**Access to OSS, Applications, and Tools –**

**User Guide**

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| --- | --- | --- |
| **Version Number** | **Revision Date** | **Summary of Change** |
| 1.0 | 2.17.16 | First Publication |
| 1.01 | 7.25.2016 | 1 Revised text to address renaming of the CLEC Profile Application to Customer Profile. |
|  |  | 9.5 Revised text to address renaming of the CLEC Profile Application to Customer Profile  9.5.1 Updated link navigation instructions to reflect new name of AT&T CLEC Web Site Admin ID Request Form |
|  |  | 9.5.2 Updated link navigation instructions to reflect new name of AT&T CLEC Web Site Admin ID Request Form |
|  |  | 9.12 Updated entries to address renaming of CLEC Profile to Customer Profile |
| 1.011 | 7.25.2016 | 3.2 Updated URL |
| 1.02 | 9.29.2016 | 4.1 Corrected text to remove language regarding CAFE’s grandfathering and retirement and expanded access to Design Layout Record to AT&T 21-state. |
| 1.03 | 5.11.2017 | 5.1.1 Revised matrix to add in Southwest region, clarified application differences between the regions, updated URL information and support contacts. |
|  |  | 5.1.2 Revised matrix to remove Midwest and Southeast regions and insert Southwest Region, clarified description, provided company name of AT&T’s database vendor and added location of instructional documents in the Support section. |
|  |  | 5.1.3 Revised matrix to add Southwest and West Regions and updated Intrado’s name to West Safety Services |
|  |  | 5.1.4 Revised matrix to remove Southwest Region. |
|  |  | 5.1.5 Revised matrix to correct the tools or processes for updating shell records. |
|  |  | 5.1.6 Revised matrix to correct the tools or processes for updating shell records. |
|  |  | 9.1.1.2 Corrected spelling |
|  |  | 9.1.5 Updating link navigation instructions |
|  |  | 9.1.8 Updated link navigation instructions |
|  |  | 9.1.9 Updated link navigation instructions |
|  |  | 9.1.10 Updated contact email addresses |
| 1.04 | 11/15/2017 | 5.1.1 Removed footnote, updated customer type, added telephone numbers for password resets, and minor text change |
|  |  | 9.1.1.1 Updated link navigation instructions |
|  |  | 9.1.1.2 Updated link navigation instructions |
| 1.05 | 12.11.17 | 4.1 Revised to accommodate the absorption of WAO capability and to standardize offering across the 21-states |
|  |  | 4.3 Removed WAO because its functionality was replaced by CAFE. |
|  |  | 4.4 Renumbered to 4.3 to accommodate the removal of WAO that was formerly 4.3 |
|  |  | 5.5 Eliminated Data Validation Files as they are no longer available. |
|  |  | 5.6 through 5.9 Renumbered to accommodate the elimination of Data Validation Files |
|  |  | 9.3.7 Removed navigation links for WAO and renumbered the rest of section 9 to accommodate the removal |
| 1.06 | 1.19.2018 | 4.1 Fixed broken hyperlink to the CAFE/WOS Profile Request form link navigation instructions |
| 1.07 | 3.5.2018 | 5.1.1 Typographical correction to West Safety Services email address for the Southeast region |
|  |  | 5.1.5 First publication of Connect:Enterprise and renumbered rest of section to accommodate |
|  |  | 9.1.10 Retitled Section |
| 1.08 | 6.15.18 | 5.1.1 Corrected access instructions for 9-1-1 PSP |
|  |  | 9.1.1 Corrected spelling |
|  |  | 9.1.1.1 Added Southeast Region to the instructions |
|  |  | 9.1.1.2 Removed stand-alone instructions for SE Region and clarified 9-1-1 PSP for SW and W regions is accessed from within IUP |
| 1.09 | 7.30.18 | 1. Grammar changes |
|  |  | 2.1 and 2.2 Grammar changes |
|  |  | 2.3 Added text to address location of Accessible Letter information in AT&T Prime Access for Access customers, MPCs, and VPCs. Also made grammar changes. |
|  |  | 3.1 Grammar changes |
