

2<sup>nd</sup> EU form=On/Off Premise Address/DPA information

- Populate all R/C/O fields applicable for REQ TYP/ACT combination
- EUA=A

**Resale Service Form**

Populate all R/C/O fields applicable for REQ TYP/ACT combination

FA=D

FEATURE=1LLBE

**Related Topics/Information:**

None

***UNE-P/WLP (Non-Complex) On/Off Premises  
Extensions/Different Premise Address (DPA)*****Description:**

**On/Off Premises Extensions stations utilizes two (2) or more voice grade loops and possibly dedicated interoffice transport to extend a 2-wire Voice Grad Port and Voice Grade Loop combination station beyond the CLEC end users primary service address.**

**Service Restrictions:**

- Prohibited for InterLATA jurisdiction
- Available in BellSouth serving areas only (i.e; the combination will not be jointly provided with other local exchange companies Independent companies or CLEC's)
- Must have a working primary line
- Not compatible with Caller ID
- Must be included in interconnection agreement prior to ordering this product

**LSR Restrictions:**

- Limited to manual ordering
- Limited to REQTYP M (Switched Combinations UNE-P/WLP Res/Bus)
- 1<sup>ST</sup> CHARACTER OF TOS must be 1 or 2
- Valid ACT=N, C, D, T, V and W
- Utilize REQTYP M (Non-Complex Switched Combinations UNE-P/WLP Res/Bus) R/C/O tables when submitting request UNE-P/WLP On/Off Premise extensions
- LSO must be provided on LSR
- Multiple EU forms are required for address information

**Tariff Reference:**

N/A

**USOC References:**

Please refer to CLEC interconnection agreement for applicable USOC's.  
The applicable USOC(s) should be populated in the FEATURE field.

**FID References:**

There are no unique FIDS to be populated by the customer on the LSR for this product.

**Situations/Exhibits:**

**This section includes one or more ordering situations specific or unique to this product/process. The exhibit is not intended to depict an LSR package in its entirety. The situations below do not depict actual field formatting the customer should review the field data dictionary for business rule and field application.**

**Situation 1:** CLEC is requesting new UNE-P/WLP Switched Combination residence service type with On/Off Premise Extension.

Primary address is 125 main street

DPA is 126 main street

**Note:** 2 EU forms will be required (one for primary address information, one for DPA address information)

**LSR**

REQTYP=M

ACT=N

LSO=NPANXX (populate the DPA LSO in this field)

MEU=A

**EU**

1<sup>st</sup> EU form=Primary Address Information

- Populate all R/C/O fields applicable for REQTYP/ACT combination

2<sup>nd</sup> EU form=On/Off Premise Address/DPA information

- Populate all R/C/O fields applicable for REQTYP/ACT combination
- EUA=A

**Port Service Form**

- Populate all R/C/O fields applicable for REQTYP/ACT combination
- FA=N
- FEATURE=UEAEN

**Note:** On/Off Premise Extension/DPA USOC must be valid in interconnection agreement.

**Situation 2:** CLEC is requesting to disconnect the On/Off Premise Extension portion of an existing account.

Primary address is 125 main street

DPA is 126 main street

**Note:** 2 EU forms will be required (one for primary address information, one for DPA address information)

**LSR**

REQTYP=M

ACT=C

LSO=NPANXX (populate the DPA LSO in this field)

MEU=A

**EU**

1<sup>st</sup> EU form=Primary Address Information

- Populate all R/C/O fields applicable for REQTYP/ACT combination

2<sup>nd</sup> EU form=On/Off Premise Address/DPA information

- Populate all R/C/O fields applicable for REQTYP/ACT combination
- EUA=A

**Port Service Form**

- Populate all R/C/O fields applicable for REQTYP/ACT combination
- FA=D



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- FEATURE=UEAEN

**Note:** On/Off Premise Extension/DPA USOC must be valid in interconnection agreement.

**Related Topics/Information:**

None



***Change Basic Class of Service (BCS) from Residence to Business or Business to Residence*****Description:**

This section addresses the process for changing a Residence Class of Service to a Business Class of service, or changing from a Business class of service to a Residence class of service.

**Restrictions:*****Change from Residence to Business restrictions:***

- Limited to REQ TYP E (Non-Complex), M (Non-Complex) or J
- ACT is limited to C or V when REQ TYP E (Non-Complex) and M (Non-Complex)
- ACT is limited to R when the REQ TYP is J
- When the ACT is R, the basic class of service must be changing from LNPRL to LNPBL
- TOS 1<sup>st</sup> character must be 1
- LNECLSSVC field is required and must correspond to the TOS field
- Changes from residence to business service may be made without change in telephone number, if the subscriber so desires.

***Change from Business to Residence restrictions:***

- Limited to REQ TYP E (Non-Complex), M (Non-Complex) or J
- ACT is limited to C or V when REQ TYP E (Non-Complex) and M (Non-Complex)
- ACT is limited to R when the REQ TYP is J
- When the ACT is R, the basic class of service must be changing from LNPBL to LNPRL
- TOS 1<sup>st</sup> character must be 2
- LNECLSSVC field is required and must correspond to the TOS field
- Telephone Number Restrictions:

<b>All States (Except North Carolina)</b>	
<b>If business number...</b>	<b>Then...</b>
Has directory advertising, Yellow Page Heading (YPH) or a listed telephone number	The telephone number must be changed
Is Non-Pub	The customer may keep the telephone number and change from business service to residence service

**Transfer of calls Restrictions:**

<b>State Specifics-Transfer of Calls</b>	
<b>State</b>	<b>Notes:</b>
AL, GA, KY, LA, MS, SC, TN	If a subscriber's service changes from business service to residence service, and the telephone number must be changed. Reference of calls will not be provided regardless of how long existing directories will remain in effect.
Florida	If a subscriber's service changes from a business service to residence service, the telephone number will normally be changed. Reference of calls will normally not be provided regardless of how long existing directories will remain in effect. The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes.
North Carolina	If the telephone number of the existing service does not appear with a business designation in either the White Pages or Yellow Pages of the company's telephone directory, the business telephone number may be continued for the residence service. If the business telephone number does appear with a business designation in the Yellow Pages or White Pages of the company's telephone directory, the telephone number must be changed and reference of calls will not be provided regardless of how long existing directory remains in effect.  Listings of an individual's name in the business section of the White Pages or a free business listing in the Yellow Pages for the remaining life of the existing directory only does not preclude retention of the business telephone number for the residence service.

