

Local Wholesale Complete™ (LWC™) Ordering Guide

<i>Document Revision History</i>	3
<i>Pre-Ordering</i>	4
<i>AT&T Facilities Check Website</i>	4
Ordering	4
Availability	4
Types of Orders.....	4
LSR Forms for LWC™ Requests.....	4
LSR Activity (ACT) Types for LWC™ Requests.....	5
LSR Entries Unique to LWC™ Requests.....	6
Limitations to Local Wholesale Complete™ (LWC™) Ordering.....	7
LWC™ and Essential Service Line (ESL) – California Only	7
LWC™ Requests for Access to Line Information Database (LIDB)	7
LWC™ Regrades of Service	8
LWC™ Regrades in Class of Service.....	8
Regrades Using ACT C	8
Regrades Using ACT T	8
Regrades Using ACT V	8
Business to Residence Regrades	8
Option 1	8
Option 2	9
Regrades in Types of Service	9
Option 1	9
Option 2	9
Option 3	9
Conversion/Migration/Reconfiguration/Assume Requests.....	9
Conversions/Migrations with Change (Assume as Specified) – ACT V.....	10
LSR Forms for LWC™ Conversion/Migration/Reconfiguration/Assume Requests.....	10
Partial Reconfiguration.....	10
Hunting	11
Series Completion (HTG)	11
Multi-line Hunting (HML).....	11
Hunting Limitations	12
Hunting Features & Interactions	12
LSR Entries for Various Hunting Scenarios.....	14
Scenario 1, ACT N: Request for New Regular Series Completion Hunting.....	14
Scenario 2, ACT V: Conversion/Migration with Change - Series Completion Hunting	15
Scenario 3, ACT C: Adding a Working Line to an Existing Series Completion Hunt Group.....	16
Scenario 4, ACT C: Maintain Line but Remove from Existing Series Completion Hunting.....	18
Scenario 5, ACT C: Change from Regular Series Completion to Circular Hunting.....	20
Scenario 6, ACT C: Change Hunt Sequence on Existing Series Completion Arrangement.....	22
Scenario 7, ACT V: Migrating Multi-line Hunt Group	24
Scenario 8, ACT C: Adding Line to Existing Multi-line Hunt Group	25

Scenario 9, ACT N: Add a Multi-line Hunting	26
Scenario 10, ACT C: Disconnect Entire Series Completion Hunt Group	27
Scenario 11, ACT C: Disconnect Entire Multi-line Hunt Group	28
Scenario 12, ACT C: Disconnect Entire Line.....	29
Blocking	30
Change Directory Listings via AUX TN to Main TN & Main TN to AUX TN.....	30
LSRs to Correct Address Records Only	30
Commercial Inside Wire Maintenance Plan (CIWMP)	31
Network Interface Device (NID) Moves.....	31
Partial Disconnects	32
Outside Moves	32
Restrictions/Limitations.....	32
When DDD and DDDO are Different	32
Partial Moves	33
Restrictions/Limitations	33
Transfer of Calls (TC) Options	33
After Order: Change Transfer of Calls (Referrals) on a Disconnected Number.....	35
Change Telephone Number	35
Suspend/Restore Service	35
Limitations	36
LSR Entries	36
Ordering Optional and Custom Calling Features	37
Custom Calling Features.....	37
Optional Features	39
Privacy Manager® with Profile Manager.....	39
Usage Sensitive Features & Restrict Casual Use	39
Commercial Coin	39
Reference to Annoyance Call Bureau	40
Standard Due Date Intervals for Local Wholesale Complete™ (LWC™).....	40
Quick Dial Tone (QDT) – California Residence Only	40
Due Date Board (LSOR 09.01+)	40
Reference to LSR Examples.....	40
Location of Commercial Product LSR Examples	40
Reference to USOC Search Tool	41

Document Revision History

Date	Revision
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, Consecutive or Regular, replaced the following statement: “Groups of 16 or less individual POTS lines” With: “Groups of 5 or less individual POTS lines”
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
7-11-08	Changed document to pdf format Revised embedded links Revised descriptions for Optional and Custom Calling Features (Busy Call Forwarding, Call Forwarding Busy Don't Answer, Call Forwarding Don't Answer, Call Forwarding Variable Revised Hunting Features & Interactions (Limitations, Call Forward Don't Answer, Call Forward Busy/Don't Answer)
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 California and AT&T Nevada Regions, 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: 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/Message Center
- 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
- End Users in Independent territory

LWC™ and Essential Service Line (ESL) – California Only

Essential Service or ESPP (Essential Service Protection Plan) is provided to eligible individuals and businesses that provide service during emergency situations, such as doctors, police, fire, and hospitals. Having an Essential Service Line (ESL) allows EUs to have dial tone restored after a disaster faster than dial tone is restored to other EUs in the same central offices.

ESL is available on Business or Residence LWC™ lines, and can be established new or migrated.

