Local Wholesale Complete™ (LWC™) Ordering Guide

Document Revision History

Date	Revision
2-11-06	Added Saturday as a valid Due Date for ACT B
3-18-06	Added Due Date Board references to Due Date Section
7-17-06	Added reference to Standard Due Date website Branding URL changes Added Commercial Coin section
12-6-06	Hunting – Replaced the following statement: "Series Completion consists of hunt groups of 16 or less individual POTS lines. Telephone numbers are required for each line in the hunt group." With: "Series Completion consists of hunt groups of 5 or less individual POTS lines. Telephone numbers are required for each line in the hunt group."
1-25-07	Removed references to ZUNEL
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
1-24-08	Revised Blocking section to include Usage Sensitive and Subscription Optional Features and Ordering information
7-11-08	Changed document to pdf format Updated several embedded links Revised descriptions in Optional and Custom Calling Features (Busy Call Forwarding, Call Forwarding Busy Line/Don't Answer, Call Forwarding/Call Forwarding Variable, Delayed Call Forwarding, Selective Call Forwarding, Simultaneous Call Forwarding)
1-22-09	Added Commercial Inside Wire Maintenance Plan (CIWMP) section
1-25-11	Added AT&T Facilities Check Website information

Pre-Ordering

For pre-ordering information, 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 Southwest 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 regarding the fields and requirements for LSRs are provided in detail in the Local Service Ordering Requirements (LSOR) documentation, located 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 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
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.

- **"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: U5R+X replaces the ZUNEL as the line feature code. SRPAN is not applicable to the Local Wholesale Complete™ product and /LRS (Local Routing Service) is associated with the U5R+X feature.

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
- Gift Billing
- Universal Lifeline Telephone Service (ULTS) is handled by CLEC for their End User
- Handicapped services is handled by CLEC for their End User
- Multi-wire Center requests
- Charter Number/Wholesale Number Retention
- Fiber To The Prem (FTTP)

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

LIDB (Line Information Data Base) 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 Handbook LIBD section in Products & Services/LIDB (Line Information Database).

LWC™ 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™.

LWC™ Regrades in Class of Service

Regrades Using ACT C

Changes in class of service (from residence to business or from business to residence) are available to CLECs for their end-user customers.

A simple (ACT=C) Regrade (class of service change) with no migration (change of CLEC) and no reconfiguration (Retail to LWC™, LWC™ to Resale), may be submitted via an LSR.

Regrades Using ACT T

Changes in class of service (from residence to business or from business to residence) are available to CLECs for their end-user customers during an outside move via an LSR (ACT=T).

Regrades Using ACT V

Regrades in Class of Service from **Business to Residence**, on a single LSR (ACT=V) are **prohibited**. Business to Residence Regrade is a **two** LSR process.

Regrades in Class of Service from **Residence to Business**, on a single LSR (ACT=V) are **allowed.**

LWC™ reconfiguration/migration orders (ACT=V) are only processed when converting "like service to like service" (Retail POTS to LWC™).

Business to Residence Regrades

CLECs wishing to reconfigure/migrate and regrade Business service to Residence service at the same time may choose one of the following **two** LSR options:

Option 1

Convert Existing Business to Retail Residence service first, then:
Issue LSR for Existing Residence to LWC™ Residence service

Option 2

Convert Existing Business service to LWC™ Business service on **one** LSR (ACT=V), then:
Issue a second LSR changing LWC™ Business service to LWC™ Residence service (ACT=C)

Regrades in Types of Service

CLECs wishing to reconfigure Complex service to POTS service, or POTS to Complex, may choose one of the following three options:

Option 1

Convert Retail Complex to Retail POTS first, then:
CLEC issues LSR for Retail POTS to LWC™

Option 2

Convert Retail Complex to Resale Complex "AS IS", then:
Issue ACT=D LSR for Resale Complex and ACT=N LSR to establish LWC™
Populate PON, RPON & NOR fields

Option 3

- Convert Retail Complex to LWC™ "As Specified"

Issue ACT=D LSR for LWC™ Complex and ACT=N LSR to establish LWC™
Populate PON, RPON & NOR fields

Enhanced Line Classification Codes (ELCs) and Regrades of Service

Enhanced Line Classification Codes (ELCs) are required for Regrades (Business to Residence or vice-versa), and are placed behind the Line Assignable USOC (LAU) - U5RBX or U5RRX in the FEATURE DETAIL field on the Prot (PS) Form of the LSR request.

