Local Wholesale Complete™ (LWC™) Ordering Guide

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Document Revision History

Date	Revision
3-18-06	Added Due Date Board references to Due Date Section
7-15-06	Added ACT D, LNA D as acceptable LSR entry for Partial Disconnects. Added reference to Standard Due Date website. Added Commercial Coin section Branding changes
8-3-06	Added IDDD Blocking Information
12-5-06	Page 12 – removed "Cannot have more than 16 lines in a series completion hunt group in a 5ESS switch" and replaced with: "Cannot have more than 5 lines in a series completion hunt group.
6-17-07	Added Note under "Partial Disconnects," specifying that partial disconnects are permitted for lines in suspend status (ZRUS); SEV 2 defect resolution DR # 92487, implemented in the June 17, 2007 OSS Release. Added Partial Disconnect information under "Suspend/Deny Service" section
7-3-07	Branding changes to embedded URLs
10-16-07	Corrected "LSR Activity (ACT) Types for LWC™ Requests", ACT & LNA entries for ACT C & ACT D
5-5-08	Updated NID Move section
7-11-08	Updated several embedded links Added "Grandfather" Reference to Remote Access to Call Forwarding Added Feature descriptions to Call Forwarding Variable, Busy Line Transfer, and Alternate Answering Revised email address for CLEC initiated corrections to CSIs/CSRs Changed document to pdf format
8-16-08	Added link to Blocking document & IL COs that permit 900 Call Blocking only in "Toll Restriction & Blocking"
1-22-09	Added Commercial Inside Wire Maintenance Plan section
1-25-11	Added AT&T Facilities Check Website information

Pre-Ordering

For pre-ordering information and Job Aids, refer to the Pre-Order documentation in the CLEC Online Main Menu and in the LSPOR Enhanced Verigate User Guide in User Guides & Tech Pubs >> Pre-Ordering.

AT&T Facilities Check Website

The [AT&T Facilities Check](#) website is a planning tool that can be used to assist in determining whether a street address is within 500 feet of a fiber path owned by one of the AT&T incumbent local exchange companies. However, all information must be verified through normal ordering and pre-ordering processes.

Ordering

Prior to submitting an LSR for Local Wholesale Complete™ (LWC™), the CLEC must:

- Ensure Commercial Agreement has been finalized
- Establish/Convert BAN for LWC™

Availability

Local Wholesale Complete™ (LWC™) is available in all Central Offices within the AT&T Midwest Region, where related bundled service is also available and limited to POTS service. The loop portion is a non-designed Analog 8db service.

Types of Orders

The following are types of Orders applicable to LWC™:

- New Connect (ACT N)
- Conversion/Migration (ACT V)
- Changes (ACT C)
- Disconnect (ACT D)
- Outside Moves (ACT T)
- Record Orders (ACT R)
- Suspend (ACT S)
- Restore (ACT B)

LSR Forms for LWC™ Requests

The following Local Service Request (LSR) Forms are needed to submit a request for an LWC™ product:

- Local Service Request (LSR)
- End User Form (EU)
- PORT Form (PS)

An LSR can be submitted manually, or issued mechanically through LEX or EDI.

Information on the fields and requirements for LSRs are provided in detail in the Local Service Ordering Requirements (LSOR) documentation in the Ordering/Tech Pubs section.

LSR Activity (ACT) Types for LWC™ Requests

The following Activity (ACT) Types are applicable to submitting a request for an LWC™ product:

LSR Activity ACT	LSR Line Activity LNA	Description
N	N	New
V	V	Migration/Conversion/Reconfiguration/ Assume with Change
D	D (on Product Form)	Disconnect at TN level
C	N	New
C	D (on Product Form)	Disconnect at TN level
C	C	Change
R	-	Add/Change/Delete Listings (Refer to Directory Listings DL form)
S	C	Suspend
B	C	Restore
T	N, T	Outside Moves

- **"N" = New Installation**
  ACT of "N" indicates that this is for new LWC™ service.

- **"V" = Conversion of Service to New CLEC**
  ACT of "V" converts an existing service to LWC™, and/or from one Local Service Provider to another.

- **"D" = Disconnect**
  ACT of "D" or ACT "C," LNA "D" disconnects the TN at the line level.

- **"C" = Change or Modification to an Existing Service**
  ACT of "C" is to make changes or modifications to the CLEC account. A partial list of changes is to add or remove features, disconnect lines, change PIC, or change the telephone number.

- **"R" = Record Activity**
  ACT of "R" indicates a request for administrative changes, e.g. change to a listing name; refer to Directory Listing (DL) form.

- **"S" = Suspend & "B" = Restore Activity**
  ACT of "S" requests an LWC™ dial tone be temporarily suspended to incoming calls, outgoing calls, or both.

- **"T" = Outside Move**
  ACT of "T" moves an existing LWC™ customer from one address to another address. It cannot be done at the same time as a conversion to LWC™. The Conversion must be done first.

LSR Entries Unique to LWC™ Requests

The following are unique entries identifying LWC™ LSR requests on the LSR and Port (PS) Forms:

LSR FORM	FIELD	FIELD ENTRY	DESCRIPTION
LSR	SPEC	REB1SF	Service Product & Enhancement Code - Rebundled Network Components - Local Switching, Tandem Switching & Interoffice Transport Shared Company-Flat
	NC	SPSL	Network Channel Code – 8db/Basic Loop
	NCI	02LS2	Network Channel Interface Code
Port (PS)	Feature Code	U5RBX	Local Wholesale Complete – Measured Line - Business
	Feature Code	U5RRX	Local Wholesale Complete – Measured Line - Residential
	Feature Detail	/LRS NA	Local Routing Service

Note: Placement of /LRS (Local Routing Service) is associated with the U5R+X feature, and a new NC value of SPSL has been established.

Refer to the Port Page in the LSOR for specific conditions governing the use of Line and Feature Activity Codes.

Limitations to Local Wholesale Complete™ (LWC™) Ordering

The following are not available with LWC™:

- AT&T Calling Card
- Call Discount Plans
- Optional Calling Plans
- AT&T Voice Mail
- Off Premise Extensions (DPA)
- Remote Call Forwarding

- Remote Access to Call Forwarding (Grandfathered)
- Bill Under
- CPE
- Scan Alert
- Inside Wire Maintenance/Linebacker service
- 800 service
- Foreign Exchange (FX)
- ULTS (handled by CLEC for their End User)
- Handicapped services (handled by CLEC for their End User)
- Multi-wire Center requests
- Charter Number

LWC™ Requests for Access to Line Information Database (LIDB)

LIDB (Line Information Database) is a transaction-oriented database system that provides a centralized location for data storage and administration. LIDB provides validation of alternate billing requests, screening of originating lines for operator services, name for Caller ID, and other information used to support various retail offerings.

