Status User Guide for Local Customers

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[Acronyms](#)

Purpose

The *Status User Guide for Local Customers* provides CLECs with the following:

- An overview of the statusing process
- A list of the major applications and reports providing status information for service requests
- Descriptions of each statusing application and report
- Explanation of status codes encountered by CLECs

This guide explains the information that status codes and reports provide. Specifically, this guide outlines how CLECs can leverage status-related resources to remain apprised of the progress of service requests.

This guide does NOT cover the following:

- *Local Number Portability (LNP) service requests.* CLECs interested in the status of LNP service requests should follow their company's established tracking methods. Additionally, CLECs can also view status information in the Number Portability Administration Center (NPAC) database.

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Audience

The *Status User Guide for Local Customers* is intended for Local customers who submit service requests both electronically and manually. The information contained in the guide assists Local customers in assessing status codes and determining what, if any, action is required when receiving a particular status code.

This guide can be read in its entirety or accessed on an as-needed basis. Using this guide in conjunction with additional references provided in the guide will provide Local customers with optimal results.

Assumptions:

Users of this guide have Internet connectivity and can launch, navigate, and print:

- Adobe Acrobat Portable Document Files (PDFs)

- HTML files

Users of this guide have a working knowledge of--and access to--the following:

- [Local Exchange Navigation System (LENS)](#), Telecommunications Access Gateway (TAG), or Electronic Data Interchange (EDI)

- [BBRLO Search Tool](#)

- *[Local Exchange Ordering Implementation Guide, Volume 2](#)*

- *[CLEC Service Order Tracking System (CSOTS)](#)*
- [Performance Measurement and Analysis Platform (PMAP)](#)
- [Circuit Provisioning Status System (CPSS)](#)

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Introduction

Service requests pass through several stages prior to being provisioned. To the extent possible, status information for service requests is communicated to CLECs at each phase in the process.

When a CLEC submits a Local Service Request (LSR) via Local Exchange Navigation System (LENS), Telecommunications Access Gateway (TAG), or Electronic Data Interface (EDI), the Local Exchange Ordering (LEO) system performs "first-level" validations that verify whether the LSR has been completely populated. LEO provides the first type of status update for CLECs by communicating whether the order has not been accepted by BellSouth order processing systems. If this initial validation fails, a fatal reject error is generated and the CLEC receives notification through the interface used to submit the LSR (i.e., LENS, EDI, TAG). When LEO generates a fatal reject or edit, the CLEC should review the error message and resolve the error prior to resubmitting the LSR.

Once service requests pass through LEO error-free, the Local Exchange Service Order Generator (LESOG) performs validations that ensure the LSR adheres to specific business rules which are outlined in the *BellSouth Business Rules for Local Ordering*. When LESOG validates the LSR and identifies a conflict with established business rules, an auto clarification or a manual clarification (based on whether a service representative has handled the LSR) is sent to the CLEC. Like the fatal rejects and edits generated by LEO, receiving a clarification indicates the service request has not been accepted by the BellSouth order processing systems. Similar to fatal rejects and edits, the CLEC should review the clarification message and resolve the clarification prior to submitting a supplement to the original LSR.

Once the LSR passes through LEO and LESOG without generating errors or clarifications, a service order is generated in the Service Order Communication System (SOCS) and a Firm Order Confirmation (FOC) is generated. Receiving an FOC indicates the order is workable and is being processed by BellSouth. The FOC will include the order number(s) associated with the LSR. The Status code(s) of the service order indicate its progress. For example, a service order can be

assigned the status code "AO" to indicate that the order has begun processing. For manually submitted LSRs, a service representative manually enters LSR information into the appropriate BellSouth system that subsequently converts the information into a service order for SOCS. Once a service order is generated, status codes are generated the same way electronically submitted LSRs generate status codes. Specific status codes and their meaning are discussed in in the **Status Overview** section of this guide.

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Status Overview

Automatically Generated Status

The status of an LSR is communicated in two main ways: Automatically Generated Status (Clarifications, Errors, Completion Notices, etc.) and Searchable Status (Status Codes / Text and Jeopardies).