Example:

FA = V
Feature Code = U5RBX
Feature Detail = /ELC 2UNBE

The following are applicable ELC codes:

Code	Description
2UNRR	Residence
2UNRE	Residence - 2-way EAS
2UNBS	Business - Single Line & Series Completion hunting
2UNBE	Business - 2-way EAS Single Line & Series Completion hunting
2UNBM	Business - multi-line terminal hunting
2UBME	Business - 2-way EAS multi-line terminal hunting
LCP	Residence and Business Local Plus - Oklahoma Only
EAS	Residence and Business Optional 1 - Oklahoma Only

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

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 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
Blocking (add or remove)	From Business to Residence (regrade)
From Residence to Business (regrade)	Final Bill Address
PIC/LPIC	Loop with LNP to LWC™
Existing Lines (disconnect)	LNP to LWC™
Additional Lines (add)	Retail with Line Sharing to LWC™
	Unlike services (e.g. retail Centrex to LWC™)

LSR Forms for LWC™ Conversion/Migration/Reconfiguration/Assume Requests

The following are LSR forms used to submit an LWC™ conversion request:

- LSR
- End User
- Directory Listing (DL*)
- Port

Note: A positive entry is required for the End User Listing Treatment field (ELT) on the EU form. Refer to the ELT field (EU form) of the LSOR, Volume III for business rules and conditions.

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 (HTG)
- Multi-line Hunt (HML)

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
- Two different billing responsibilities (Resale and LSP), or different providers (Retail and LSP)

Hunting Features & Interactions

Series Completion Hunting (HTG)

Incoming calls search group in the pre-established hunting sequence until it reaches an available line or last line of hunt group, if no line available, calling party receives busy signal.

Series Completion consists of hunt groups of 5 or less individual POTS lines. Telephone numbers are required for each line in the hunt group.

Multi-line hunting (HML)

- MLH is usually for hunt groups of 17 or more individual POTS lines
- AT&T assigns the HML group ID and discreet telephone numbers and or TERs
- MLH is required when installing preferential hunting

Note: Different switch types have unique ordering requirements when entering multi-line hunting information on LSRs:

- 1/1A ESS and 5ESS switches require hunting ranges begin with a numeric entry of "1" (i.e. first ECCKT =nn.aaaa.nnn.nnn.nnnn.0001; Hunt range = H1-H10).
- DMS-100 and Ericsson switches require hunting ranges begin with a numeric entry of "0" (i.e. first ECCKT =nn.aaaa.nnn.nnn.nnnn.0000 ; Hunt range = H0-H9).

Series Completion Hunting & Multi-line Hunting

Series Completion and Multi-line hunting allow an incoming call to be assigned to an idle line in a prearranged hunt group. The search for the idle line begins with the called telephone number or first open terminal number and ends with the last telephone number or terminal number in the prearranged group.

Series Completion Hunting Types

Consecutive, Regular, or Sequential:

- Incoming calls search the hunt group in the pre-established hunting sequence until it reaches an available line or last line of the hunt group, if no line is available, calling party receives a busy signal
- Only the last line in the hunting arrangement may have Busy Call Forward or Call Waiting
- The last line in the hunt arrangement does not have "hunt/search" to number capability

Circular

- Hunts from dialed number making one pass through entire group, regardless of starting point
- Busy tone returned if no available line found
- The last line in the Hunt arrangement will "hunt/search to" the lead hunt number
- Call Waiting and Busy Call Forward cannot be provided

Restrictions to Series Completion Hunting

Two-way Extended Area Service (EAS) telephone numbers and regular Local telephone numbers can only be mixed in a single hunt group under the following circumstances:

- Local TNs may hunt to Two-way EAS TNs
- Two-way EAS TNs may not hunt to Local TNs
- A Two-way EAS TN must be the last TN in the Two-way EAS/Local mixed hunt group
- Circular Hunting is not allowed on a hunt group that mixes Local and Two-way EAS TNs
- "2-Way EAS" includes Metro, MCA, MetroPlus, EMS, EACS and EAS telephone numbers

Note: CLECs may establish a hunt group comprised of local telephone numbers and a separate Two-way EAS TN that is call forwarded to the hunt group.