To establish LIDB, refer to the main Handbook LIDB section in Products & Services/LIDB (Line Information Database).

Regrades of Service

A Regrade of Service is a basic change from one class or type of service to another. This includes changes in class of service from residence to business or business to residence. It also includes changes in type of service, from Retail Complex to LWC™.

Regrades in Class of Service

Business to Residence

Option 1
- End User contacts Retail Service Center to request conversion to Retail Residence
- CLEC submits LSR with ACT V for Conversion/Migration/Reconfiguration from Retail Residence to LWC™ Residence service

 Option 2
- Submit one LSR (ACT V) – Convert Retail Business to LWC™ Business service
- Submit second LSR changing LWC™ Business service to LWC™ Residence service (ACT C)
- Telephone Number change is required (LSR must have TNS and OTN fields populated)
- Submit one LSR (ACT D)
- Submit second LSR (ACT N)
- Relate the LSRs (RPON'd)
- Two DL pages:
  - DL # 1: LACT=O, TOA=B or BP, LTN=OTN
  - DL # 2: LACT=I, TOA=R or RP, LTN=TNS (TNS is new Residence telephone number, OTN is old Business telephone number)

Residence to Business

Regrades Using ACT C, T, and V

Residence to Business Regrades – ACT C
- Submit one LSR (ACT C)
- TOS is the 'change to' class of service (e.g. 18--)
- One Product page - LNA = C and an FA of C with the new Class of service U5RBX in the FEATURE field
- Two DL pages:
    - DL#1-LACT = O, TOA=R or RP; LTN=TNS (no TN change required)
    - DL#2-LACT=I; TOA=B or BP; LTN=TNS (no OTN entry)

Residence to Business Regrades – ACT T
- Submit one LSR (ACT T)
- TOS is the 'change to' class of service (e.g. 18--)
- TNS and OTN fields must be populated (TN must change)
- DL page (for new class of service): LACT =N

Residence to Business Regrades – ACT V
- Regrade using ACT V is not available; see Option 2 Business to Residence regrades above

Conversion/Migration/Reconfiguration/Assume Requests

Conversion/Migration/Reconfiguration/Assume are terms used to describe situations where CLECs wish to change their End User's accounts from one of the following:

- Resale or Retail POTS to LWC™
- LWC™ to LWC™ (like to like service, e.g. Retail/Resale POTS to LWC™)

Migrations are permissible under the following scenarios:

- Between same or different CLECs
- From one "like" product line to another (e.g. Resale/Retail POTS to LWC™, and LWC™ to LWC™ different CLECs)
- Retail/Resale to LWC™

A migration may be complete (all services retained by the new CLEC), or partial (a portion of an End User's service are changed to the new CLEC and the remaining lines retained with the original Local Service Provider).

Note: A change in telephone number (i.e. Aux to Main/Main to Aux is not permissible on a Migration request. If a swap between telephone numbers is necessary, a second request must be sent.

Refer to the following LSR Example: "MW - Change Directory Listing via AUX to Main and Main to Aux", located in the LSR Examples Search Tool/latest LSOR Version/any Midwest State/Commercial Agreement/Local Wholesale Complete™ (https://clec.att.com/clec/hb/lsrex/).

Conversions/Migrations with Change (Assume as Specified) — ACT V

Conversions/Migrations with Change (ACT V), relates to only the services specified on the LSR that will be assumed by the CLEC. All features and characteristics of the existing service not "specified" on the Conversion/Migration LSR will not be converted.

The following provides situations where CLECs can/cannot change End User's services associated with an ACT V Conversion/Migration with Change LSR:

CLECs May Change:	CLECs May Not Change:
Listings	Service Address
End User Name	Telephone Number
Feature and Feature Characteristics	Perform Suspend and Restore
Final Residence Bill Address	From Business to Residence (regrade)
Existing Lines (disconnect)	Between Service Types
PIC/LPIC	From Voice Mail to LWC™ POTS (migrate)
Additional Lines (add)	

Conversion/Migration Limitations

The following scenarios identify when an LSR request is **not** considered a Conversion/Migration:

Scenario	REQTYP	ACT	LSR Process
Loop to LWC™	MB (LWC™) A (Loop)	N (LWC™) D (Loop)	- Two LSRs (N & D) - RPON used to reuse facility
Loop with LNP to LWC™	MB (LWC™) Note: B (Loop with LNP) not allowed	N (LWC™) D (Loop)	- Two LSRs (N & D) - Must indicate TN to be ported - LSC will forward LSR to "losing" CLEC. "Winning" CLEC must ensure an FOC is sent by "losing" CLEC in order for LSC to process request. - RPON used to reuse facility
LNP to LWC™	MB (LWC™) Note: C (LNP) Not allowed	N (LWC™)	- One LSR (N) - Must indicate TN to be ported - LSC will forward LSR to "losing" CLEC. "Winning" CLEC must ensure an FOC is sent by "losing" CLEC in order for LSC to process request. - RPON used to reuse facility
Complex Retail/Resale to LWC™	MB (LWC™)	N (POTS) D (Complex)	- Two LSRs (N & D) - RPON used to reuse facility **Note:** CLECs can negotiate this type of Migration via a single LSR with a signed Memo Of Understanding (MOU)

LSR Entries for LWC™ Conversion/Migration LSRs

The following Forms are required for Conversion/Migration requests:

- LSR Administrative
- End User (EU)
- Port (PS)
- Directory Listing (DL) (if listing is changing)

The following are LSR entries required for LWC™ Conversion/Migration requests:

LSR page:
- ACT = V
- AGAUTH must be "Y"
- SPEC = REB1SF
- NC = SPSL
- NCI = 02LS2

End User page:
The Listing Treatment (ELT) field must be populated to address disposition of the Directory Listing:

- A = Retain End User Listing "as is"
- C = Change End User Listing

Port page:
- FA = V (migration of Features)
- FA = N (adding new Features)
- FEATURE = U5RBX (Business LWC™), or U5RRX (Residence LWC™)
- FEATURE DETAIL = /LRS NA

Partial Reconfiguration

Partial Reconfiguration occurs when some of the existing lines belonging to an End User is migrated to a new CLEC, and the remaining lines stay with the original provider.

In these situations, the LSC will "restructure" the account which may affect the Billing Telephone Number, listing, and hunting (if applicable).

Hunting

Local Wholesale Complete ™ (LWC™) Hunting is ordered with the Service and Product Enhancement Code (SPEC) of REB1SF on the LSR page.