**Forms/Screens**

The following forms/screens may be used when changing from residence to business or business to residence:

	<b>Form / Screen</b>					
<b>REQTYP</b>	<b>LSR</b>	<b>EU</b>	<b>HGI</b>	<b>RS</b>	<b>PS</b>	<b>DL</b>
E	R	R	C	R	N/A	R
M	R	R	C	N/A	R	R
J	R	R	N/A	N/A	N/A	R

The customer should refer to the appropriate R/C/O tables for completing the LSR

<b>IF Request is...</b>	<b>Refer to....</b>	<b>ACT must be</b>	<b>LNA/LACT</b>	<b>MI</b>
To change a existing resale residence to resale business or resale business to resale residence (no change to LSP)	REQTYP E (Non-Complex) R/C/O tables	C	LNA must be one of the following: C, X or D	N/A

<b>IF Request is...</b>	<b>Refer to....</b>	<b>ACT must be</b>	<b>LNA/LACT</b>	<b>MI</b>
To change existing UNE-P/WLP residence to UNE-P/WLP business or UNE-P/WLP business to UNE-P/WLP residence (no change to LSP)	REQTYP M (Switched combo RES/ BUS)	C	LNA must be one of the following: C, X or D	N/A
To migrate an existing resale residence to resale business or resale business to resale residence to new LSP	REQTYP E	V	LNA must be one of the following: N, G, V, X or D	C
To migrate an existing UNE-P/WLP residence to UNE-P/WLP business or UNE-P/WLP business to UNE-P/WLP residence to new LSP	REQTYP M	V	LNA must be one of the following: N, G, V, X or D	C
To change a listing only Residence (LNPRL) to Business (LNPBL) or Business (LNPBL) to Residence (LNPRL)	REQTYP J	R	LNA=N/A  LACT must be N, D, I or O	N/A

## ***Change BAN on CABS Account***

### **Description**

This section describes the process for changing the Billing Account Number (BAN) on an existing CABS account for a circuit using a single LSR.

### **Service Restrictions:**

N/A

### **LSR Restrictions**

- LSR must be submitted via manual process
- Limited to REQ TYP A (Designed Loop types)
- Limited to ACT=C
- Not applicable to Line Share/Line Splitting, or Non-Designed Loops
- EAN is required

### **TARIFF Reference**

N/A

### **USOC References**

N/A

### **FID References**

N/A

### **Situation Exhibit(s):**

This section includes one or more ordering situations specific or unique to this product/process. The exhibit is not intended to depict an LSR package in its entirety. The situations below do not depict actual field formatting the customer should review the field data dictionary for business rule and field application.

#### *Situation 1:*

Request to change BAN on existing CABS account

The AN field represents CABS account number the circuit is being changed from.

The EAN field represents CABS account number the circuit is being changed to.

#### LSR-FORM

REQ TYP=A

ACT=C

AN

#### EU-FORM

AN

EAN

## **Expedite Process**

### **Description**

This section describes the process for submitting expedited LSR request(s). BellSouth® defines an expedited LSR request(s) as an appeal to BellSouth® to consider a service order due date earlier than the normal product service ordering interval.

### **Service Restrictions:**

The following restrictions are applicable to the UNE expedite process:

- The requested due date must be approved by the provisioning center (The LCSC will contact the provisioning center to request approval)

### **LSR Restrictions**

- Limited to REQ TYP AB, BB, CB, MB (Non-Complex) and EB (Non-Complex)
- When LSR is part of RPON package, all request(s) in the RPON package must be expedited.
- Utilize REQ TYP AB and BB R/C/O tables when submitting Loop or Loop with Number Portability expedite request(s)
- Utilize REQ TYP CB R/C/O tables when submitting LNP expedite request(s)
- Utilize REQ TYP EB (Non-Complex) and REQ TYP MB (Non-Complex) R/C/O tables when submitting expedite request.
- EXP field must be populated with Y
- Not applicable for Bulk Ordering
- Initial FOC will include the standard due date interval, if the expedited due date is approved, a subsequent FOC will be sent with the new due date.
- Not applicable to non-dispatch orders

### **TARIFF Reference**

N/A

### **USOC References**

BellSouth populates the applicable USOC when appropriate

### **FIDS**

N/A

### **Situation Exhibit(s):**

*This section includes one or more ordering situations specific or unique to this product/process. **The exhibit is not intended to depict an LSR package in its entirety.** The situations below do not depict actual field formatting the customer should review the field data dictionary for business rule and field application.*



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Situation 1:

Request for an expedited due date

REQTYP=AB, BB, CB, MB, or EB

EXP=Y

DDD=Less than normal interval

**Note:** This situation indicates only the information unique to the expedite process; the CLEC should refer to the specific product REQTYP/ACT R/C/O table information for complete ordering information.

**Related Topics/Information:**

None

## **Star 98 Access**

### **Description:**

Allows a subscriber to access their local voice mail service when they dial \*98 from the phone line on which the voice mail service resides.

The Star 98 access connects the customer to the local voice mail box to which their calls are forwarded via a version of Call Forwarding Don't Answer.