Numbers in the same central office but different CG (Call Control) groups cannot be mixed.

- When issuing a Suspend or a Restore type of order on Series Completion Hunting all lines must either be Suspended or Restored.

Restrictions Multi-Line Hunt Types

Regular:

- Incoming calls search group in an ascending terminal order until it reaches an available line or last line of hunt group
- If no lines are available, the calling party receives busy signal
- The last line in the hunt arrangement does not have a "hunt/search to" number, however, if the multi-line hunt group has telephone numbers, then the last line in the hunting arrangement may have Busy Call Forward or Call Waiting.

Circular Hunting:

- Starts at number dialed circles through hunt sequence to number preceding number originally dialed
- Busy tone returned if no available line is found
- May be used with Preferential Hunting
- The last line in the hunt arrangement will "hunt/search to" the lead hunt number
- Call Waiting and Busy Call Forward cannot be provided.

Preferential Hunting:

- AT&T must provision preferential hunting as a Multi-line hunt type with a minimum of 3 lines and a maximum of 18 lines in a single hunt group when CLEC wants specific hunting pattern
- May be used with circular and series hunting
- Not available in DMS-100 switches

Non Hunt Lines:

- Non Hunt telephone numbers are numbers that are a part of the multi-line hunt group, but will not hunt if they are dialed direct
- Non-hunt numbers are not allowed in a multi-line hunt group on DMS-100 switches

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

Enhanced Line Classification Codes (ELCs) for Series Completion Hunting and Multi-line Hunt Ports

For series completion hunting, the single port ELC for residence or business is used. Multi-line hunt (HML) is for business only and has a separate ELC.

They are appropriate ELC codes:

- Residence series completion hunting arrangement - /ELC 2UNRR
- Residence EAS (Extended Area Service) series completion hunting arrangement - /ELC 2UNRE
- Business series completion hunting arrangement - /ELC 2UNBS
- Business EAS series completion hunting arrangement - /ELC 2UNBE
- Business multi-line terminal hunting (HML) arrangement - /ELC 2UNBM
- Business EAS multi-line terminal hunting (HML) arrangement - /ELC 2UBME

LSR Entries for Various Hunting Scenarios

The following represent *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	**-**	**Required** when HNTYP is populated with 1, 5, 6, 7, 8, 9, 10, or 11, and HA is populated. **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: 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**	When REQTYP is M, the only valid entry on a Migration 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**	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	**1**	If **HA** is: **C** or **D** = Same as value on existing CSR **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**	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	**5552351238**	

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	**1**	If **HA** is: **C** or **D** = Same as value on existing CSR **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**	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	**1-3**	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	**1**	If **HA** is: **C** or **D** = Same as value on existing CSR **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		**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	**1**	If **HA** is: **C** or **D** = Same as value on existing CSR **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**	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	**A**	If **HA** is populated: **Required** when the HNTYP is 1, 5, 6, 7, 8, 9, 10, or 11
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
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	A	**Required** when HNTYP is populated with 1, 5, 6, 7, 8, 9, 10, or 11 and HA populated
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**	
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**	D (When HA is D, one valid entry is required.
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**	D (When HA is D, one valid entry is required.
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 Numbers	**5552351234**	

Blocking

Blocking services are optional Central Office features that restrict/block 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 chart in General Ordering section (https://clec.att.com/clec/hb/shell.cfm?section=1342&hb=1151).

Usage Sensitive & Subscription Optional Features

Usage Sensitive Optional Features such as Auto Call Back, Auto Recall/Call Return, Three Way Calling, and Call Trace are designed for CLECs who may want to deploy these features for those End Users that have an occasional use for them.

Subscription Optional Features for the same products listed above, with the exception of Call Trace, are designed for End Users who use them on a consistent basis.