The following Hunting arrangements are available with LWC™:

- Series Completion
- Multi-line Hunt

Refer to Ordering/General Ordering UNE/Hunting in the main CLEC Handbook for Hunting product information, and to the LSOR Hunt Group Identification Form in Volume III.

Hunting Limitations

Hunting is not available between:

- Different central offices or switches
- Different classes of service
- Alternate Answer in an HML in a DMS-100 switch
- Hunting cannot be split between 2 different billing responsibilities (Resale and LSP), or different providers (Retail and LSP)
- Multi-Line Hunting (HML) is not available in DMS-10 offices
- Call Waiting is not allowed on the last line in a hunt group in DMS-100 and DMS-10 COs
- Cannot have more than 5 lines in a series completion hunt group
- Hunting is incompatible with Multi-Ring Service and Intercom Calling
- Circle Hunting is incompatible with Call Forward Busy Line (CFBL)
- Cannot have last line of hunt group with CFBL and Circle Hunt
- Hunting may not be available to customers with overlapping (DUAL) service
- The same telephone number cannot be established in multiple hunting groups
- Cannot migrate non TN associated Terminal Numbers (TERs) that are in a multi-line hunt group

The following state-specific limitations apply:

State	Limitations
Illinois	Multi-Line Non-Hunt Group (MLG) is only available in 1ESS CO DMS & EWSD: Preferential Hunting is not allowed. Call Forwarding Busy must be used.
Indiana	Shared Hunting is not available
Michigan	ACBS (Ameritech Custom Business Service-Multi-Line) and non-ACBS lines may **not** be combined in the same Multi-Line Hunt group Non-Hunt Numbers (NHN-Multi-Line Non Hunt) not allowed in DMS 100 offices
Wisconsin	ACBS (Multi-Line) and non-ACBS lines may not be combined in the same Multi-Line Hunt group Non Hunt Numbers (NHN-Multi-Line Non-Hunt) not allowed in DMS 100 offices

Hunting Feature Interactions

Alternate Answer (Call Forward Don't Answer)

- Alternate Answer should be installed on the last line of the hunt group.
- In a multi-line hunt group, Alternate Answer can be assigned to each individual TER.
- In a DMS-100 switch, individual line must be called for Alternate Answer to work.

Automatic Call Back

- ACB will hold the last call to each specific hunt line in memory.
- Works with series and Multi-Line Hunt.
- Must have feature on each hunt line to work.

Busy Line Verification

- In a Multi-Line Hunt group, the entire group must be busy before the call will forward.
- Busy Line Transfer can only forward to one number per hunt group.
- Circle Hunting is incompatible with Busy Line Transfer; cannot have last line of hunt group with Call Forward Busy and also Circle Hunting.
- Busy Line Transfer is not available with Multi-Line Hunt groups in a DMS-100 switch.

Call Forwarding Variable

- Provided on a group basis in a multi-line hunt group.

Call Waiting

- Call Waiting must be established in the last line of the hunt group, (not allowed on last line in a DMS10 or DMS-10 switches).
- In a 1 ESS switch, Series Completion Hunt overrides Call Waiting. When Hunting is activated, Call Waiting is deactivated.

Caller ID

If:	Then:
Caller ID is purchased on only the first line of a hunt group,	The call will not display when the call hunts to another line. The customer would have to purchase Caller ID and a separate display unit for each line in the hunt group.
Customer has a Circular Hunt arrangement and the call hunts back to the first line.	The Caller ID number will be displayed on that line.

Overlapping Dual Service

- Cannot have hunting at "T" & "F" location simultaneously on different facility types (i.e. fiber/copper and vice-versa).

Repeat Dialing

- Repeat Dialing will hold the last call to each specific hunt line in memory
- Works with Series and Multi-line hunting
- Must have on each hunt line to work

Speed Calling

- On a Multi-line Hunt Group, one common list per group is allowed

LSR Entries for Various Hunting Scenarios

The following represents *sample* LSOR valid values when submitting requests for LWC™ with Hunting:

Scenario 1, ACT N: Request for New Regular Series Completion Hunting

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	**Notes**
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**N**	When ACT is N the only valid entry is "N"
HID	Hunting ID	**-**	**Prohibited** when the HNTYP is equal to 2, 3 or 12 and HA = N
TLI	Terminal Line Identifier Type	**-**	**Prohibited** when the HNTYP is equal to 2, 3 or 12
HNTYP		**2**	2 = Regular Series Completion 3 = Circular Regular
Hunt Detail Section			
HLA	Line Hunt Group Activity	**N**	When HA is N only valid entry is N
HTSEQ	Hunt Sequence	**1-4**	
HTN	Hunt Telephone Number	**5552351234-1237**	

Note: Shared Hunting requires an RPON with a matching Hunting section. Additional Hunt Groups (i.e. B, C, or D requires additional Hunting Forms).

Scenario 2, ACT V: Conversion/Migration with Change - Series Completion Hunting

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	**Notes**
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**N**	**N** (Converting from Resale to LWC or vice-versa) When ACT is V, valid entry = N **Required** when HA = N or C, otherwise Prohibited
HID	Hunting ID	**-**	If HA = N, then HID is **Prohibited**
TLI	Terminal Line Identifier Type	**-**	**Prohibited** when the HNTYP is equal to 2, 3 or 12
HNTYP		**2**	Required when HA = N or C, otherwise Prohibited. 2 = Regular Series Completion 3 = Circular Regular
Hunt Detail Section			
HLA	Line Hunt Group Activity	**N**	When HA is N only valid entry is N
HTSEQ	Hunt Sequence	**1-4**	Can also be populated individually
HTN	Hunt Telephone Number	**5552351234-1237**	Can also be populated one TN at a time

Scenario 3, ACT C: Adding a Working Line to an Existing Series Completion Hunt Group

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**C**	**N** (add a second Hunt Group) **C** = Change **D** = remove entire Hunt group
HID	Hunting ID	**A**	If **HA** is: **C** or **D** = Same as value on existing CSR **N** = HID is Prohibited
TLI	Terminal Line Identifier Type	**-**	**Prohibited** when the HNTYP is equal to 2, 3, or 12
HNTYP		**2**	Required when HA = N or C, otherwise Prohibited. For Circular Hunting, the only change would be the HNTYP ("3" instead of "2"). 3 = Circular Regular
Hunt Detail Section			
HLA	Line Hunt Group Activity	**E**	When **HA** is: N, then HLA = N C, then HLA = N or E
HTSEQ	Hunt Sequence	**1-4**	Can also populate individually
HTN	Hunt Telephone Number	**5552351234-1237**	Can also populate one TN at a time
HLA	Line Hunt Group Activity	**N**	
HTSEQ	Hunt Sequence	**5**	
HTN	Hunt Telephone Number	**5552351238**	

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**C**	
TNS	Telephone Number	**5552351234**	

Note: The only TN that needs to be populated in the Hunt Detail Section is the one that is being added. If that is the only TN listed, it will be added to the end of the hunt group. If the line is to be added somewhere else in the hunt group, then the entire hunting arrangement must be populated.