### **Service Restrictions:**

- Applicable to Residential and Business service type
- Provisioned on a per line basis and functions only from a line provisioned with this feature and the appropriate auxiliary calling features.
- Not available on ISDN, Prestige®, Foreign Central Office (FCO)/Foreign Exchange (FX), Coin, RCF, Internet Call Waiting, Centrex -type services or DID/DOD/PBX service.
- Must have a line equipped with a version of Call Forwarding Don't Answer
- Applicable in all 9 BST states.

### **LSR Restrictions:**

- Limited to Non-Complex REQTYPE or M
- Limited to ACT of N, C, V, W or T
- Utilize the Non-Complex REQTYPE or M R/C/O tables for the applicable service type for completing the LSR.

### **Tariff Reference:**

A13

### **USOC References:**

The USOC's below are unique to Star 98

- S98AF-Star 98 Access, Residence per line
- S98CP-Star 98 Access, Voice Mail Companion services package, per business line equipped
- S98PK-Star 98 Access, Voice Mail Companion Services Package, CSP per line equipped
- S98VM-Star 98 Access, to BellSouth Voice Mail, per line
- GCJ – Call Forwarding Don't Answer
- GCJRC – Call Forwarding Don't Answer Ring Control (Where available)

### **FID References:**

- CFND-Call Forward Number Don't Answer
- RCYC – Ringing Cycle
- CFNB-Call Forward Number Busy
- PKG VM-CSP-S98PK
- PKG VM-BUS-S98CP

**Situations / Exhibits:**

This section includes one or more ordering situations specific or unique to this product/process. The exhibit is not intended to depict an LSR package in its entirety. The situations below do not depict actual field formatting the customer should review the field data dictionary for business rule and field application.

**Situation 1:**

New residential line (Non-Complete Choice) with MemoryCall® Service (BellSouth voice mail) wants Star98 Access. This situation depicts only what is unique to Star 98. For this scenario we will make the following assumptions:

REQTYP E

ACT=N

LNECLS SVC=1FR

LSR/EU has been populated with applicable fields

TNS=4045551212

LNA=N

LNECLS SVC=1FR

PIC=XXXX

LPIC=XXXX

LNUM=00001

FA=N

FEATURE=S98VM

FEATURE DETAIL=CFND 404XXXXXXXX/RCYC#

FEATURE=GCJ

FEATURE DETAIL = CFND 404XXXXXXXX/RCYC#

**Situation 2:**

Existing residential line (Non-Complete Choice) with Star98 (Non-BellSouth voice mail) access. Request is for new Call Forwarding Numbers. This situation depicts only what is unique to Star 98.

For this scenario we will make the following assumptions:

REQTYP E

ACT=C

LNECLS SVC=1FR

LSR/EU has been populated with applicable fields

TNS=4045551212

LNA=C

LNECLS SVC=1FR

FA=C

FEATURE=S98AF

FEATURE DETAIL=CFND 404XXXXXXXX/RCYC#

FEATURE=GCJ

FEATURE DETAIL = CFND 404XXXXXXXX/RCYC#





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**Related Topics/Information:**

Voice Mail

Custom Calling

## ***Wiring Non-Basic***

### **Product Listing**

#### *Reqtyps A, B, E, M, or P: Non-Basic Wire*

Non-Basic Inside wire includes telecommunications wire and associated material, and station wire or cable, located on the customer side of the Network Interface or Demarcation point. Outside wire includes drop wires, protector, and/or Network Interface/Demarcation point located before the customer side of the Network Interface.

CLECs are responsible for providing wiring for their End User.

### **Ordering Forms/Screens**

The customer should consult the product ordering information (R/C/O tables) when ordering inside wiring in conjunction with other services. When inside wiring/jacks as a stand alone request the customer should consult the product specific ordering information (R/C/O tables) for ACT of C and LNA of C.

***BellSouth® Traffic Study Request*****Description:**

Traffic Reports refers to the function that provides periodic reports of usage, peg count, overflow measurements for Network Access Registers (NARs), Trunk Groups, MultiLine Hunt Groups, Subscriber Line Measurements, Customer Facilities Groups (CFGs), Attendant Consoles, UCDs, SFGs, and UNE-P/WLP Services.

These reports vary based on CO types and equipment availability.

This service essentially completed traffic studies which indicate to the customer how well the leased facilities are performing.

Anyone who leases or utilizes facilities interfacing with BellSouth switching machines is eligible to receive Traffic Reports (TR).

Charges are applicable for all Traffic Reports (TR) requested by and provided to the customer (except for Florida, and North Carolina - one TR per system, annually at no charge is available). TRs are done on a per measurement ID (i.e., Trunk Group, SFGs, Single Line Usage).

**The completed form and all request for Traffic Studies should be submitted to the Account Team/CRSG**

Once the Traffic Study Request is received:

1. The CLEC is advised by phone that the request has been received.
2. Time frame for processing of the study is 3 -4 weeks
3. Results are provided via email or regular US mail at the CLEC's choice.

**Traffic Study form must be faxed to the CRSG.**

Click here for the Traffic Study form:

[http://www.interconnection.bellsouth.com/forms/html/lec\\_form.html](http://www.interconnection.bellsouth.com/forms/html/lec_form.html)

or

<http://www.interconnection.bellsouth.com/forms/index.html>

Field	Field Definitions
Complete Local Service Request Form (LSR)	This information is provided by the CLEC. See CLEC Resale Order Guide for form.
Complete End User Information (EU)	This information is provided by the CLEC. See CLEC Resale Order Guide for form.
1. Customer Name	1. Provide the end user's name.
2. City/State	2. Provide the City and State of the end user's location.
3. Listed Directory Number	3. Provide the Listed Directory Number of the end user.
4a. Study Start Date	4a. Identifies the beginning date of the requested study.
4b. Day of the Week	4b. Identifies the first day of the requested study period (e.g. Sunday).
4c. Study End Date	4c. Identifies the end date of the requested study period.
4d. Day of the Week	4d. Identifies the last day of the requested study period (e.g. Saturday).
5a. Start Time	5a. Identifies the start time of the study period. Please indicate AM or PM.
5b. End Time	5b. Identifies the end time of the study period. Please indicate AM or PM.
6. Customer Service/Equipment Identification	6. Identify the customer or equipment to be studied.
7. Reason for Study	7. Indicate if the study is an Internal Request or a Customer Request.
7. If the study is a customer request and is billable (refer to Tariff A32.1.4.A5) a Service Order Number and PON is required.	7. The service order number will be filled in by the CRSB
8. Authorized Signature for CPNI verification	8. Person authorizing CPNI verification. If there is no name, the study will not be run.
9. Does this request need to be coordinated?	9. Indicate Yes or No. If 'Yes', provide details if this study needs to be coordinated with other studies.

## ***Resale Contract Assumption Agreements***

### **Description:**

Contract Service Arrangements (CSA), Term Agreements (TA) and Special Assemblies are special arrangements used to offer special pricing or discounts on BellSouth® products and services.

CSAs and TAs are used to provide special pricing or discounts for tariffed service; while Special Assemblies (SA) are used for non-tariffed offerings.

When migrating from BST to Resale, or when migrating from Resale to Resale the new LSP may exercise the option to assume the CSA, TA and SA when one is present on the end users account at the time of migration.

When the Customer Service Record (CSR) has a contractual agreement indicator on the account, the CLEC must decide at the time of migration whether to assume the existing contractual arrangement, or decline. If the CLEC opts not to assume the contractual agreement, termination charges if applicable will be billed to the billing party of record if applicable.

A contract service arrangement/Special Assembly when present is formatted in the Bill section of the CSR as well as in the S&E section, below is an example of how the information is formatted on the CSR:

### **Example:**

#### **---Bill**

CN 950234, MM-DD-YY

#### **---S&E**

USOC/CN 950234

Where 95=Year (2 numerics)

Where 0234=Contract Number (4 numerics)

Where MM-DD-YY=Expiration date

**Note:** Only the USOCS listed in the contract service arrangement will have the CN indicator floated next to them. Special Assembly USOCS typically begin with a W (example: WV5U)

Term agreements like CSA and Special Assembly agreements are also indicated in the billing and S&E sections of the CSR.

#### **---BILL**

TA 36, MM-DD-YY

Where 36=The number of months included in the term agreement payment plan

Where MM-DD-YY=The **beginning** or start date of the contract

---S&E

USOC/SPP VT1/TA 36

Where SPP=Special Pricing Plan

Where VT1=Variable term entry

Where TA 36=Number of months in payment plan

To determine if a contractual agreement exist the CLEC should obtain copies of the existing CSR and check for the following information:

<b>IF</b>	<b>Then</b>
The FID CN appears in the Bill section of the CSR EXAMPLE: ---BILL <b>CN XXXXXX, MM-DD-YY</b>	The customer should verify the expiration date to determine if the contract arrangement is still in effect.
The expiration date is still in effect	Contact the CRSG (Complex Resale Service Group) to determine what options are available.
The FID TA appears in the Bill section of the CSR EXAMPLE: ---BILL <b>TA, XX, MM-DD-YY</b>	The customer should verify the expiration date to determine if the contract arrangement is still in effect.
The expiration date is still in effect	Contact the CRSG (Complex Resale Service Group) to determine what options are available.
If the CN or TA is expired.	The LSR request may be submitted to the appropriate BellSouth order processing group based on product ordering specifications (ex:CSRG/LCSC).

#### **Service Restrictions:**

Contract Service arrangements do not apply to UNE/UNE-P or WLP services.

#### **LSR Restrictions:**

- If the migrating account has a contractual agreement that is still in effect and the CLEC does not wish to assume responsibility for the contract the LSR must be submitted as ACT=V
- All assumptions/terminations of contractual agreements must be processed by the CRSG (Note: once the account has been transferred to or orders issued to transfer to the new LSP, the new LSP may process subsequent order activities via the normal process).
- When termination charges are applicable, the termination charges will be returned on the FOC.



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**Tariff Reference:**

N/A

**USOC & FID References:**

N/A

**Situations/Exhibits:**

N/A

**Related Topics/Information:**

None

## ***Complete Choice for Business***

### **Description:**

Complete Choice for Business packages are offered to business subscribers and consist of four components - a line, calling features, listings and rotary line service. The line component of these packages is business flat rate service or BellSouth Business Plus service Option 1 or Option 2. The calling features associated with this plan are listed below. For each line, the Complete Choice for Business packages provide the subscriber an unlimited number of compatible calling features from the list below (See USOC References).

### **Service Restrictions:**

- Applicable to Business service type
- Not available on ISDN, Prestige®, Foreign Central Office (FCO)/Foreign Exchange (FX), Coin, RCF, Internet Call Waiting, Centrex -type services or DID/DOD/PBX service.
- Applicable in all 9 BST states.

### **LSR Restrictions:**

- Limited to Non-Complex REQTYPE
- Limited to ACT of N, C, V, W or T (For ACT/LNA = W, no additional USOC or FID information is required)
- Utilize the Non-Complex REQTYPE R/C/O tables for the applicable service type for completing the LSR.

### **Tariff Reference:**

A3

### **USOC/FID References:**

The USOC's below are unique to Complete Choice for Business. The package USOC must be populated in the FEATURE DETAIL field and the corresponding package FID must be populated in the FEATURE DETAIL field.