Order Information

USOCs for Usage Sensitive & Subscription Features

Product	Usage Sensitive	Subscription	AT&T Service Order Default if Neither Usage Sensitive or Subscription USOC on LSR
Auto Call Back	NV8	NSQ	/RCU AR
Auto Recall/Call Return	NV9	NSS	/RCU CR
Three Way Calling	3UY	ESC	/RCU TWC
Call Trace	NST	-	NST
-	-	-	/RCU AR,CR,TWC (if no USOCs on LSR)

Note: If CLECs request neither Usage Sensitive features nor Subscription features for Auto Redial, Call Return or Three-Way Calling, the default is to Block the Usage Sensitive feature.

Usage Sensitive and Subscription feature USOCs for the same feature and on the same line are mutually exclusive, and are prohibited (i.e., may have 3UY or ESC, but not both on the same line).

Call Trace (NST) is provisioned as Usage Sensitive only and carries no installation or monthly charges. To enable "Restrict Casual Use" (RCU) associated with Call Trace, LSR entries are required on the PS (Port) page.

To Add Call Trace:
      FA = A
      Feature = NST

To Block Call Trace:
      FA = A
      Feature = ZUNEL
      Feature Detail = /RCU COT

If an End User wants to block only Prompted Auto Redial (SDS) (recorded announcement), the order entries depend on the end users central office as follows:

Feature = ZUNEL

Feature Detail = /RCU SDS (DMS 100)

/INHB (5ESS)

- /RCU SDS must be the last entry, if there are other /RCU entries
- /RCU SDS or /INHB does not block Auto Redial service; it only removes the enhanced announcement

Change Directory Listings via Bill-On/ADL TN to Main TN & Main TN to Bill-On/ADL TN

A request 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 Southwest state/Commercial Agreement/Local Wholesale Complete™/ "SW - Change Directory Listing via Bill-On/ADL to Main and Main to Bill-On/ADL – Local Wholesale Complete™ (LWC ™) Account (MANUAL)."

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 Southwest state/Commercial Agreement/Local Wholesale Complete™/ "SW – 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 Southwest state/Commercial Agreement/Local Wholesale Complete™/ "SW - 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

The Network Interface Device (NID) is established by AT&T Southwest Region as the Minimum Point Of Entry (MPOE). The AT&T NID can only be moved in instances related to construction, renovation, or damage.

Note: An AT&T technician will not extend the NID/DEMARC or the associated wiring past the NID.

Requests for NID moves can be submitted via a **Network Interface Device Activity Form** located in the Forms & Exhibits/Administrative Forms section of the main CLEC Handbook.

Partial Disconnects

LSR submissions for Partial Disconnects use the following entries:

Field	Data Content
REQTYP	M
ACT	C or D
LNA	D

Outside Moves

Outside move requests are orders to change a customer's location. These orders move existing service from one location to another, including same building, different suite, floor, or room. 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 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, dependent upon the rate center/wire center.
- 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:

- Limited to 8db Loops
- Time limit of 90 days is assessed
- Partial moves
- Service must be in the same Central Office and certain Wire Centers
- Wholesale Number Retention is not permitted

Note: The LSR must have the DDDO populated with a date greater than the DDD, not fall on a weekend or holiday, and OTN is not populated.

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.
- Recording can only be applied for 3 months for residence accounts; business lines can be extended for up to 365 days (MOKA), and 18 months (Texas) from the date of the disconnect.

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 all TC OPT field entries, and to the main CLEC Handbook/any state in the Southwest region/Ordering/General Ordering/Number Referral Services, for additional information.

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

End Users 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/Limitations 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 for residence accounts; business lines can be extended for up to 365 days (MOKA), and 18 months (Texas) from the date of the disconnect.

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

Change Telephone Number

Changes to telephone numbers (TNs) can be submitting using the following:

- REQTYP M
- ACT C
- LNA C
- OTN populated with existing telephone number
- TN field populated with new telephone number from Verigate (refer to the pre-ordering section of the main CLEC Handbook)
- FA fields are populated only when features are being added or removed
- DL forms are required if a change in listing is requested

Note: For transfer of calls options, refer to the TC OPT field (Port form) in the LSOR for a list of Conditions

Suspend/Restore Service

An LWC™ line can be placed on suspend status to disconnect or to restore at a later date. Lines in suspend status temporarily prevent outgoing dial tone, incoming calls, or both.