The Product Page is required on an ACT of C with the LNUM, LNA and TNS.

Scenario 4, ACT C: Maintain Line but Remove from Existing Series Completion Hunting

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**C**	On ACT C, HA can also be: **D** = Remove entire Hunt Group Arrangement **N** = New
HID	Hunting ID	**A**	If **HA** is: **C** or **D** = Same as value on existing CSR **N** = HID is Prohibited
TLI	Terminal Line Identifier Type	**-**	**Prohibited** when the HNTYP is equal to 2, 3, or 12
HNTYP		**2**	Required when HA = N or C, otherwise Prohibited. 2 = Regular Series Completion 3 = Circular Regular
Hunt Detail Section			
HLA	Line Hunt Group Activity	**E**	When **HA** is: N, then HLA = N C, then HLA = N, D, or E
HTSEQ	Hunt Sequence	**1-4**	Can also populate individually
HTN	Hunt Telephone Number	**5552351237-1239**	Can also populate one TN at a time
HLA	Line Hunt Group Activity	**D**	
HTSEQ	Hunt Sequence	**-**	Prohibited when HLA = D
HTN	Hunt Telephone Number	**5552351240**	

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**C**	
TNS	Telephone Number	**5552351237**	

Note: The entire Hunt Group can be populated, or only the TN that is being removed. If hunting is being rearranged, then the entire Hunt Group should be provided. If the TN is being disconnected entirely (LNA of D on the Product page), then the Hunting page is not needed and the hunt arrangement will be removed.

Scenario 5, ACT C: Change from Regular Series Completion to Circular Hunting

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**C**	C= Change D = Remove entire Hunt Group N = New
HID	Hunting ID	**A**	If **HA** is: **C** or **D** = Same as value on existing CSR **N** = HID is Prohibited
TLI	Terminal Line Identifier Type	**-**	**Prohibited** when the HNTYP is equal to 2, 3, or 12
HNTYP		**3**	Required when HA = N or C, otherwise Prohibited. The only change is the HNTYP from "2" to "3"
Hunt Detail Section			
HLA	Line Hunt Group Activity	**E**	When **HA** is: N, then HLA = N C, then HLA = N, D, or E "E" or "N" is used to change to Circular Hunting
HTSEQ	Hunt Sequence	**1-4**	Can also populate individually
HTN	Hunt Telephone Number	**5552351237-1240**	Can also populate one TN at a time

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**C**	
TNS	Telephone Number	**5552351237**	

Note: The only field that indicates a change if the HNTYP field. If the End User currently has Series Completion, and they want to change to Circular Hunting, then the HNTYP is populated with "3". The HLA, HTSEQ, and HT fields do not change from what is reflected on the existing CSR. To repeat the TN in the HT field is Prohibited.

The Product Page is required on an ACT of C with the LNUM, LNA and TNS.

Scenario 6, ACT C: Change Hunt Sequence on Existing Series Completion Arrangement

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**C**	**N** = New **C** = Change **D** = Remove entire Hunt Group
HID	Hunting ID	**A**	If **HA** is: **C** or **D** = Same as value on existing CSR **N** = HID is Prohibited
TLI	Terminal Line Identifier Type	**-**	**Prohibited** when the HNTYP is equal to 2, 3, or 12
HNTYP		**2**	Required when HA = N or C, otherwise Prohibited. 3 = Circular Regular 2 = Regular Series Completion
Hunt Detail Section			
HLA	Line Hunt Group Activity	**E**	When **HA** is: N, then HLA = N C, then HLA = N, D, or E "E" and "D" is used to rearrange the Hunt Group.
HTSEQ	Hunt Sequence	**1-3**	Can also populate individually
HTN	Hunt Telephone Number	**6162571234-1236**	Can also populate one TN at a time
HLA	Line Hunt Group Activity	**N**	
HTSEQ	Hunt Sequence	**4**	
HT	Hunt Telephone Number	**6162571238**	
HLA	Line Hunt Group Activity	**N**	
HTSEQ	Hunt Sequence	**5**	
HT	Hunt Telephone Number	**6162571237**	

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**C**	
TNS	Telephone Number	**5552351237**	

Note: The Product page is required on ACT C with LNUM, LNA, and TNS populated.

Scenario 7, ACT V: Migrating Multi-line Hunt Group

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**N**	Converting from Resale to LWC or vice-versa N = New
HID	Hunting ID	**-**	If **HA** is: **N** = Prohibited when HNTYP is 5
TLI	Terminal Line Identifier Type	**5552351234**	**Required** when the HNTYP is 5
HNTYP		**5**	Required when HA = N or C, otherwise Prohibited. 5 = Multi-line
Hunt Detail Section			
HLA	Line Hunt Group Activity	**N**	When **HA** is: N, then HLA = N
HTSEQ	Hunt Sequence	**1-9**	Can also populate individually
HTN	Hunt Telephone Number	**0001-0009**	Can also populate one TN at a time For multi-line hunt, the HT is the terminal number

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**C**	
TNS	Telephone Number	**5552351237**	

Scenario 8, ACT C: Adding Line to Existing Multi-line Hunt Group

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	1	
HA	Hunt Activity	C	N = New C = Change On Act C HA can also be: D = Remove entire Hunt Group arrangement
HID	Hunting ID	1234	If **HA** is: **C** = Same as value on existing CSR **N** = Prohibited when HNTYP is 5 and HA = N
TLI	Terminal Line Identifier Type	5552351234	**Required** when the HNTYP is 5
HNTYP		5	Required when HA = N or C, otherwise Prohibited. 5 = Multi-line
Hunt Detail Section			
HLA	Line Hunt Group Activity	E	When **HA** is: N, then HLA = N C, then HLA = N, D, or E
HTSEQ	Hunt Sequence	1-9	
HTN	Hunt Telephone Number	0001-0009	
HLA	Line Hunt Group Activity	N	
HTSEQ	Hunt Sequence	10	
HTN	Hunt Telephone Number	0010	

Port Page (PS)			
LNUM	Line Number	001	
LNA	Line Activity	C	
TNS	Telephone Number	5552358888	
TERS	Terminal Numbers	0008	