**\*NOTE:** X denotes applicable state

Description	Package USOC	Package FID	AL	GA	FL	KY	LA	MS	NC	SC	TN
<b>Complete Choice for Business with Flat Rate Service</b>											
1 Line Package	COMF1	/PKG COMF1-CHOICE	X	X		X	X	X		X	X
2 Line Package	COMF2	/PKG COMF2-CHOICE	X	X		X	X	X		X	X
3 Line Package	COMF3	/PKG COMF3-CHOICE	X	X		X	X	X		X	X



[illegible]

Description	Package USOC	Package FID	AL	GA	FL	KY	LA	MS	NC	SC	TN
7 Line Package	COM17	/PKG COM17-CHOICE	X	X	X	X	X	X	X	X	X
8 Line Package	COM18	/PKG COM18-CHOICE	X	X	X	X	X	X	X	X	X
9 Line Package	COM19	/PKG COM19-CHOICE	X	X	X	X	X	X	X	X	X
<b>Complete Choice for Business with Business Plus Option 2</b>											
1 Line Package	COMP1	/PKG COMP1-CHOICE	X	X		X	X	X	X	X	X
2 Line Package	COMP2	/PKG COMP2-CHOICE	X	X		X	X	X	X	X	X
3 Line Package	COMPH	/PKG COMPH-CHOICE	X	X		X	X	X	X	X	X
4 Line Package	COM24	/PKG COM24-CHOICE	X	X	X	X	X	X	X	X	X
5 Line Package	COM25	/PKG COM25-CHOICE	X	X	X	X	X	X	X	X	X
6 Line Package	COM26	/PKG COM26-CHOICE	X	X	X	X	X	X	X	X	X
7 Line Package	COM27	/PKG COM27-CHOICE	X	X	X	X	X	X	X	X	X
8 Line Package	COM28	/PKG COM28-CHOICE	X	X	X	X	X	X	X	X	X
9 Line Package	COM29	/PKG COM29-CHOICE	X	X	X	X	X	X	X	X	X

### Situations / Exhibits:

This section includes one or more ordering situations specific or unique to this product/process. The exhibit is not intended to depict an LSR package in its entirety. The situations below do not depict actual field formatting the customer should review the field data dictionary for business rule and field application.

#### **Situation 1:**

Mississippi Complete Choice for Business with Business Plus Option 2 for 1 line package. This situation depicts only what is unique to Complete Choice for Business. For this scenario we will make the following assumptions:

REQTYP E

ACT=N  
LNECLS SVC=BU2CL  
LSR/EU has been populated with applicable fields  
TNS=4045551414  
LNA=N  
PIC=XXXX  
LPIC=XXXX  
LNUM=00001  
FA=N  
FEATURE=COMP1  
FEATURE DETAIL= /PKG COMP1-CHOICE  
FA=N  
FEATURE= NXMCR  
FEATURE DETAIL = /PKG COMP1-CHOICE  
FA=N  
FEATURE= NSS  
FEATURE DETAIL = /PKG COMP1-CHOICE  
FA=N  
FEATURE= ESX  
FEATURE DETAIL = /PKG COMP1-CHOICE  
FA=N  
FEATURE= ESM  
FEATURE DETAIL = /PKG COMP1-CHOICE

***Situation 2:***

Request to add Louisiana Complete Choice for Business with Business Plus Option 2-2 Line Package. This situation depicts only what is unique to Complete Choice for Business:

For this scenario we will make the following assumptions:

REQTYP E  
ACT=N  
LSR/EU has been populated with applicable fields  
LNECLS SVC=BL2CL  
TNS=4045551515  
LNA=N  
LNUM=00001  
FA=N  
FEATURE= COMP2  
FEATURE DETAIL= /PKG COMP2-CHOICE  
FA=N  
FEATURE=NXMCR  
FEATURE DETAIL = /PKG COMP2-CHOICE  
FA=N  
FEATURE=NSY  
FEATURE DETAIL = /PKG COMP2-CHOICE



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LNECLS SVC=BL2CL  
TNS=4045551616  
LNA=N  
PIC=XXXX  
LPIC=XXXX  
LNUM=00002  
FA=N  
FEATURE=BL2CL  
FEATURE DETAIL= /PKG COMP2-CHOICE  
FA=N  
FEATURE= NXMCR  
FEATURE DETAIL = /PKG COMP2-CHOICE

## ***Supporting Documents***

Many BellSouth® documents are referenced throughout this document. Listed below is a consolidated list of all external documents referenced throughout this document and a brief description of their purposes.

### **LEO-IG Volume 1 *(Discontinued)***

TCIF Issue 7 Electronic Business Rules for Local Ordering.

### **BellSouth® Ordering Guide for CLECs *(Discontinued)***

Details Manual Ordering Business Rules. Based on LSOG 2.

### **BellSouth® EDI Specifications Guide *(Formerly LEO-IG Volume 4)***

Includes Electronic Data Interchange (EDI) Transaction Sets and EDI Certification Testing Requirements. Available for both TCIF Issue 7 and TCIF Issue 9.

### **TAG API**

Provides coding specifications for building a TAG interface.

### **Product and Service Interval Guide**

Contains a listing of expected provisioning intervals for some of the most commonly ordered products and services.

### **BellSouth® Start-Up Guide**

Explains CLEC Start-Up process and how to become a CLEC.

### **Pre-Ordering and Ordering Business Rules Guide**

Provides an overview of BellSouth® Pre-Order and Ordering Processes.

### **LNP Ordering Guide**

Provides detailed information on Local Number Portability (LNP) including process flows, requirements and FAQs.

### **BellSouth® Guide to Interconnection**

Provides information for Facility Based CLECs including Access Services.

### **LSR Error Messages**

A listing of common LSR Error Messages by error message number.

### **CLEC Service Order Tracking System User Guide**

Provides an overview of the CLEC Status Order Tracking System.

### **Job Aid: Pending Order Status**

Details Pending Order Status and Missed Appointment Codes.

**Collocation Handbook**

Explains the differences between physical and virtual collocation and the implications of each option.

