last updated: 12/08/03

SW UNE Enhanced Service Order Charges (ESOC)

	Situation	Applicable to Specific Products Only	Will Charge be Applied?		Will Charge be Left on Order or put on Cancel Order?	
			Yes	No	Yes	No
	Expedite:					
	*EXP must = Y on ASR/LSR if less than standard due date					
1	Expedite=Y to force to manual at the request of SBC (supporting remarks are required)			X		
2	Requested, but not granted			X		
3	Granted from original LSR/ASR submitted request. (Do **not** charge DDC also)		X		X	
4	Granted from supplemental request (Do **not** charge DDC also)		X		X	
5	Granted as a result of escalation (Do **not** charge DD also)		X		X	
6	Previously expedited order was later canceled.				X	
7	Customer requests due date change on a previously expedited order				X	
8	Telco grants CLEC expedite request as a result of a CNR/Jeop		X			
9	Telco grants CLEC expedite request as a result of a CNR/Jeop that SBC issued in error.			X		X
10	No Field Work: LSR Submitted prior to 3:00pm, same day DD	UNE-P		X		X
11	No Field Work: LSR Submitted after 3:00, next day DD	UNE-P		X		X
12	No Field Work: LSR submitted after 3:00, CLEC wants exp to same DD & we grant	UNE-P	X		X	
13	CFA Expedite granted on LineSharing and Line Sharing Broadband	HFPL and HFPSL		X		X
14	CFA Expedite granted on IDSL and xDSL PSD loops	IDSL and xDSL PSD Loops	X		X	

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15	Expedite requested because of 1 of the following fatal error due to incorrect information in SWITCH. LSR must have EXP=Y and RMKS with error reason for exp request:	HFPL		X		X
	IF edits received on 6.0 or 6.01 for CFA on REQTYP A, LS form	xDSL		X		X
	IF0056 LS-CFA invalid, channel occupied	xDSL		X		X
	IF0129 LS-CFA not found	xDSL		X		X
	IF edits received on 6.0 or 6.01 for CCEA on REQTYP A, LS form	xDSL		X		X
	IF0126 LS-CCEA invalid, channel occupied	HFPL		X		X
	IF0127 LS-CCEA not found	HFPL		X		X
	IF edits received on 6.0 or 6.01 for CTI on REQTYP A, LS form	HFPL		X		X
	IF0053 LS-CTI X invalid, channel occupied.	HFPL		X		X
	IF0137 LS-CTI X not found	HFPL		X		X
	IF edits received on 6.01 for VCI/VPI on REQTYP A, LS form	HFPSL		X		X
	IF0197 LSR - CC invalid for VCI/VPI	HFPSL		X		X
	IF1060 LS - VCI/VPI is occupied on <value>	HFPSL		X		X
	IF1061 LS - VCI/VPI is not found	HFPSL		X		X
16	CLEC requests "less than standard" due date as a result of SBC error			X		X
	Due Date Change (DDC) Request					
17	When rep changes DD on order to granted expedited date			X		
18	Customer sends Due Date Change request before initial FOC returned			X		

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			Yes	No	Yes	No
19	FOC notice returned with a DD different from Desired DD on LSR/ASR			X		
20	Before the DD on the most recent FOC arrives, the customer sends in a due date change request to another date		X			
21	Customer supplies new due date as a response to CNR/Jeop (CLEC is not required to supp for Telco jeoparies, unless Access/Vendor is needed.)		X		X	
22	An order with 1 or more Due Date Change Requests is *Cancelled* (either at customer request or via 30-day). The USOC for Due Date Change and Cancel are the same. Add to USOC qnty for cancel.		X		X	
23	Rep negotiates for CLEC to SUP after LSC rejected in error			X		
24	CLEC has to change DD as a result of an SBC Jeop			X		
25	Original order requested conditioning, but good pair found	xdsl loop		X		
26	CLEC must change DD as a result of an SBC caused delay or error			X		
	Customer Not Ready					
27	Telco jeops order because CLEC ordered feature not available. SBC failed to error order prior to order distribution			X		X
28	Telco jeop's order back to CLEC to get conditioning approval.			X		X
29	Telco jeop's order back to CLEC to get additional TN and/or directions for Tech in addition to normal access information			X		X
30	Telco cannot gain access from information provided on order. Information incorrect or designated access not available.		X		X	

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			Yes	No	Yes	No
31	Customer or customer location/equipment is not ready for service		X		X	
32	CLEC provided **incomplete** provisioning information. i.e. failed to provide suite		X		X	
33	CLEC provided **inaccurate** provisioning information. i.e. wrong suite		X		X	
34	Jeop issued for Telco CF			X		X
35	Jeop issued for any Telco reason/cause			X		X
36	Order with previous CNR is cancelled				X	
37	Order with previous CNR receives CNR again.		X		X	
	Cancel					
38	Order with 1 or more Due Date Change Requests is Cancelled (either at customer request or via 30-day). *The USOC for Due Date Change and Cancel are the same .* Add to the USOC qnty for cancel activity.		X		X	
39	PON with no other ESOC activity (Due Date Change, expedite, etc.) is canceled		X			
40	PON with other previously charged ESOC's is canceled. Bill all other ESOC's and Cancel.		X		X	
41	Cancel received as a response to jeop for conditioning	xDSL and HFPL		X		
42	*Do not charge "new connect", "change", "disconnect", "suspend", "restore", or "record" on a canceled PON.*					

*Note: Enhanced Service Order Charges will not be applied for a specific instance if enhanced activity (Expedite, Customer Not Ready, Due Date Change or Cancel) is requested or required due to a SBC acknowledged error and supporting LSR remarks, if appropriate.