Note: When adding a new line to the middle of a multi-line hunt group, all terminals need to change

Scenario 9, ACT N: Add a Multi-line Hunting

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**N**	N (when ACT is N, the only valid value = N)
HID	Hunting ID	**-**	**Prohibited** when the HNTYP = 5 and HA = N
TLI	Terminal Line Identifier Type	**5552351234**	**Required** when the HNTYP is 5
HNTYP		**5**	Required when HA = N or C, otherwise Prohibited. 5 = Multi-line
Hunt Detail Section			
HLA	Line Hunt Group Activity	**N**	N (when ACT is N, the only valid value = N)
HTSEQ	Hunt Sequence	**1-9**	
HTN	Hunt Telephone Number	**0001-0009**	

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**N**	
TNS	Telephone Number	**5552351234**	
TERS	Terminal Numbers	**0001**	

Scenario 10, ACT C: Disconnect Entire Series Completion Hunt Group

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**D**	N (when ACT is N, the only valid value = N)
HID	Hunting ID	**A**	**Required** when HA = D
TLI	Terminal Line Identifier Type	**-**	**Prohibited** when HNTYP = 2 or 3
HNTYP		**-**	**Prohibited** when HA = D
Hunt Detail Section			
HLA	Line Hunt Group Activity	**D**	
HTSEQ	Hunt Sequence	**-**	**Prohibited** when HLA = D
HTN	Hunt Telephone Number	**5552351234**	

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**C**	
TNS	Telephone Number	**5552351234**	

Scenario 11, ACT C: Disconnect Entire Multi-line Hunt Group

Hunt Group Information Form (HGI):

Hunt Group Identification Section			
Field	Description	Value for this Scenario	Notes
HNUM	Hunt Number	**1**	
HA	Hunt Activity	**D**	
HID	Hunting ID	**1234**	**Required** when HA = D
TLI	Terminal Line Identifier Type	**5552351234**	**Required** when HNTYP = 5
HNTYP		**-**	**Prohibited** when HA = D
Hunt Detail Section			
HLA	Line Hunt Group Activity	**D**	
HTSEQ	Hunt Sequence	**-**	**Prohibited** when HLA = D
HTN	Hunt Telephone Number	**0001**	

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**C**	
TNS	Telephone Number	**5552351234**	

Scenario 12, ACT C: Disconnect Entire Line

Hunt Group Information Form (HGI): Not required when a Line is disconnected entirely

Port Page (PS)			
LNUM	Line Number	**001**	
LNA	Line Activity	**D**	
TNS	Telephone Number	**5552351237**	

Toll Restriction & Blocking

Toll Restriction and Blocking are optional Central Office Services that restricts/blocks certain incoming and outgoing calls such as Toll, IDDD, Operator Assistance, Collect, Third Party, 900/976, etc. for CLEC's End Users.

Refer to the Blocking Services section in the General Ordering UNE section, and to the LSOR BLOCK field on the Port form for additional information and business rules.

Note: For a list of Illinois Central Offices that permit 900 Call Blocking only, refer to "IL COs with 900 Call Blocking Only," and to the pre-order Verigate GUI- Feature/Service Availability – Feature Inquiry.

For Call Trace information, refer to the Annoyance Call Handling Process, in the General Ordering sections of the main CLEC Handbook.

International Blocking Service (IBS)

IBS provides blocking of international direct dialed calls from business and residential POTS lines. This service will be established for Business and Residence class of services.

The USOC RBVXC is used with the appropriate FID which is the Line Class Code (LCC).

Feature Description

- IBS blocks international calls (011+)
- IBS with international dial around, for both residential and business lines, was blocked for the 1A, 5E and DMS100 switch-types
- IBS with international dial-around, for both residential and business lines, was not blocked for Siemens switch-type
- IBS with domestic dial-around, for both residential and business lines, was not blocked for the 1A, 5E, DMS100 and Siemens switch-types

Restrictions/Limitations
- IBS is not available in any DMS10 central office
- IBS is prohibited with any other blocking services (e.g. 900/976, Toll Restriction Service (TRS) allows the blocking of all long distance calls (intra and inter) as well as international dialing (IBS). IBS and TRS cannot exist together)

  Note: One blocking USOC per order.

Ordering

The CLEC must send a LSR request to establish, disconnect and/or make changes to the International Blocking Service.

CLECs requesting International Blocking service will populate the Block field with the blocking option "G" on the PS page of the LSR.

　　　　BA = A / BLOCK = G

Change AUX TN to Main TN & Disconnect Main TN

CLECs may want to rearrange an End User's service by altering the order of telephone numbers.

There are two Options CLECs can choose from to change the AUX TN to Main TN and disconnect the Main TN:

Option 1:

If the CLEC is disconnecting the Main Telephone Number, when an ACT of D or C is sent, the LSC will automatically make the next working telephone number the new main.

If a CLEC is requesting the disconnect of the Main Telephone Number and does not provide a DL form, the following scenario will take place:

- The listing that existed on the original Main Telephone Number (now being disconnected), will be used as the main Listing (LML) on the newly established Main Telephone Number.
- If the Working Telephone Number (next available), selected to become the new Main Telephone Number has an existing listing (LAL), this listing will also be shown on the Main Telephone Number, giving the new Main Telephone Number 2 listings, an LML, and an LAL.
- Any remaining working telephone numbers with LALs will remain the same.

Option 2:

CLEC submits a DL with the LSR to establish the new main listing:

LSR Page
ACT = C
ATN = New main line telephone number

Product Page 1
LNUM 1
LNA D
TNS = The additional line number that is to become the new main

Product Page 2
LNUM 2
LNA C
TNS = Same additional line number that is to become the new main
OTN = old main number line that is being disconnected.

Directory Pages
Two directory pages will need to be sent.

1st Directory Page
- LACT "O" deleting the old main line and the listing associated with the old main.

2nd Directory Page
- LACT "I" adding what the new listing should be with the TN from the ATN field on the LSR.

For AUX to MAIN and MAIN to AUX sample LSR entries, refer to the LSR Examples Search Tool, https://clec.att.com/clec/hb/lsrex/, select latest LSOR version/any Midwest state/Commercial Agreement/Local Wholesale Complete™

Change Directory Listings via AUX TN to Main TN & Main TN to AUX TN

LSR requests to change Directory Listings with TN rearrangement, is submitted Manually in the most current LSOR version.

For sample LSR entries, refer to the LSR Examples Search Tool, https://clec.att.com/clec/hb/lsrex/, select latest LSOR version/any Midwest state/Commercial Agreement/Local Wholesale Complete™/MW - Change Directory Listing via AUX to Main and Main to AUX – Local Wholesale Complete™ (LWC ™) Account (MANUAL).

