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**BellSouth Interconnection Services**

675 West Peachtree Street  
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**Date:** January 19, 1998  
**To:** Competitive Local Exchange Carriers (CLECs)  
**From:** Bob Siegel  
**Subject:** A New Inquiry Option to the Local Exchange Navigation System (LENS)

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A new inquiry option, "view all", is being added to the LENS on February 2, 1998, which will allow the CLEC service representative, or user, to validate an address during the initial inquiry process and retain it for use in completing all inquiry options. Similarly, if a telephone number is used for validation purposes, it can be retained and used to complete all inquiry functions.

The "view all" option in the inquiry mode will work in a manner similar to the firm order mode in that the user is navigated through each pre-ordering function in sequence. With the completion of each function, the user will have the option of continuing or canceling the inquiry.

There are two ways of beginning an inquiry with this option. The first is by providing an existing area code and telephone number; the second is by beginning with an address. The screen flows for each are as follows:

If a telephone number and area code are provided with the initial request, the user:

1. can view the Customer Service Record (CSR) for that telephone number, if authorized
2. will be presented with address validation information corresponding to that telephone number
3. can reserve telephone numbers
4. can view the features and services for the central office switch which corresponds to the telephone number entered
5. can view the installation calendar for the location that corresponds to the telephone number entered

If the inquiry process is initiated with an address, the user can:

1. validate the address
2. reserve telephone numbers for the validated address
3. view the features and services for the central office switch corresponding to the validated address
4. view the installation calendar for the validated address

The existing inquiry options remain unchanged and should be used if the CLEC wishes to perform individual inquiry functions.

If you have any questions, please contact your account team representative. Also, please advise your account team of any needed updates to our distribution list. Thank you.