Receiving an error or clarification indicates that one or more sections of the Local Service Request (LSR) does not adhere to the specifications outlined in the *BellSouth Business Rules for Local Ordering*. To ensure provisioning of a service request, review the error or clarification message and consult the appropriate resources to resolve the situation.

The *Common Error and Clarification Guide for Local Customers* outlines more than 35 of the most common manual and auto clarifications. A user-friendly explanation and step-by-step resolution are provided for each clarification. When applicable, the resolution references additional resource documentation and provides hypertext links as well. The guide also includes a process overview that explains when auto and manual clarifications, as well as fatal rejects, are generated.

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Searchable Status

Status Codes and Descriptive Text are the second way to communicate the status of an LSR.

Status codes are generated by the Service Order Communication System (SOCS) to convey the progress of a service orderthrough the ordering and provisioning processes. Status codes not only provide CLECs with valuable information regarding the progress of a service request, but also provide information, when applicable, about the steps necessary to continue the processing of an order.

The following list outlines the main status codes applicable to ordering Local products and services:

- AO (Assignable Order)
    - Indicates the order is ready for facility assignment

CA (Cancelled Order)
- ❍ Indicates the order has been cancelled at the request of the CLEC

- CP (Completed Order)
  - ❍ Indicates the order has been completed and service has been delivered to the end user

- MA (Missed Appointment)
  - ❍ Indicates the assigned due date for the order has not been met

  - ❍ Associated service codes provide specific details regarding the missed appointment

  - ❍ Requires additional action by the CLEC,if CLEC-caused

  - ❍ Indicates that if BellSouth caused the missed appointment, BellSouth will initiate contact with the CLEC to rework provisioning of the order.

- PD (Pending Order)
  - ❍ Indicate that facilities have been assigned for the order and the order is pending dispatch

- PF (Pending Facilities)
  - ❍ Indicates a problem with provisioning facilities

  - ❍ May require additional action by the CLEC

    1. Consult the *Pending Facilities Report* (available from the secure [PMAP site](#)).
    B. Review the reasons for the delay and estimated date of service

- Jeopardies (Not necessarily associated with a status code)
  - ❍ May result from a PF or MA status
  - ❍ May also arise from unusual circumstances (e.g., requested cable/pair assignment for an already busy cable/pair)

To review additional information regarding service order identification numbers, service order fields, and an image of a sample service order, consult the [CLEC Service Order Tracking System (CSOTS) User Guide](#).

In addition to status codes, some reports track the status of an order with descriptive text. The documentation of status using descriptive text serves the same purpose as status codes--to keep CLECs abreast of the progress of the service request.

Status Applications

CLEC Service Order Tracking System (CSOTS)

Status is communicated to CLECs using status codes available through two applications and various status reports. The first statusing application that provides information about the progress of an LSR is the CLEC Service Order Tracking System (CSOTS). CSOTS provides service order information generated by the Service Order Communication System (SOCS). The information available in CSOTS is applicable to service requests submitted both electronically and manually. The tracking system provides CLECs with the following capabilities:

- View key portions of service orders (e.g., the ident, listing, directory, billing, and service & equipment sections)
- Determine order statuses
- Track service orders

You may search by several criteria including Purchase Order Number (PON), service order number, telephone number or due date. In addition, you may search and receive a list for a particular due date range of all service orders associated with the company code.

CSOTS is a secure system that requires a User ID and Password. To obtain access to CSOTS, contact your BellSouth Account Team representative. For user assistance and additional information, consult the CLEC Service Order Tracking System User Guide and the computer-based tutorial. The computer-based tutorial is accessed via CSOTS.

Circuit Provisioning Status System (CPSS)

The second application that provides status for LSRs is the Circuit Provisioning Status System (CPSS).

CPSS interacts with the BellSouth Work Forces Administration (WFA) systems to maintain circuit provisioning statuses in the CPSS database. Once a service request is processed, a service order is entered into BellSouth's back-end Service Order Confirmation System (SOCS). CPSS interfaces with SOCS to provide customers with provisioning status of serial circuits (DS0, DS1, and DS3). Status is updated in CPSS every 90 minutes, 24 hours a day, 7 days a week. CPSS uses the same status code as SOCS.