Corrections to Customer Service Inquiry (CSI)/Customer Service Record (CSR)

Requests to correct CSI/CSR information are submitted via an e-mail as follows:

- E-mail is sent to: lscmwest@att.com
- Subject line of the e-mail should be: "CLEC Initiated Change to Retail/Wholesale CSR"
- Include in the e-mail the telephone number, End User Name, End User Address, incorrect information and requested change

The Wholesale Customer Care Team will provide an initial status to the CLEC via e-mail by the third business day. This status will either confirm that the CSR is incorrect and has been forwarded to retail/wholesale for correction, or that the information cannot be validated.

Retail/Wholesale will complete the request in 10 business days and notify the Customer Care Team. The Wholesale Customer Care Team will provide the CLEC a status every 10 days, until the issue is resolved.

LSRs to Correct Address Records Only

Corrections affecting End User's address records can be submitted via an LSR as follows:

- ACT "T"
- Project Code of SBCROOM populated in the Project Field to ensure a technician is not dispatched to the location.

This type of order can only be sent when correcting address or location information (e.g. Street Address, Street Name, Apartment, Suite, Room number, etc.).

Important: These orders involve no change in facilities, no physical work, or a field technician dispatch.

For sample LSR entries, refer to the LSR Examples Search Tool, https://clec.att.com/clec/hb/lsrex/, select LSOR version/any Midwest state/Commercial Agreement/Local Wholesale Complete™/ "MW – Correct Address Records – Local Wholesale Complete™ (LWC™)."

Commercial inside Wire Maintenance Plan (CIWMP)

Refer to https://clec.att.com/clec/cars/shell.cfm?section=2582 for product offering specifics.

To order CIWMP, LSR entries for Feature Activity (FA) and Feature Code **MNV12** are required for each Line on the Port (PS) page of the LSR.

For sample LSR entries, refer to the LSR Examples Search Tool, https://clec.att.com/clec/hb/lsrex/, select LSOR version/any Midwest state/Commercial Agreement/Local Wholesale Complete™/ "MW - New Local Wholesale Complete**TM** (LWC**TM**) with 3 Lines, Features, Commercial Inside Wire Maintenance Plan (CIWMP), Privacy Manager, and RESID of AM APPTIME"

Network Interface Device (NID) Moves

A Network Interface Device (NID) is an RJ type device or a connection point that connects the AT&T Midwest Region network to the inside wire of an End User, which in turn is connected to the customer's equipment. The inside wire is considered the End User's property and can be accessed by the End User or by others with the End User's permission. The side connecting to the AT&T network is the property of AT&T and can only be accessed by AT&T or its agent.

Requests to move the NID can be submitted on an LSR, REQTP M, ACT C.

The following are required entries on the LSR:

Residence and Business:

CLECs submits an LSR indicating a move of the Network Interface Device (NID) by populated the USOC in the FA/FEATURE fields. They may also populate notes in Remarks.

Field	Data Content
ACT	C
LNA	C
REQTYP	M
TOS	18—and 28--
Port Page	FA: = N FEATURE = RWW
REMARKS	(e.g.) Move NID 10 ft due to construction, CLEC Tech Contact: Name and Telephone number
INIT	Initiator Identification and Telephone number

Partial Disconnects

LSR submissions for Partial Disconnects of AUX Lines use the following entries:

Field	Data Content
REQTYP	M
ACT	C, D
LNA	D

Note: Partial disconnects are permitted for Lines in suspend status (ZRUS).

Outside Moves

Outside move requests are orders to change a customer's location. These orders move existing service from one location to another. The "to" part of the order is a "T" order and is handled like a new order. All rules applying to new orders apply to move orders. The "from" part of the order is an "F" order and is handled like a disconnect order.

Restrictions/Limitations

- The CLEC can move all lines, some of the lines (see partial moves within this document) or add new lines at the "T" location.
- The Due Dates can be the same at both locations or can be different (see Dual Service if the Due Dates are different, but the TNs are the same).
- The "F" Due Date can be earlier than the "T" Due Date, but the end user will experience an out of service condition until the "T" location is activated.
- The telephone numbers can change at the "T" location or remain the same.
- Since a move is handled like a new order, all products or services requested must be on the LSR.
- When a move request is received, there must be at least one occurrence of an LNA "T" when the activity is "T".
- When a move is requested outside of the LATA, two LSRs must be sent - (a "D" order to disconnect the account, and an "N" order to reestablish service at the new location).

    Note: If one LSR is received to move an end user outside of the LATA with an ACT of "T", the LSR will be rejected.

Dual Service

Dual Service allows a CLEC's end user transferring telephone service to another location ("T & F"), to maintain uninterrupted service at both locations for a specified period of time. Dual Service allows for the same TN to work at the new ("T") location, and the old ("F") location simultaneously.

Note: Dual Service is available on a request/demand basis only from the CLEC/end user.

Limitations

The following limitations and conditions exist for Dual Service:

- Calls cannot be made between the T & F locations
  Illinois only: Available for 1 and 2 lines only.
- Requests for an account that has more than 2 lines will be rejected
- Must be within same host and/or remote switching unit
- The telephone will ring simultaneously at both locations
- Customers may experience trouble with Caller ID or Hunting with Dual Service.
- Dual Service can be added on a SUP, if the SUP is to change the Due Date
- No changes/additions can be made to the end user's account while dual service is in effect, with the exception of a listing changes

- When Dual service is requested, both addresses must be a mirror image. (i.e. all service at the "F" location, including hunting and blocking requests, must also be included at the "T" location). Any variation will result in a reject.

Dual Service is allowed for a maximum of:

State	Number of Days
Illinois	30 days
Indiana	90 days
Michigan	90 days
Ohio	30 days
Wisconsin	60 days

Note: Requests for Dual Service beyond the number of days identified for the applicable state will be rejected, since the service becomes an Off-Premises Extension, which is not offered for LWC™.

Restrictions

Dual service is not allowed with:

- Foreign Central Office (FCO) Service
- Foreign Exchange (FX) Service

Partial Moves

When a CLEC's end user is moving, but all lines are not being moved, the type of request is called a partial move. All lines not included of the "T" portion of the LSR will remain at the "F" location.

Restrictions/Limitations

- The telephone numbers can change at the "T" location or remain the same
- Dual Service is not available when the request is a partial move
- Since a move is handled like a new order, all products or services requested must be on the LSR. If CLECs do not request a particular service, it will not be included at the "T" location.
- When a move request is received, there must be at least one occurrence of an LNA "T" when the activity is "T".
- When a move is requested outside of the LATA, two LSRs must be sent - (a "D" order to disconnect the account, and an "N" order to reestablish service at the new location).