**CLEC USOC Manual**

Provides information mapping USOCs to particular products and services. CLECs can access the USOC manuals directly from the Internet website. The USOC manuals are in two formats: service category and alphanumeric codes.

**FID Glossary for CLECs**

Provides a comprehensive alphabetic listing of FIDs (Field Identifiers) and their associated descriptions to assist CLECs in ordering BellSouth® products and services.

**CCP 2141 Attachment Listed Below IWJK – Inside Wire****Jack Code****LS Form/Screen**

(TCIF9 / LSOG4 map)

**Definition:**

Indicates the standard code for the type of jack requested for inside wiring.

Definition Notes:

NOTE 1: When multiple lines are terminating in one multi-line jack, the IWJK and IWJQ fields should only be populated for the first line.

NOTE 2: Jacks may be ordered on a line-by-line basis.

**Valid Entries:**

None

Valid Entry Notes:

Note 1: When the product type is Analog Voice Non-Designed, Analog Voice Designed, Digital Data Designed (DS0), Digital Data Designed (DS1) or Digital Data Designed Basic Rate ISDN with LNA of N, C or V and the NIDR is populated with Y, the only valid JACK CODES that may be populated in this field are as follows:

RJ11C	RJ11W	RJ11D	RJ14C	RJ14W
RJWDC	RJ12C	RJ12W	RJ13C	RJ13W
RJ17C	RJ18C	RJ18W	RJ19C	RJ19W
RJ25C	RJ61X	RJ31X	RJ32CX	RJ33X
RJ34X	RJ35X	RJ36X	RJ37X	RJ38X
RJ71C	RJ2EM	RJ2FM	RJ2MZ	RJ21M
RJ2DM	RJ2GM	RJ2HM	RJ22X	RJ23X
RJ24X	RJ21X	RJ2DX	RJ2FX	RJ2HX
RJ2GX	RJ41Q	RJ41Z	RJ45Z	RJ45Q
RJ16X	RJ48Z	RJ41S	RJ45S	RJ26X
RJ26S	RJ27X	RJ48C	RJ48H	RJ48M
RJ48S	RJ48T	RJ48X	RJ26M	RJ27M
RJ48Y	RJ48A	RJ48B	RJM3X	RJM4X
RJ26S	RJ48X	RJ48C	RJ32X	RJ2EM

**Data Characteristics:**

5 alpha/numeric characters

**Examples:**

RJ21X



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**Conditional Usage Notes:**

Note 1: Required when the IWJQ field is populated.

Note 2: Required when the JR field is Y.

Note 3: Prohibited when the JR field is not Y.

**Business Rules**

None

\*\*\*\*\* End of definition for IWJK / LS form screen \*\*\*\*\*





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## IWJK – Inside Wire Jack Code

### LSNP Form/Screen

(TCIF9 / LSOG4 map)

#### Definition:

Indicates the standard code for the type of jack requested for inside wiring.

#### Definition Notes:

NOTE 1: When multiple lines are terminating in one multi-line jack, the IWJK and IWJQ fields should only be populated for the first line.

NOTE 2: Jacks may be ordered on a line-by-line basis.

#### Valid Entries:

None

#### Valid Entry Notes:

Note 1: When the NPT=D and the JR field is Y, the only valid jacks for this field are:

RJ11C	RJ11W	RJ11D	RJ14C	RJ14W
RJWDC	RJ12C	RJ12W	RJ13C	RJ13W
RJ17C	RJ18C	RJ18W	RJ19C	RJ19W
RJ25C	RJ61X	RJ31X	RJ32CX	RJ33X
RJ34X	RJ35X	RJ36X	RJ37X	RJ38X
RJ71C	RJ2EM	RJ2FM	RJ2MZ	RJ21M
RJ2DM	RJ2GM	RJ2HM	RJ22X	RJ23X
RJ24X	RJ21X	RJ2DX	RJ2FX	RJ2HX
RJ2GX	RJ41Q	RJ41Z	RJ45Z	RJ45Q
RJ16X	RJ48Z	RJ41S	RJ45S	RJ26X
RJ26S	RJ27X	RJ48C	RJ48H	RJ48M
RJ48S	RJ48T	RJ48X	RJ26M	RJ27M
RJ48Y	RJ48A	RJ48B	RJM3X	RJM4X
RJ26S	RJ48X	RJ48C	RJ32X	RJ2EM

#### Data Characteristics:

5 alpha/numeric characters

#### Examples:

RJ21X

#### Conditional Usage Notes:

Note 1: Required when the IWJQ field is populated.



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### **Business Rules**

Rule 1: When this field is populated the JR field must also be populated with Y.

\*\*\*\*\* End of definition for IWJK / LSNP form screen \*\*\*\*\*

**CCP 2147 Attachment Listed Below**

BellSouth Local Ordering Handbook  
Section 3 – Ordering TCIF9

**TCIF9*****Partial Move Order Request - REQ TYP E & M, Non-complex*****Description**

A partial move request occurs when a customer is requesting to move lines from an existing account at one location to a new location, but wishes to leave at least one (1) working line at the old location.