CPSS users may choose to be notified automatically by e-mail when provisioning is complete for a particular circuit. CPSS provides Facility-Based CLECs the ability to perform the following tasks:

- View the statuses of serial design circuit provisioning orders (serial circuits DS0, DS1, and DS3)

- View lists of completed circuit orders

- Add remarks to ordered and completed circuits; the remarks will then be relayed to BellSouth system circuit installers.

Circuit Provisioning Status System - Trouble Administration (CPSS-TA)

BellSouth's wholesale customers can report circuit trouble (serial format, carrier format, telephone format, message/trunk format circuits) by logging a maintenance trouble ticket in BellSouth's internet-based Electronic Commerce Circuit Provisioning Status System - Trouble Administration (CPSS-TA). Customers can also check the status of the trouble ticket by the circuit ID. In addition to logging and tracking the status of trouble tickets, customers can also use CPSS-TA to do the following:

- Update a report

- Authorize repair activities

- Request cancellation

- Authorize close out of a trouble ticket, perform auto tests

- Communicate directly with BellSouth's service technicians via CPSS-TA's log notes

CPSS-TA provides wholesale customers with the same information and abilities available to BellSouth's technicians. CPSS-TA allows customers direct, real-time access to detailed information and offers a more efficient, hands-on approach for reporting, tracking, and testing circuit maintenance and trouble tickets.

CPSS and CPSS-TA are secure systems that require a User ID and Password. CLECs can obtain login information from their BellSouth Account Team representatives. For user assistance and additional information, consult the Circuit Provisioning Status System User Guide.

NOTES:

- Your CLEC will only be able to view status information for your end users and not another CLEC's end users. Likewise, other CLECs will not be able to view order information associated with your CLEC.

- Provisioning status for Plain Old Telephone Service (POTS) circuits is not available via CPSS.

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Status Reports

Reports Overview

Status reports are accessed through the [Performance Measurement and Analysis Platform (PMAP)](#). PMAP is a repository of crucial information that provides Bellsouth's CLEC customers with PMAP reports, Parity Analysis and Remedy Information (PARIS) reports, and CLEC Operations reports. The CLEC Operations reports are most applicable to CLECs attempting to identify the status of particular service requests.

To access the CLEC Operations reports:

1.
   Navigate to the [PMAP home page.](#)
2.
   Click **Login** on the top, center portion of the home page.
3.
   Type the User Name and Password for your CLEC.
   - If you do not have a User Name and Password, select the **Request a Password** hypertext link on the Login Page. A form requesting pertinent information about you and your CLEC is displayed. Complete the form by typing directly on the form. If desired, the form also can be printed and completed manually. After completing the form using either method, print and fax the form to your Account Executive.
4.
   From the hypertext links on the right side of the page, click **CLEC Operations Reports**.

NOTE: The information contained within the **CLEC Operations Reports** page contains data applicable only to your CLEC. Thus, your CLEC cannot view order information for another CLEC; likewise, other CLECs will not be able to view Operations Reports associated with your customers or requests.

The following reports are accessible from the CLEC Operations Reports home page:

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Pending Facilities Report

The PF Report provides CLECs with a list of current orders in PF status. Service order information can be viewed by RESH (Reseller Sharer)/company codes groupings. The PF Report contains the following information for each order currently in PF status:

- OCN (Company Code)
- PON (Purchase Order Number)
- Tele Num (Telephone Number)
-

Order (Order Number)

- Due Date

- ClsOfSvc (Class of Service)

- FAC (Facility Assignment)

- CurrAnswer (Current Answer)

- ECD (Estimate Completion Date)

- ESD (Estimated Service Date)

To access the *PF Report*:

1.
   Navigate to the [PMAP home page](#).
2.
   Click **Login** on the top, center portion of the home page.
3.
   Type the User Name and Password for your CLEC.
   - If you do not have a User Name and Password, select the **Request a Password** hypertext link on the Login Page. A form requesting pertinent information about you and your CLEC is displayed. Complete the form by typing directly on the form. If desired, the form also can be printed and completed manually. After completing the form using either method, print and fax the form to your Account Executive.
4.
   From the hypertext links on the right side of the page, click **CLEC Operations Reports**.
5.
   Click **PF Report**.
6.
   From the drop-down menu, select the desired OCN.