The LSR entries for ESL on the Port page are as follows:

- FA = N or V
- Feature = ZUNEL
- Feature Detail = /ESL

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

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 (same or different CLEC):

- Resale or Retail POTS to LWC™
- LWC™ to Resale
- 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 (HNTYP) are available with LWC™:

- Series Completion (HTG)
- Multi-line Hunt (HML)

Series Completion (HTG)

Consecutive or Regular:

- Incoming calls search group in the pre-established hunting sequence until it reaches an available line or last line in of 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 Forwarding feature
- The last line in the hunt arrangement does not have a "hunt/search to" number
- Groups of 5 or less individual POTS lines
- Telephone numbers are required for each line in the hunt group
- Series Completion groups in DMS-100 offices can be as large as 50 lines

Circular:

- Call is sent through a series of hunt numbers
- If no answer, then it returns to the first number in hunt and hunts through the group again until it is answered.
- A busy signal is reached if the call is not answered after the call has been sent through the entire hunt group.
- Can be used in Series Completion or Multi-line hunting arrangement

Preferential:

- Specific pattern of hunting

Multi-line Hunting (HML)

- MLH is usually established as groups of 17 or more individual POTS lines
- Required when establishing Preferential hunting
- Non hunt numbers can be a part of a MLH group
- AT&T assigns HML group IDs and TERS, and is part of the pre-ordering process

Regular:

- Incoming calls search the group in an ascending terminal order until it reaches an available last line of hunt group

- If no lines are available, calling party receives a 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:

- Call is sent through a series of hunt numbers
- If no answer, then it returns to the first number in the hunt and hunts through the group again until it is answered
- A busy signal is received if the call is not answered after the call has been sent through the entire hunt group
- Incoming calls search the group in an ascending terminal order until it reaches an available last line of hunt group

Preferential:

- Specific pattern of hunting
- Minimum of three lines
- Maximum of 18 lines in a hunt group

Non Hunt Numbers:

- Can be part of a multi-line hunt group, but not a standalone line
- If the number is dialed directly and not answered, then the call will not hunt
- Indicated on the LSR in the Feature Detail section as: /NHN

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)
- Different types of service (e.g. 1MB to PBX)
- Series Completion Groups
- Different Businesses, Residences, or End Users

Hunting Features & Interactions

The following are the most common Custom Calling features that may limit functionality with hunting:

Call Forwarding Busy (EVB)

Automatically forward incoming calls to another number when line is in use.

Limitations:

- Series Completion Hunting - usually installed on last line
- Multi-line Hunting – usually installed on first TER
- Simultaneous Call Forwarding is not allowed

Call Forward Don't Answer (EVD)

Automatically forward incoming calls to another number when line is not answered.

Limitations:

- Series Completion Hunting - usually installed on last line
- Multi-line Hunting – cannot be used
- Simultaneous Call Forwarding is not allowed

Call Forwarding Busy/Don't Answer (EVE)

Automatically forward incoming calls to another number when line is in use or does not answer.

Limitations:

- Series Completion Hunting - usually installed on last line
- Multi-line Hunting – cannot be used
- Simultaneous Call Forwarding is not allowed

Call Forwarding (ESM) and Remote Access to Call Forwarding (RAF)

Automatically forwards calls to another number when the entire hunt group is not available

Limitations:

- Will override the hunting and is usually placed on first line in a hunt arrangement
- Multi-line Hunting – usually installed on first TER

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	

Local Wholesale Complete™ (LWC™) Ordering Guide - AT&T California & AT&T Nevada

Note: The only field that indicates a change is 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	

Local Wholesale Complete™ (LWC™) Ordering Guide - AT&T California & AT&T Nevada

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

Change Directory Listings via AUX TN to Main TN & Main TN to AUX 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/California or Nevada/Commercial Agreement/Local Wholesale Complete™/ "W - Change Directory Change Listing via AUX to Main and Main to AUX – Local Wholesale Complete™ (LWC™) Account (MANUAL)."

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/California or Nevada/Commercial Agreement/Local Wholesale Complete™/ "W - Change Directory Listing via AUX to Main and Main to AUX – Residence 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 "C"
- 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/California or Nevada/Commercial Agreement/Local Wholesale Complete™/ "W – Correct Address Records on 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 West state/Commercial Agreement/Local Wholesale Complete™/ "W - New Local Wholesale Complete™ (LWC™) 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 West as the Minimum Point Of Entry (MPOE). The AT&T NID process is for single dwellings fed by aerial drops. The AT&T Technician will determine if all safety guidelines and codes are met before initiating any work.

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

Requests for NID moves can be submitted via the LSR as follows:

- LSR form: REQTYP M, ACT C, Remarks = Move NID with CLEC Contact information
- Port form: FA = C, Feature = RWW

Note: The standard Due Date of 2 days applies.

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

- Dual service is not available (“T” location cannot work at the same time as the “F” location)
- 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 “When DDD and DDDO are Different” below).
- The telephone numbers can change at the “T” location, or remain the same
- If moving to a new wire center, the TN must change:
 - LSR form: New LST
 - Port form: TN and OTN different
- 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 DDD and DDDO are Different

DDD (Desired Due Date) identifies due date for “T” location, and DDDO (Desired Due Date Out) identifies due date for “F” location. These dates can differ, and are limited by the following:

- DDDO is prohibited when DDD is the same
- DDDO cannot be greater than the DDD
- DDD cannot exceed 30 days beyond the DDDO

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
- 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".
- All other move restrictions apply as stated in the Outside Move section above.