**Restrictions**

- **Not applicable to remote call forwarding**
  - **Limited to manual ordering**
- Dual service is not applicable

**Ordering Considerations**

**The customer must submit multiple LSR packages and use the RPON and NOR fields to associate the LSRs.**

- The first LSR should be submitted with an ACT C, LNA D for all lines that are moving to the new location, or are simply being disconnected at the time of the move.
- The second LSR should be submitted with an ACT N, LNA N for all lines that are being installed at the new service address. Additional lines (that did not exist at the previous address) may also be added on this LSR using LNA N.
- The RPON field should be populated with the PON from the lead LSR, on **all** LSRs involved with the partial move request.
- The NOR field, for the lead PON, must be 01-XX, where XX is equal to the total number of LSRs involved with the partial move request. Each subsequent value for this field must be increased by one digit with XX data remaining the same.
- The customer should follow the REQ TYP E (NON-Complex) R/C/O tables for ACT of C and ACT of N for completing an LSR for a partial move order on a resale account.
- The customer should follow the REQ TYP M (Non-Complex) R/C/O tables for ACT of C and ACT of N for completing an LSR for a partial move order on Port/Loop combination residence/business.
- **When either ACT of N or C indicates manual ordering only, both LSR's must be submitted manually.**
- If the existing Account Telephone Number is moving to the new location, the new Main TN must be indicated in the Remarks section of the LSR **and the order must be submitted manually**

**CCP 2148 Attachment Listed Below****TCIF9*****CSR Permission View Response (CSRPVR)***

This message is in response to a CSR Permission View Query (CSRPVQ) Transaction. This transaction also applies in ELMS6 map.(See ELMS6 LOH). This transaction is not available in LENS.

<b>CSR Permission View Response (CSRPVR)</b>		
<b>BST FIELD</b>	<b>Field Description</b>	<b>Data Characteristics</b>
INQ-NUM	Inquiry Number	Up to 16 A/N Occurs 1,1
DATE	Date Sent	8 N Occurs 1,1
TIME	Time Sent	8 N Occurs 1,1
CC	Company Code	4 A/N Occurs 0,1
Authorization Request Data Aggregate Occurs 1 – 10 times		
DATE-OF-TRANSACTION	Date of Transaction	8 N Occurs 0,1 time for each Authorization Request Data Aggregate
GRANTOR	Grantor	4 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
TYPE-OF-ACCOUNT	Type of Account	Up to 6 A/N Occurs 0,1 time for each Authorization Request Data Aggregate
GRANTEE	Grantee	4 A/N Occurs 0,1 time for each Authorization Request Data Aggregate

CSR Permission View Response (CSRPVR)		
BST FIELD	Field Description	Data Characteristics
<del>PERMISSION- ACTIVITY</del>	<del>Permission Activity</del>	<del>Up to 6 A/N Occurs 0,1 time for each Authorization Request Data Aggregate</del>
MSG CODE	Message Code	Up to 14 A/N Occurs 1, 1
MSG-TEXT	Message Text	Up to 264 A/N Occurs 1, 1

## CCP 2151 Attachment Listed Below

**Unbundled Network Element (UNE) Interval Table**

Product	Quantity	Standard Interval	Targeted LSR Processing Interval	Project Managed
Unbundled Loops				
2 Wire analog voice grade loop non-designed (SL1) CHC Does Not = Y	1-9	3 business days	See assumption #5	---
---	10-14	5 business days	3 business days	---
---	15+	Negotiated	Negotiated	Y
2 Wire analog voice grade loop non-designed (SL1) REQ A, CHC Does Not = Y, RESID populated (CT Y, No IDLC verified)	1-9	1 business day	See assumption #5	---
---	10-14	1 business day	3 business days	---
---	15+	Negotiated	Negotiated	Y
2 Wire analog voice grade loop non-designed (SL1) CHC = Y	1 - 9	4 business days	See assumption #5	---
---	10 - 14	6 business days	3 business days	---
---	15+	Negotiated	Negotiated	Y

As information, the attached is what I submitted for the Interval Guide change. It is the standard 3 day interval that is missing rather than the standard 4 day interval as my previous e-mail said. Also, I do not believe all of the conditions for a 1 day interval were captured.

The note that is currently in the LOH is good, but it also needs a couple of additions.

**Notes**

(\*) CHC Does Not=Y, REQ TYP = A, EXP Does Not=Y, and Loop Testing, Loop Tagging and Jacks/Inside Wiring are not included on the request. RESID field must be populated, CT=Y and no IDLC verified.

**CCP 2152 Attachment Listed Below**

*BellSouth Local Ordering Handbook  
Section 4 - Data Dictionary TCIF9*

**LNECLS SVC**

Line Level Class of Service (RS Page)

**Definition**

Identifies the type of service requested for this service location.

**Definition Notes:**

None

**Valid Entries**

None

**Valid Entry Notes:**

None

**Data Characteristics**

3 or 5 alpha/numeric characters

**Examples**

1FR or 1FB

**Conditional Usage Notes**

Note 1: Required when BCS  (Basic Class of Service)  is populated.

Note 2: Required when the 1st character of the TOS field represents a different service than that of the Class of Service (CS) on the existing CSR.

**Business Rules****Manual:**

Rule 1: For manual ordering with LNA of N the Line Class of Service USOC must be populated in the Feature section and the FA (Feature Activity) field must be N.

Rule 2: For manual ordering with LNA of C or V if the Line Class of Service is changing the new and existing Class of Service USOC must be populated in the Feature section and the FA (Feature Activity) must be N and D.

**Rule ##: For manual ordering with LNA of G, the Line Class of Service USOC can be populated in the Feature Detail section without a floated FID.**



## **NIDR – NID Request**

### **LS Form/Screen**

(TCIF9 / LSOG4 map)

#### **Definition:**

Indicates a request for a new Network Interface Device (NID).

#### Definition Notes:

NOTE 1: The NID serves as a demarcation or separation point, providing a connection of premises wire to the access line. A compatible standard NID is inherent in the service configuration and is not required on the LSR request.

NOTE 2: Populating this field indicates a request for a non-standard NID.

#### **Valid Entries:**

Entry	Description
Y	Yes
N	No

#### Valid Entry Notes:

None

#### **Data Characteristics:**

1 alpha character

#### **Examples:**

Y

#### **Conditional Usage Notes:**

None

#### **Business Rules**

Rule 1: Populating this field authorizes the NSP-Loop provider to install and bill a NID other than a standard NID.