Limitations

Suspension of service limits the following:

- No order activity permitted, including adding/removing features or outside moves
- Transfer of Call intercept provided is a generic statement that the call cannot be completed

LSR Entries

LSRs requests for Suspensions require the following:

- REQTYP = **M**
- ACT = **S** (Suspend) or **B** (Restore)
- TNS = Telephone number(s) to be used for this request
- S (Suspend Indicator) = **A** (Suspend Inward); **B** (Suspend Outward); **C** (Suspend Both Inward & Outward)

Note: If any TNs in a hunt group are suspended/restored, ALL TNs in the hunt group must be suspended/restored.

Ordering Optional and Custom Calling Features

The following represents 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
Anonymous Call Rejection	Feature = AYK
Auto Redial	Feature = NSQ
Busy Call Forwarding	Feature = EVB Feature Detail = /CFN 1 NPA NXX-NNNN or /CFN 9 NPA NXX-NNNN or /CFN 9 1 NPA NXX-NNNN or /CFNB NPA NXX-NNNN **Note:** Simultaneous Call Forwarding is not allowed.
Call Blocker	Feature = NSY
Call Forwarding Busy Line/Don't Answer	Feature = 5E5 **Note:** Simultaneous Call Forwarding is not allowed.
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 to 2-99 calls will be transferred simultaneously provided there are sufficient facilities to accept the calls. The "2-99 call paths" are a built-in switch feature and additional call paths are not available.
Call Return	Feature = NSS
Call Trace*	Feature = NST
Call Transfer Disconnect	Feature = FG3
Call Waiting	Feature = ESX
Call Waiting ID Options	Feature = NWL or NWT
Caller ID	Feature = NWT
Caller ID Blocking – Per Line	Feature = NBJ Feature Detail = /ACRG (1AESS switch only)

* Refer to the Annoyance Call Handling Process located in the General Ordering sections of the main CLEC Handbook for additional information.

Feature	LSR Format FA = N, C, D, or V (refer to LSOR "FA" field on Port form for business rules and conditions
Caller ID Calling Name Delivery	Feature = NMP
Caller ID Calling Number Delivery	Feature = NSD
Caller ID Per-Call-Block	Feature = NSG
Customer Alerting Enablement	Feature = EW5AX, EW5VA, or EW5VX Feature Detail = /MSS *MSA* MSSGRPP, NSII
Delayed Call Forwarding	Feature = EVD* Feature Detail = /CFN NPA NXX-NNNN /RCYC N or /CFN 1 NPA NXX-NNNN /RCYC N or /CFN 9 NPA NXX-NNNN /RCYC N or /CFN 9 1 NPA NXX-NNNN /RCYC N or /CFND NPA NXX-NNNN /RCYC N Ring Cycle can be a maximum of 9 **Note:** Simultaneous Call Forwarding is not allowed.
Distinctive Ringing/Priority Call	Feature = NSK
Remote Access to Call Forwarding	Feature = RC3 For PID Entry: Feature Detail = /PID NNNN
Selective Call Forwarding	Feature = NCE **Note:** Simultaneous Call Forwarding is not allowed.
Simultaneous Call Forwarding	Feature = ESD **Note:** Available with ESM only.

Optional Features

Call Notes® (Voice Mail)
To ensure a seamless transition throughout the Conversion/Migration process the following must be on the LSR submission:

- Appropriate Feature Activity and Feature (EVD, EVB, E5E) which is used to forward calls to Call Notes®.
- the forwarding feature USOC (EVD, EVB, E5E) must **stay the same**

Privacy Manager® with Profile Manger
The following are applicable LSRs entries for Privacy Manager® with Profile Manager:

- FA = N
- Feature field = **UKLRX** (residence) or **UKLBX** (business)
- Feature Detail field = RCYC, PIN
- **/RCYC** must be followed by numerical, single-digit code set of 6, 7, 8, or 9.
- **/PIN** must be followed by 4-digit, numerical code set, determined by ordering party.

Note: Profile Manager is a means by which an end user can establish Interactive Voice Response (IVR) numbers or access codes, which override Privacy Manager®, change PINs, and turn Privacy Manager® on/off. It is required when Privacy Manager® is established new or when there are PIN changes.

Note: Caller ID Name (NMP) and Telephone Number (NSD) Delivery must be established on an EU's line before Privacy Manager® can be ordered.