|  |  | 3.2 Changed name of “AT&T CLEC Block User ID form” to “AT&T CLEC Block ID form” and grammar changes. |
|  |  | 3.3 through 3.5 Grammar changes |
|  |  | 4.1 Grammar changes |
|  |  | 4.2 Changed name of “AT&T CLEC Block User ID form” to “AT&T CLEC Block ID form” and grammar changes. |
|  |  | 4.3 Grammar changes |
|  |  | 5.1.1 Grammar changes |
|  |  | 5.1.2 Updated the contact information for the ordering form and grammar changes |
|  |  | 5.1.3 Updated Midwest instructions on gaining access, including hyperlink to link navigation instructions. Also made Grammar changes |
|  |  | 5.1.4 Corrected Customer Type entries and grammar changes |
|  |  | 5.1.5 Corrected Region availability, corrected customer types, and grammar changes. |
|  |  | 5.1.6 Inserted new matrix for sFTP Connectivity and renumbered rest of section 5 to accommodate the insertion. |
|  |  | 5.1.7 Combined matrices for ESQK and ESRK Update Processes (originally sections 5.1.6 and 5.1.7) into a single matrix, alphabetized regional entries for shell records and steering records, updated the process for updating steering records, corrected the email addresses for support and corrected instructions for obtaining access to IUP. |
|  |  | 5.2 through 5.5 Grammar changes |
|  |  | 5.7.1 through 5.7.3 Grammar changes |
|  |  | 5.8 Grammar changes |
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|  |  | 8.1 Updated hyperlink and grammar changes |
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|  |  | 9.1.2 Inserted new link navigation instructions for the 21-State ALI Steering Table and renumbered rest of section to accommodate the insertion. |
|  |  | 9.1.5.2 Inserted new link navigation instructions for the regional mailbox for the Southeast region and renumbered the rest of the section to accommodate. |
|  |  | 9.1.5 (original numbering) Deleted link navigation instructions for the obsolete AT&T Wireless 911 pANI Steering form formerly for use only in the Southwest region. |
|  |  | 9.1.6 Deleted obsolete link navigation instructions for E911 Data Exchange Questionnaire for the AT&T Midwest Region and renumbered the rest of the section to accommodate the deletion |
|  |  | 9.2.1 Updated link navigation instructions |
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|  |  | 9.11 Updated link navigation instructions to include AT&T Prime Access |
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| 1.10 | 7.31.18 | 5.3 Updated hyperlink |
| 1.11 | 9.5.18 | 9.1.6 Updated link navigation instructions |
| 1.12 | 10.16.18 | 5.1.3 Corrected contacts for Support row of matrix |
| 1.2 | 11.18.2020 | 5.1 Inserted hyphens |
|  |  | 5.1.2 Inserted new matrix titled 9-1-1 Public Safety Platform (9-1-1 PSP) and renumbered rest of section to fit. |
|  |  | 5.1.4 Added ILEC to Customer type, updated “Support” and “To Obtain Access” rows to accommodate migrating to an in-house database. |
|  |  | 5.1.5 Revised Title, updated “Description and Purpose”, “URL”, “Support”, and “To Obtain Access” rows to accommodate migrating to an in-house database. |
|  |  | 5.1.5 (deleted matrix for “Connect:Enterprise” and continued renumbering rest of section. |
|  |  | 5.1.6 Updated “To Obtain Access” row for vendor’s name. |
|  |  | 5.1.7 Updated “Description and Purpose” row for the applicable update tool. Also updated rows for “URL”, “Support” and “To Obtain Access” rows to refer back to the information in the “Description and Purpose” row |
|  |  | 9.1.3 & 9.1.4 Deleted obsolete instructions and renumbered rest of section to accommodate |
|  |  | 9.1.3 After deleting renumbering, inserted new 9.1.3 for the AT&T 9-1-1 Public Safety Platform Subscriber User Form |
|  |  | 9.1.4.1 After deleting and renumbering, updated email address |