NOTE: If the service order has been in PF status for more than five business days and the report still does not reflect a Curr Answer, ECD and ESD, the CLEC should contact the LCSC.

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Manual Firm Order Confirmation (FOC) Order Tracking Report

The *Manual FOC Order Tracking Report* allows CLECs to view a "live" update of FOC messages generated for manually submitted LSRs. The FOC number identifies the number of FOCs transmitted to the CLEC. The FOC numbers are provided in the sequence that they are generated. The report contains an archive of FOCs for the previous 30 days. The FOC information can be accessed by selecting a date and an OCN (Company Code). Every FOC entry will contain the following information:

- PON (Purchase Order Number)

-

- OCN (Company Code)

- FOC Number

- FOC Last Posted (Date/Time Information)

- Additional detailed FOC information is available for each PON by clicking on the corresponding link

To access the *Manual FOC Order Tracking Report*:

1. Navigate to the [PMAP home page](#).

2. Click **Login** on the top, center portion of the home page.

3. Type the User Name and Password for your CLEC.
   - If you do not have a User Name and Password, select the **Request a Password** hypertext link on the Login Page. A form requesting pertinent information about you and your CLEC is displayed. Complete the form by typing directly on the form. If desired, the form also can be printed and completed manually. After completing the form using either method, print and fax the form to your Account Executive.

4. From the hypertext links on the right side of the page, click **CLEC Operations Reports**.

5. Select **Manual FOC Order Tracking**.

6. In the first text box titled **FOCs Since Date**, enter the desired date.

7. From the drop-down menu, select the desired OCN.

8. From the list of PONs, select the desired PON to view detailed information regarding the FOC.

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Consolidated Purchase Order Number (PON) Status Report

The Consolidated PON Status Report Search Tool is an enhanced version of the existing Electronic, Manual, and XDSL PON Status Reports. This consolidated report allows the CLEC to search and view the status of outstanding and recently delivered PONs. To review the status of a particular PON, enter the PON in the search box. The original Electronic, Manual, and XDSL PON Status Reports are also available individually under the Consolidated PON Status Report section of the CLEC Operations Reports home page.

The following PON Status Reports provide a list of all PONs received by the particular method within the previous ten days:

- Electronic PON Status Report-Contains a list of PONs for electronically submitted LSRs.

- Manual PON Status Report-Contains a list of PONs for manually submitted LSRs

- XDSL PON Status Report-Contains a list of PONs associated with DSL requests

The PON Status Tool only returns one PON, which corresponds to the query entered in the search box, while the other individual reports lists all PONs associated with the provided company code.

To access the Consolidated PON Status Report Tool:

1. Navigate to the [PMAP home page](#).

2. Click **Login** on the top, center portion of the home page.

3. Type the User Name and Password for your CLEC.
   - If you do not have a User Name and Password, select the **Request a Password** hypertext link on the Login Page. A form requesting pertinent information about you and your CLEC is displayed. Complete the form by typing directly on the form. If desired, the form also can be printed and completed manually. After completing the form using either method, print and fax the form to your Account Executive.

4. From the hypertext links on the right side of the page, click **CLEC Operations Reports**.

5. Select **Consolidated PON Status Report**.

6. From the list of available *PON Status Reports*, click **PON Search Tool**.

7. In the text box, enter the desired PON. The PON field is case sensitive.

8. Click **Search**.

To access the Electronic, Manual, and XDSL *PON Status Reports*:

1. Navigate to the [PMAP home page](#).

2. Click **Login** on the top, center portion of the home page.

3. Type the User Name and Password for your CLEC.
   - If you do not have a User Name and Password, select the **Request a Password** hypertext link on the Login Page. A form requesting pertinent information about you and your CLEC is displayed. Complete the form by typing directly on the form. If desired, the form also can be printed and completed manually. After completing the form using either method, print and fax the form to your Account Executive.

4. From the hypertext links on the right side of the page, click **CLEC Operations Reports**.

5. Select **Consolidated PON Status Report**.

6. From the list of available *PON Status Reports*, click the desired report (*Electronic PON Status Report, Manual PON Status Report*, and *XDSL PON Status Report*).