    Note: if one LSR is received to move an end user outside of the LATA with an ACT of "T", the LSR will be rejected.

Transfer of Calls (TC) Options

When an end user changes a telephone number or disconnects telephone service, a Transfer of Calls (TC) can be established to provide the calling party with a referral of calls.

Generally, once the service is interrupted or disconnected, an intercept can be effective within 24 hours of the due date of the order, and provides:

- Announcements that begin with three special informational (SIT) tones, followed by the verbiage "The number you have dialed XXX-XXXX".
- Intercept messages can be changed on an After Order, refer to section *"After Order: Change Transfer of Calls (Referrals) on a Disconnected Number...,"* above in this document.
- CLECs can change the number as well as the TC PER (transfer of Calls Period) date.

The following types of referral of calls are available for LWC™, REQTYP M:

TC OPT Value	Description	Intercept Phrase
01	Do Not Refer (Disconnect Report)	The number you have reached (Tel #) has been disconnected.
03	Temporary Disconnect	The number you have reached (Tel #) has been temporarily disconnected.
06	Non-Published	The number you have reached (Tel #) has been changed to a non-published number.
21	Standard	The number you have reached (Tel #) has been changed. The new number is (Tel #). Please make a note of it.
H21	Split Operator Handled	This is the intercept operator. Are you calling (Name) or (Name)?

Refer to the LSOR End User (EU) and Port (PS) Forms for specific business rules related to TC OPT filed entries, and to the main CLEC Handbook/any state in the Midwest region/Ordering/General Ordering/Number Referral Services, for additional information.

After Order: Change Transfer of Calls (Referrals) on a Disconnected Number

End User's may decide to change the intercept on a previously disconnected telephone number. In these situations, CLECs may submit an "After Order" LSR to change the intercept number, as well as the intercept Transfer of Calls duration length.

Intercept Restrictions/Limitation include:

- Cannot be established on a live TN, cellular or hearing impaired number
- Cannot refer disconnect business lines to residential numbers
- Recording can only be applied for 3 months (4 for Illinois) for residence accounts; business lines can be extended for up to 365 days from the date of the disconnect.

LSRs for After Order Requests

For sample LSR entries, refer to the LSR Examples Search Tool, https://clec.att.com/clec/hb/lsrex/, select LSOR version/any Midwest state/Commercial Agreement/Local Wholesale Complete™/**MW - Change Transfer of Calls On an Already Disconnected Local Wholesale Complete ™ (LWC ™) Account**.

Suspend/Deny Service

Carrier Disconnect Service (ZRUS), provides CLECs with the capability to disconnect an end user's service for a temporary period of time. This service is often referred to as denial of service, or ZRUS.

Carrier Disconnect Service means the end user's service is placed on suspension while leaving the facilities in place.

Activity Types

The activity types to add or remove a ZRUS are:

- ACT S - Deny orders (adding Carrier Disconnect/ZRUS)
- ACT B - Restore orders (removing Carrier Disconnect/ZRUS)Features

The following rules apply to Carrier Disconnect Service (ZRUS):

- Applicable in all five AT&T Midwest Region states
- Valid for both Residence and Business (LWC™ POTS) service
- Ordered at the line level

Restrictions/Limitations

The following restrictions/limitations apply to Carrier Disconnect Service (ZRUS):

- If ZRUS is in effect on an end user's account, then all incoming LSR requests will be rejected with the exception of Disconnect (ACT D) and Partial Disconnects (ACT C, LNA D)

- If ZRUS is in effect at the line level, only those LSRs affecting non-ZRUS lines will be processed, with the exception of partial disconnects
- Only two-way suspension is allowed with Carrier Disconnect Service

Transfer of Calls Information

The following two transfer of calls options are allowed with Carrier Disconnect Service: 01 and 03. The option number is entered in the TC OPT field on the Port (PS) Form.

When the TC OPT entry is:	The recording will be:
01	"The number you have reached (telephone number) has been disconnected."
03	"The number you have reached (telephone number) has been temporarily disconnected."

Restoral of Service

Restoral of service (ACT B), is used to restore service, thus removing Carrier Disconnect (ZRUS).

Features

Restoral of service (ACT B/ZRUS) can only be ordered at the line level.

Restrictions/Limitations

The following restrictions/limitations apply to Restoral of Service (ZRUS):

- Account/line activity is not allowed on the same order that is removing Carrier Disconnect. To add features, etc., a separate LSR must be submitted.
- ZRUS (denied with LNA = C), must be restored with LNA = C

If request is to:	And ...	LSR will:
Add ZRUS at line level (TNS, ACT S, LNA C)	ZRUS exists on line being denied ...	Reject
	ZRUS does not exist on line being denied ...	Process
Restore ZRUS at line level (TNS, ACT B, LNA C)	ZRUS exists on the line being restored ...	Process
	ZRUS does not exist on the line being restored ...	Reject

Note: In Ohio, residential end user customers (LWC™ POTS only), are provided Warmline service, or the ability to access 911 in the event their services are disconnected due to non payment for a period of 14 calendar days.

Ordering Optional and Custom Calling Features

The following represents a sample listing of Custom Calling and Optional Features that can be ordered with LWC™:

Custom Calling Features

Feature	LSR Format FA = N, C, D, or V (refer to LSOR "FA" field on Port form for business rules and conditions
Automatic Call Back	Feature = NSQ
Call Forwarding/Call Forwarding Variable	Feature = ESM **Note:** If incoming calls are transferred to a number served by the same or different central office switch, then up to 5 calls will be transferred simultaneously provided there are sufficient facilities to accept the calls. The "5 call paths" are a built-in switch feature and additional call paths are not available.
Call Forwarding Alternate Answer / "Call Forwarding Don't Answer"	Feature = EVD Feature Detail = /CFN 1 NPA NXX-NNNN/RCYC N **Note:** Simultaneous Call Forwarding is not available.
Call Forwarding Alternate Answer / "Don't Answer" Customer Control	Feature = ERD* *EVD (Call Forwarding Alternate Answer) is required to order ERD
Call Forwarding Busy Line Transfer	Feature = ERB **Note:** Simultaneous Call Forwarding is not available.
Call Forwarding Busy Line Transfer Customer Control	Feature = EVB* *ERB (Call Forwarding Busy Line Transfer) is required to order EVB
Call Screening	Feature = NSY
Call Wait and See	Feature = NWT* *Caller ID with Name and Number and Call Waiting are required to order NWT
Call Waiting	Feature = ESX
Caller ID	Feature = NSD
Caller ID with Name (all switches except DMS-10)	Feature = N8D* *NSD (Call Waiting) is required to order N8D