Rule 2: A standard Network Interface Device (NID) is provisioned as a integral part of BellSouth UNE Loop Services and is not required on the LSR request.

**Rule 3: When NIDR is populated with “Y”, the JK CODE, JK NUM and JK POS fields must also be populated, otherwise prohibited.**



Attachment  
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## JR – Jack Request

### LS Form/Screen

(TCIF9 / LSOG4 map)

#### Definition:

Indicates a request for a new jack.

#### Definition Notes:

NOTE 1: This field is used to request jacks other than a Network Interface Device (NID).

#### Valid Entries:

Entry	Description
Y	Yes
N	No

#### Valid Entry Notes:

Note 1: Y is the only valid entry in this field when the IWJQ or the IWJK field is populated.

#### Data Characteristics:

1 alpha character

#### Examples:

Y

#### Conditional Usage Notes:

None

#### Business Rules

None

Rule 1: When **JR** is populated with “Y”, the **IWJK** and **IWJQ** fields must also be populated, otherwise prohibited.

\*\*\*\*\* End of definition for JR / LS form screen \*\*\*\*\*



Attachment  
SN91085028

## **NIDR – NID Request**

### **LSNP Form/Screen**

(TCIF9 / LSOG4 map)

#### **Definition:**

Indicates a request for a new Network Interface Device (NID).

#### Definition Notes:

NOTE 1: The NID serves as a demarcation or separation point, providing a connection of premises wire to the access line. A compatible standard NID is inherent in the service configuration and is not required on the LSR request.

#### **Valid Entries:**

Entry	Description
Y	Yes
N	No

#### Valid Entry Notes:

None

#### **Data Characteristics:**

1 alpha character

#### **Examples:**

Y

#### **Conditional Usage Notes:**

None

#### **Business Rules**

Rule 1: Populating this field authorizes the NSP-Loop provider to install and bill a NID other than a standard NID.

Rule 2: A standard Network Interface Device (NID) is provisioned as a integral part of BellSouth UNE Loop Services and is not required on the LSR request.

**Rule 3: When NIDR is populated with “Y”, the JK CODE, JK NUM and JK POS fields must also be populated, otherwise prohibited.**

\*\*\*\*\* End of definition for NIDR / LSNP form screen \*\*\*\*\*



Attachment  
SN91085028

|

## JR – Jack Request

### LSNP Form/Screen

(TCIF9 / LSOG4 map)

#### Definition:

Indicates a request for a new jack.

#### Definition Notes:

NOTE 1: This field is used to request jacks other than a Network Interface Device (NID).

#### Valid Entries:

Entry	Description
Y	Yes
N	No

#### Valid Entry Notes:

Note 1: Y is the only valid entry in this field when the IWJQ or the IWJK field is populated.

#### Data Characteristics:

1 alpha character

#### Examples:

Y

#### Conditional Usage Notes:

None

#### Business Rules

None

**Rule 1: When JR is populated with “Y”, the IWJK and IWJQ fields must also be populated, otherwise prohibited.**

\*\*\*\*\* End of definition for JR / LSNP form screen \*\*\*\*\*



Attachment  
SN91085028



## **NIDR – NID Request**

### **RS Form/Screen**

(TCIF9 / LSOG4 map)

#### **Definition:**

Indicates a request for a new Network Interface Device (NID).

#### Definition Notes:

NOTE 1: The NID serves as a demarcation or separation point, providing a connection of premises wire to the access line. A compatible standard NID is inherent in the service configuration and is not required on the LSR request.

#### **Valid Entries:**

Entry	Description
Y	Yes
N	No

#### Valid Entry Notes:

None

#### **Data Characteristics:**

1 alpha character

#### **Examples:**

Y

#### **Conditional Usage Notes:**

None

#### **Business Rules**

Rule 1: Populating this field authorizes the NSP-Loop provider to install and bill a NID other than a standard NID.

Rule 2: A standard Network Interface Device (NID) is provisioned as a integral part of BellSouth UNE Loop Services and is not required on the LSR request.

**Rule 3: When NIDR is populated with “Y”, the JK CODE, JK NUM and JK POS fields must also be populated, otherwise prohibited.**

\*\*\*\*\* End of definition for NIDR / RS form screen \*\*\*\*\*



Attachment  
SN91085028

|

## **JR – Jack Request**

### **RS Form/Screen**

(TCIF9 / LSOG4 map)

#### **Definition:**

Indicates a request for a new jack.

#### Definition Notes:

NOTE 1: This field is used to request jacks other than a Network Interface Device (NID).

#### **Valid Entries:**

Entry	Description
Y	Yes
N	No

#### Valid Entry Notes:

Note 1: Y is the only valid entry in this field when the IWJQ or the IWJK field is populated and the 2nd character of the TOS is H or J.

#### **Data Characteristics:**

1 alpha character

#### **Examples:**

Y

#### **Conditional Usage Notes:**

None

#### **Business Rules**

None

**Rule 1: When JR is populated with “Y”, the IWJK and IWJQ fields must also be populated, otherwise prohibited.**

\*\*\*\*\* End of definition for JR / RS form screen \*\*\*\*\*

**CCP 0000 Attachment Listed Below****TCFI9 & ELMS6****BellSouth® Centrex®**

<b>ACT</b>	<b>SI</b>	<b>Quantity</b>	<b>Standard Interval</b>	<b>LSR</b>	<b>PM</b>
C, V		1 - 3	2 business days	2 business days	
C, V		4 - 9	3 business days	2 business days	
C, V		10 - 24	5 business days	3 business days	
C, V	SI	25+	Negotiated	Negotiated	Y
N, T		1+	Negotiated	Negotiated	Y
W		2 - 25	3 business days	2 business days	
W		26+	Negotiated	Negotiated	<b>Y</b>
<b><i>Miscellaneous line terminations/optional features</i></b>					
All		1+	Negotiated	Negotiated	Y