Personalized Ring (DRS, DRS1X, DRS2X)
Residence Distinctive Alerting/Teen Service/Personalized Ringing provides an EU up to **three** telephone numbers on the same line. Each telephone number has a distinctive ring for incoming calls.

Ordering Personalized Ring
The following FIDS are required on the LSR as Feature and Feature Detail with Personalized Ring:

Feature	Feature Detail
DRS++	/PN NNN NNN-NNNN 10 digit telephone number of the Primary Line.
	/TN NNN NNN-NNNN 10 digit telephone number of the PRING feature.
	/RNP X (alpha code identifying the ringing pattern)
U5R+X	/PN (nothing following PN)

- Names are designated for the telephone numbers to make it easier to refer to them.
    - Primary Number is the billing telephone number. This number is assigned for both incoming and outgoing calls.
    - 1st and 2nd Personalized Ring - These numbers are for incoming calls only.
    - In a 1AESS or 5ESS switch the FID /MCFI should be included with the Call Forwarding Variable feature.

- In DMS10 or DMS100 the /MCFI FID should be included with the DRS, DRS++ Feature Code.

- When assigning TNs, the numbers must be served by the same central office and whenever possible, the same NNX as the primary number.
  - In a 5ESS switch the RNP code set "D" is not available. Code set "E" should be used instead of "D".

Usage Sensitive Features

Usage Sensitive features such as Auto Redial, Call Return and Three Way Calling, and Call Trace are designed for CLECs who may want to deploy these features for those end users that have an occasional use for them.

Block Prompted Auto Redial
Prompted Auto Redial is an enhancement to Auto Redial. Instead of hearing a busy signal, a caller receives a recorded announcement, which states:

> 'The number you are calling is busy. If you would like Auto Redial to call you back when the line is no longer busy, press '3'. If you subscribe to Auto Redial, there is no additional charge. If you are not a subscriber, you will be charged. Otherwise, please hang up and try your call later.'

Prompted Auto Redial service redials the last outgoing call dialed for up to 30 minutes by pressing '3'. When the line is idle, the end-user caller is notified through a special call back ring (short-short-long) and the call is automatically completed.

Restrictions/Limitations of Prompted Auto Redial

- If the CLEC requests neither Usage Sensitive features nor Subscription features for Auto Redial, Call Return or Three-Way Calling the default is to block the Usage Sensitive feature.
- Usage Sensitive and Subscription feature USOCs for the same feature and on the same line are mutually exclusive, and are prohibited (i.e. may have 3UY or ESC, but not both on the same line).

Ordering Block Auto Redial

If an end-user wants to block only Prompted Auto Redial (recorded announcement), the order entries depend on the end-user's central office as follows:

  Feature = U5R+X
  Feature Detail = /RCU SDS (DMS 100)
         /INHB (5ESS)

- /RCU SDS must be the last entry, if there are other /RCU entries
- /RCU SDS or /INHB does not block Auto Redial service; it only removes the enhanced announcement

The following shows the required entries to block Auto Redial and Prompted Auto Redial.

  Feature = U5R+X
  Feature Detail = /RCU AR (DMS 100)
         /RCU AR/INHB (5ESS)

Restrict Casual Use

The FID /RCU (Restrict Casual Usage/Per Occurrence) is used in the FEATURE DETAL field to block Usage Sensitive service and is available free of charge. The following applies to Restrict Casual Use:

- If no positive entry is made on an LSR for the features Auto Redial, Call Return and/or Three-Way Calling (Usage-Sensitive USOC or Subscription USOC) RCU is automatically populated on the AT&T service order.
- However, RCU with the Usage-Sensitive code sets (AR, CR, and/or TWC) may not be entered in the Feature Detail field of an LSR.
- RCU may only be entered on an LSR with the code set SDS or COT.

Note: RCU is placed on every Analog Line Port when Usage Sensitive is not requested. The exception is Call Trace. Call Trace will always be activated unless the FID /RCU and code set COT is entered on the LSR in the feature detail field. For additional information on Call Trace, refer to the AT&T Annoyance Call Handling Process located in Ordering>>General Ordering UNE or Resale.

Commercial Coin

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

The USOC **U6J** 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/, 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.sbc.com/standardduedates), 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=224m

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