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Loss Notification Report

The Loss Notification Report is a daily report that lists the disconnects (D orders) or partial disconnects (C orders) that have completed the ordering and billing process. These losses could be the result of an end-user changing providers or due to a disconnect submitted by the current CLEC and therefore do not necessarily indicate that the CLEC needs to stop billing their end-user. The information in this report is available on the site for seven calendar days. To view information about disconnected accounts, the CLEC should choose the desired OCN(s) (Company Code). Each result will contain the following information:

- Telephone Number

- Name of the Affected Party

- Completion Date

To access the *Loss Notification Report*:

1. Navigate to the [PMAP home page](#).

2. Click **Login** on the top, center portion of the home page.

3. Type the User Name and Password for your CLEC.
    - If you do not have a User Name and Password, select the **Request a Password** hypertext link on the Login Page. A form requesting pertinent information about you and your CLEC is displayed. Complete the form by typing directly on the form. If desired, the form also can be printed and completed manually. After completing the form using either method, print and fax the form to your Account Executive.

4. From the hypertext links on the right side of the page, click **CLEC Operations Reports**.

5. Select **Loss Notification Report.**

6. From the drop-down menu, select the desired OCN.

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Summary of Status Applications and Reports

Quick Reference

The following table describes when each status report or application is applicable:

Status Report or Application	Use When You Want To:
Consolidated PON (Purchase Order Number) Status Report	• Track the progress of the LSR as it progresses through BellSouth systems. The Consolidated PON Status Report indicates status as follows: ○ Receipt to BellSouth Systems • Reject • Clarification • Cancelled • Firm Order Confirmation (FOC) • Service Order Number • • Completion Notice • View a list of all LSRs, by company code, with pending activity that has been received by BellSouth systems. • Track the status of the PON as it becomes a BellSouth order when you have not yet received an FOC.
CLEC Service Order Tracking System (CSOTS)	• Track to the progress of a PON that has an assigned service order number(s). • Know the service order status and/or would like to view service order content which may include information from the Ident, Listing, Directory, Billing, and Services and Equipment (S&E) sub-sections. • View a listing of all service order activity over a specified time range.

Manual Firm Order Confirmation (FOC) Order Tracking	- Confirm that your manually submitted PON has been generated into a workable order. - Identify service due dates for manually submitted PONs.
Loss Notification Report	View all disconnect activity associated with your end-users. If you notice a disconnect that your carrier did not initiate, it is possible that the end user has converted to another carrier.
Circuit Provisioning Status System (CPSS)	View the statuses of serial design circuit provisioning orders (serial circuits DS0, DS1, and DS3).
Pending Facility (PF) Report	Identify orders that are delayed due to facility issues.

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Conclusion

For additional information about a service request's status or about the statusing process, consult the following resources:

Common Error and Clarification Guide for Local Customers
CLEC Service Order Tracking System (CSOTS) User Guide
Circuit Provisioning Status System (CPSS) User Guide
Performance Measurement and Analysis Platform (PMAP) site

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Acronyms

ACRONYMS	FULL NAME
BBRLO	*BellSouth Business Rules for Local Ordering*
BST	BellSouth Telecommunications
CLEC	Competitive Local Exchange Carrier
CPSS	Circuit Provisioning Status System

CPSS-TA	Circuit Provisioning Status System - Trouble Administration
CSOTS	CLEC Service Order Tracking System
ECD	Estimated Completion Date
EDI	Electronic Date Interchange
ESD	Estimated Service Delivery
FID	Field Identifier
FOC	Firm Order Confirmation
LEO	Local Exchange Ordering (System)
LESOG	Local Exchange Service Order Generator
LNP	Local Number Portability
LSR	Local Service Request
NPAC	Number Portability Administration Center
OCN	Company Number
PARIS Reports	Parity Analysis and Remedy Information
PF Report	Pending Facilities Report
PMAP	Performance Measurement and Analysis Platform
PON	Purchase Order Number
RESH	Reseller Sharer
SOCS	Service Order Communication System
TAG	Telecommunications Access Gateway
USOC	Uniform Service Order Code
WFA	Work Force Administration

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Revision History

Date	Version	Section	Description
2002-08-23	1	All	Initial Development
2002-11-01	2	ALL	Updated hypertext links

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Last Updated: 2002-11-01