|  |  | 9.1.6 9.1.7 & 9.1.8 Deleted obsolete instructions and continued renumbering rest of section |
| 1.3 | 2.8.2021 | 2.2 Inserted new text to address self-initiated password resets when using AT&T Global Logons and renumbered rest of section. |
|  |  | 5.1.1 Removed Southwest Region from the matrix |
|  |  | 5.1.2 Added Southwest Region to the matrix and updated the group mailbox for technical support |
|  |  | 5.1.3 Removed the Southwest Region from the matrix |
|  |  | 5.1.4 Added the Southwest Region to the matrix, updated the group mailbox for technical support, and updated the instructions for obtaining access. |
|  |  | 5.1.5 Added the Southwest Region to the matrix, corrected customer type to include MPC and VPC, eliminated the URL with a reference to the AT&T 9-1-1 PSP matrix, updated the group mailbox for technical support, and updated the instruction for obtaining access. |
|  |  | 5.1.6 Removed the Southwest Region from the matrix and updated customer type to include MPC and VPC |
|  |  | 5.1.7 updated tools and processes for shell records and steering records to be region-specific |
|  |  | 7.4 Inserted new matrix for Password Resets for AT&T Global Logon |
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|  |  | 9.1.1.1 Removed the Midwest Region from the link navigation instructions |
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|  |  | 9.1.4 Changed the email address for the AT&T Southwest Region DIU |
|  |  | 9.1.5 Updated name from West Safety Service to Intrado and removed the Midwest and Southwest Regions from the link navigation instructions |
|  |  | 9.30 Inserted new link navigation instructions to find how to self-initiate a password reset for AT&T Global Logon and renumbered rest of section. |
| 1.4 | 5.14.2021 | 5.1.1 clarified that 9-1-1 Net is the old database for the Southeast Region |
|  |  | 5.1.2 Added Southeast region to the Matrix effective 8/16/21 in the Region row and added Southeast region to Support row for both Data Integrity Unit and technical support. |
|  |  | 5.1.4 Added Southeast region to the Matrix effective 8/16/21 in the rows for Region and To Obtain Access and added Southeast region to Support row. |
|  |  | 5.1.5 Added Southeast region to the Matrix effective 8/16/21 and added Southeast region to the Support row for both Data Integrity Unity and technical support. |
|  |  | 5.1.7 Updated tools and processes for shell records and steering records for the Southeast region |
|  |  | 6 Inserted new text to address Electronic Funds Transfer (EFT) and Automated Clearing House Association (ACH) |
|  |  | 7.3 Clarified which Accessible Letter distribution list should by used by service providers. Clarified wholesale 9-1-1. Also clarified that the CLEC distribution list covers wholesale 9-1-1. |
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|  |  | 9.17 Inserted new Electronic Funds Transfer Enrollment link navigation instructions as a new 9.1.17 and renumbered rest of section. |
|  |  | 10 Inserted entry for the 9-1-1 PSP abbreviation. |
| 1.5 | 6.15.2021 | 7.5 Inserted new matrix to address Data Connection Security Requirements. |
|  |  | 9.15 Inserted new link navigation rules for Data Connection Security Requirements and renumbered rest of section. |
| 1.5.1 | 9.10.2021 | 5.1.2 Updated contact telephone numbers for the Data Integrity Unit |
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| 1.6 | 1.27.2022 | 5.1.1 Added Texas and Kansas to the matrix |
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| 1.8 | 8.23.22 | 5.1.1 Removed Southeast, Kansas and Texas as dual updating has ended. Added NV for dual updating. |
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# 1. Overview