Feature	LSR Format FA = N, C, D, or V (refer to LSOR "FA" field on Port form for business rules and conditions)
Caller ID with Name (DMS-10 switch)	Feature = NMP* *NSD (Call Waiting) is required to order N8D
Direct Connect	Feature = ODC Feature Detail = /HLN 1 NPANXXXXXX
Distinctive Alerting Service	Feature = DRS2X Feature Detail = /TN NNN-NNNN or /TN NNN NNN-NNNN
Line Blocking (IN, MI, OH [TN published], WI)	Feature = NBA
Line Blocking (OH [TN non-published])	Feature = NBJ
Remote Access to Call Forwarding **GRANDFATHERED**	No new, additions, changes, or move activity orders are permitted.
Message Waiting Notification Tone Only (Audible Only)	Feature = MWN* *EVD (Call Forwarding Alternate Answer) or EVB (Call Forwarding Busy Line Transfer) are required to order
Privacy Manager®	See Optional Features below this table
Repeat Dialing	Feature = NSS
Speed Calling 8	Feature = ESL
Speed Calling 30	Feature = ESF
Three Way Calling	Feature = ESC
Virtual Message Waiting Notification (Compatible CPE set)	Feature = M1W or MV5* *EVD (Call Forwarding Alternate Answer) or EVB (Call Forwarding Busy Line Transfer) are required to order M1W

Optional Features

Privacy Manager®

Privacy Manager® is a call management feature that intercepts all unidentified calls to subscribers of Caller ID with Name, allowing customers greater privacy and control over their incoming calls.

Privacy Manager**®** is ordered via the LSR as follows:

- FA = N
- Feature field = WHO

Note: Caller ID (NSD) and either Caller ID with Name (NMP) (DMS-10 switch) or N8S (all switches except DMS-10), is required before ordering Privacy Manager®.

Pay-Per-Use Features

Pay-Per-Use provides end users the ability to access certain switch features without a subscription. The following Pay-Per-Use features are available:

- Automatic Call Back
- Three Way Calling
- Repeat Dialing

Note: Three Way Calling Pay-Per-Use is not deployed in DMS10 Switches. Enhanced Automatic Call Back is not deployed in 1A or DMS10 switches.

Blocking Pay-Per-Use Features

Pay-Per-Use blocking is available to end users at no cost, and must be added to each line that is to be blocked. Blocking is ordered in the Feature Detail section of the Port Form.

The following are examples of Pay-Per-Use Blocking:

Type of Blocking	Switch Type	LSOR Entries on Port Form
Block Repeat Dialing **Note:** This blocks both Pay-Per-Use (PPU) Repeat Dialing, and the Enhanced Repeat Dialing (ERD) announcement. The Inhibit Busy Line Office Trigger (INHB) FID alerts the AT&T network to block ERD once deployed. The RCU denotes "Restrict Casual Use."	DMS100	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** AR
	1AESS	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** AR2
	5E/EWSD/Siemans	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** AR/INHB
	5E/EWSD/Siemans	FA = N Feature = Class of Service (UJR) Feature Detail = /INHB

Type of Blocking	Switch Type	LSOR Entries on Port Form
Block PPU Three Way Calling	All switches	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** TWC
Block PPU Automatic Call Back	All switches	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** ACB
Block both PPU Automatic Call Back and Three Way Calling	All switches	FA = N Feature = Class of Service, (UJR) Feature Detail = /**RCU** ACB TWC
Block PPU Three Way Calling, Automatic Call Back, and Repeat Dialing	DMS100	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** TWC ACB AR
	1AESS	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** TWC ACB AR2
	5E/EWSD/Siemans	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** TWC ACB AR2/INHB
Block PPU Three Way Calling, Automatic Call Back, and ERD (only)	DMS100 & 1AESS	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** TWC ACB SDS
	5E/EWSD/Siemans	FA = N Feature = Class of Service (UJR) Feature Detail = /**RCU** TWC ACB/INHB

Commercial Coin

LSRs for Commercial Coin can be ordered provided CLECs have an amendment in their contract covering this product.

The USOC **UYC** is used to order Commercial Coin and populated in the FEATURE DETAIL field on the PS Form.

Refer to the LSR Examples (https://clec.att.com/clec/hb/lsrex/ , Illinois/Commercial Agreement/Commercial Coin for more information.

Reference to Annoyance Call Bureau

For information regarding the handling of annoyance calls, refer to the Annoyance Call Handling Process in the Ordering/General Ordering section.

Standard Due Date Intervals for Local Wholesale Complete™ (LWC™)

Refer to the Standard Due Date website (https://ebiznet.att.com/standardduedates) or from each region's Ordering section, https://clec.att.com/clec/hb/index.cfm, select appropriate state/Ordering/Standard Due Dates/REQTYP M/Local Wholesale Complete™ (LWC™).

Due Date Board (LSOR 09.01+)

Effective with LSOR 09.01+ the Due Date Board replaces the standard due date calculation by providing the next available due date and appointment time for non designed services where cut-through = no and a Technician dispatch is required.

Additionally, Appointment Times (APPTIMEs) have changed, and the Response Identifier (RESID) pre-ordering process has been modified.

Refer to the Due Date Process section in Ordering/General Ordering, and to the Due Date Inquiry section of the Verigate User Guide for additional information.

Reference to LSR Examples

The LSR Examples Search Tool is a web-based reference tool designed to provide representative samples of generic LSRs.

The tool can be accessed from a link at the bottom left hand side of any CLEC Online page with a side-bar menu, or by clicking on: https://clec.att.com/clec/hb/lsrex/

Location of Commercial Product LSR Examples

Commercial Product LSR examples can be accessed by the following:

- Refer to the LSR Examples Search Tool Website: https://clec.att.com/clec/hb/lsrex/

- Click on LSOR Version, then State, then Product Classification of "Commercial Agreement"

- Click on desired Product

Reference to USOC Search Tool

The USOC Search Tool is designed to assist in the Pre-Ordering, Ordering and Provisioning processes as the primary tool for determining which USOCs and FIDs are needed on a Local Service Request (LSR) for a specific region.

The USOC Search Tool provides the user the ability to search for USOC data by entering a USOC, an English language Product Description or a Wholesale Product Family.

The tool can be accessed from a link at the bottom left hand side of any CLEC Online page with a side-bar menu, or by clicking on:

https://clec.att.com/clec/hb/shell.cfm?section=224

- Select LSOR version
- Populate drop-downs and check boxes as appropriate