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 be applied for 3 months only (residence accounts), and 365 days (business accounts) from the date of the disconnect until the new Directory issue date, whichever is longer.

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 (CA Only)	Temporary Disconnect	The number you have reached (Tel #) is temporarily disconnected at the customer's request.
04	Not Connected	The number you have reached (Tel #) has changed. The new number is not yet connected.
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. Note: TC TO PRI field required
H21	Split Operator Handled	This is the intercept operator. Are you calling (Name) or (Name)? Note: TC TO PRI field required

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:

- Recording can be applied for 3 months only (residence accounts), and 365 days (business accounts) from the date of the disconnect until the new Directory issue date, whichever is longer.

For sample LSR entries, refer to the LSR Examples Search Tool, <https://clec.att.com/clec/hb/lsex/>, select LSOR version/California or Nevada/Commercial Agreement/Local Wholesale Complete™/ "W - 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:

- REQ TYP 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

While an account is in Suspend status, the only orders that may be issued are:

- Restore from Suspend
- Migrate to another CLEC
- Disconnect

LSR Entries

LSRs requests for Suspend/Restore require the following:

- REQTYP = **M**
- ACT = **S** (Suspend)
- ACT = **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: TN field on the Port form must list all telephone numbers (including TNs in a hunt group) to be suspended or restored. LNA entries are prohibited.

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 (CA)	Feature = CRE
Block Call Rejection (NV)	Feature = CRE
Busy Call Forwarding	Feature = EVB Feature Detail = /CFN NPANXXNNNN CFN is 10 numeric value, without hyphens Note: Simultaneous Call Forwarding is not allowed.
Call Forwarding Busy Don't Answer	Feature = EVE Feature Detail = /CFN NPANXXNNNN/NRG N CFN is 10 numeric value, without hyphens Note: Simultaneous Call Forwarding is not allowed.
Call Forwarding Don't Answer	Feature = EVD Feature Detail = /CFN NPANXXNNNN/NRG N CFN is 10 numeric value, without hyphens Note: Simultaneous Call Forwarding is not allowed.
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 99 calls will be transferred simultaneously provided there are sufficient facilities to accept the calls. The "99 call paths" are a built-in switch feature and additional call paths are not available.
Call Return	Feature = CCR
Call Screen	Feature = CCB
Call Trace*	Feature = CALTR

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

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)
Call Transfer Disconnect (restricted)	Feature = FG3RE
Call Transfer Disconnect (unrestricted)	Feature = FG3UN
Call Waiting	Feature = ESX
Call Waiting ID	Feature = NWL
Caller ID	Feature = CNM
Caller ID Blocking (CA)	Feature = CNMBK
Caller ID Blocking (NV per line blocking)	Feature = CNMBK
Direct Connect Unshared	Feature = DCN Feature Detail = /DGS NNNNNNNNNN
Direct Connect Shared (CA)	Feature = DCX Feature Detail = /SH1 NPANXXNNNN
E911 Published/Non-published indicator	Feature = PUB Feature Detail = /PUB 0 or PUB 3
Intercom Plus	Feature = HMP
Message Waiting Indicator	Feature = MW1
Priority Ringing	Feature = CLP
Remote Access to Call Forwarding	Feature = RAF Feature Detail = /PID NNNN (four numeric, first numeric cannot be a "0")
Prompted Repeat Dialing	Feature = CRP
Select Call Forwarding	Feature = CSF
Speed Calling 8	Feature = ESL
Speed Calling 30	Feature = ESF
Three Way Calling	Feature = ESC
"Place Holder"	Feature = ZUNEL /ESL (Essential Line Service) /NHN (Non Hunt Number) /RCU SDS/INHB (Prompted Repeat Dial monthly without the Prompt)

Optional Features

Privacy Manager® with Profile Manager

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

- FA = N
- Feature field = PVM
- Feature Detail field = /MID followed by a four digit PIN; /ZANS 0 (if no Voice Mail present); /ZANS 2 (if Voice Mail present); /ZCFD (if Call Forwarding Delayed/Busy has different phone numbers); /CFD Delayed number with ZCFD

Refer to the USOC Search Tool for other valid formats.

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: End User must have Caller ID with Name (CNM). Anonymous Call Rejection (ACR) must be removed before adding Privacy Manager.®

Usage Sensitive Features & 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 Repeat Dialing (AC), Call Return (AR) and/or Three-Way Calling/Intercom Plus (TWC), RCU is automatically populated on the AT&T service order.

Commercial Coin

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

The USOC **CUA1P** 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™).

Quick Dial Tone (QDT) – California Residence Only

Residential addresses that are QDT (Quick Dial Tone) qualified, are also eligible for Same Day Due Dates for one line only if received by 5:00 P.M. If requesting more than one line at a QDT address, then the Due Date will follow the FDD guidelines.

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 premise visit 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/index.cfm>

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/index.cfm>
- 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