The information contained in this document is applicable to all companies authorized to use AT&T 21-State Operation Support Systems, Applications, and Tools that support Local Wholesale products and services, including Interconnection, Local Number Portability (LNP), and 911 data administration. Such companies are typically Competitive Local Exchange Carriers (CLECs), Wireless Service Providers (WSPs), and Interconnected VoIP Providers (IVPs). Also covered by this document are companies that support these providers, such as Service Bureau Providers (SBPs) that issue Local Service Requests, and VoIP Positioning Centers (VPCs) and Mobile Positioning Centers (MPCs) that administer pseudo Automatic Number Identification (pANI) data for IVPs and WSPs respectively.

Operations Support Systems (OSS) are AT&T 21-State back-office systems and tools used to order AT&T 21-State services and functions, including pre-ordering, ordering, repair/maintenance and billing. Companies with signed Interconnection, Resale, Wireless Trading Partner, or IVP OSS agreements can request access to OSS that support the services contained in their agreement.

The main tool used to request OSS access for both CLEC and IVP is the Customer Profile (Profile). The Profile is a web-based application that is segmented into 9 sections, with each section addressing a different functionality, including the ability to define an individual profile as either a CLEC or an IVP profile. Once a company has submitted a complete and accurate Profile, it can begin requesting access to OSS (some requests are actually part of the Profile). The Customer Profile is in [CLEC Online](https://clec.att.com/clec/) and instructions for finding it are [here](#CLEC_Profile).

Accessing the CLEC Profile will require a login and password. These can be obtained by completing and returning the AT&T Company Profile Web Site Administrator ID Request Form. Instructions for finding that form are [here](#_8.4_AT&T_CLEC). Instructions for returning the form are contained within the form.

New CLECs and IVPs that are just getting started and need help completing an initial Profile should contact their assigned start-up Account Manager. CLEC’s and IVP’s assigned start-up Account Manager will make the initial contact once contracts have been signed by both parties. CLEC or IVP that needs help modifying its existing Profile should contact a Wholesale Support Specialist (WSS) either by using a hyperlink from within the profile menu or through a group mailbox. That group mailbox address is [here](#Email_for_WSS). The Customer Profile website also contains a link to a student guide that will help in completing a Profile. Classes on how to use OSS for pre-ordering, ordering, provisioning, repair/maintenance, and billing are also available to all users that have authorized access to the OSS. The offered courses, course descriptions, and applicable charges, are included in the Customer Education section of [CLEC Online](https://clec.att.com/clec/). Instructions for finding the information are [here](#Education).

All OSSs, applications, and tools are not available to all customers. To be available, the back-office system must support a service or process customer is authorized to use. For example, if a particular OSS, application, or tool is used to support only Unbundled Network Elements (UNEs), only CLECs with an executed Interconnection Agreement may access that particular OSS.

All OSS, Applications, and tools require submission of an access request form before AT&T 21-State will provide IDs and passwords. All such access request forms must be completely and correctly filled out or AT&T 21-State will reject the access request.

[CLEC Online](https://clec.att.com/clec/), and the documentation it contains, were developed originally for CLECs and may only use the term CLEC when referring to authorized users/customers. However, if the documentation supports a service authorized in an IVP’s OSS Agreement, the document applies equally to that IVP.

This document is intended for online use and relies heavily on hyperlinks to locate online navigational instructions. The URLs contained in this document are subject to change without notice. If you encounter a broken or obsolete link or link navigation instructions, please contact your SrCAM.

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# 2 Connection and Access

## 2.1 Getting Connected

CLEC, IVP, SBP, VPC, and MPC will usually access OSS, applications, and tools through an internet connection (as is done for most OSS) or through a Remote Access Facility (xRAF) (as is done for most applications and tools). xRAF connections may be either through a dedicated circuit or through dial-up as designated by AT&T 21-State. If an application or tool supports both a dedicated xRAF connection and a dial-up xRAF connection, CLEC, IVP, SBP, VPC, and MPC must choose and use only one access method.

Documentation on how to create a dial-up connection to an AT&T 21-State xRAF is in [CLEC Online](https://clec.att.com/clec/). Instructions for finding that document are [here](#xRAF). Dedicated connections will require CLEC, IVP, SBP, VPC, or MPC to obtain file format, circuit, and IP address information from AT&T 21-State. This information is not available publicly. However, individual companies can obtain request forms from their SrCAM or WSS. These request forms will allow a company to obtain and exchange with AT&T 21-State the information needed to establish the file formats and dedicated circuits. Your WSS can be contacted at the email address [here](#Email_for_WSS).

The IS Call Center (ISCC) is the single point of contact for OSS issues, including, but not limited to:

* Establishing physical connectivity to an xRAF and file transfer set-up
* Getting users set up for an OSS application
* Troubleshooting problems with an OSS or application

Additional information on issues handled by the ISCC, as well as how to contact the ISCC are in [CLEC Online](https://clec.att.com/clec/) and instructions for finding the information are [here](#IS_Call_Center).

## 2.2 AT&T Global Logon Password Reset

Some OSS, applications, and tools are transitioning to an AT&T Global Logon process that allows a user to self-initiate a password reset. The process for initiating a password reset of an AT&T Global Logon is in [CLEC Online](https://clec.att.com/clec/) and [AT&T Prime Access](https://www.business.att.com/prime-access.html). Instructions for finding the document are [here](#_9.31_Password_Reset).

## 2.3 Hardware and Software Requirements

Uniform OSS hardware and software requirements are available in [CLEC Online](https://clec.att.com/clec/) and instructions for finding those requirements are [here](#Hardware_and_Software_Requirements).

## 2.4 Hours of Operation

A schedule of OSS hours of operation is in [CLEC Online](https://clec.att.com/clec/) and instructions for finding that schedule are [here](#OSS_Hours).

When AT&T 21-State determines that an unplanned OSS event will affect OSS users, AT&T will transmit a Broadcast Notification of the event. Examples of such events include, but are not limited to, degraded service, emergency OSS software releases, unplanned maintenance outages to install system patches, hardware, etc. A description of AT&T 21-State’s Accessible Letter broadcast notification process, including how to subscribe to the notification’s distribution list, is in [CLEC Online](https://clec.att.com/clec/) for CLECs and IVPs and in [AT&T Prime Access](https://www.business.att.com/prime-access.html) for access customers and MPCs and VPCs. Instructions for finding the information in both websites are [here](#Accessible_Letter_Mailing_List).

## 2.5 Versioning

AT&T 21-State does not support versioning. AT&T 21-State maintains only one version of each OSS, application and/or tool.

# 3 OSS

## 3.1 CLEC Service Order Tracking System (CSOTS)

|  |  |
| --- | --- |
| Region(s) | AT&T 9-State |
| Customer Type | CLEC, IVP, SBP |
| Description and Purpose | CSOTS is a web application for viewing information from AT&T 9-State’s Service Order Communications System (SOCS). Such information includes, but is not limited to, service orders, order statuses, service order tracking, etc. |
| URL | <http://orderstatus.wholesale.att.com/> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | Once the Profile has been completed, obtain a CSOST Access Request form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address indicated on the form. Instructions for obtaining the form are [here](#CSOST_Access_Request_form). CSOTS is accessible via the internet. |

## 3.2 Electronic Bonding Trouble Administration (EBTA)

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IXC, WSP, IVP, SBP |
| Description and Purpose | EBTA is an electronic application through which users can create and view trouble reports via the internet (GUI) or application-to-application. The EBTA GUI is more robust than the application-to-application version. For example, EBTA GUI supports both DS0/DS1 testing and MLT testing while the app-to-app version supports testing only for MLT. Users can enter trouble tickets online with “real time” status of the trouble ticket.  EBTA GUI has a number of capabilities not available in the app-to-app interface. These include:   * Multiple search options, including circuit ID or ticket number * Ability to view a complete list of all tickets opened created through EBTA GUI. * Receipt of emailed status reports for up to 30-days. * Ability to cross-reference users’ internal ticket numbers with AT&T 21-State ticket numbers. * Binding Post lookup and Features lookup for some accounts. |
| URL | <https://osstoolbar.att.com/toolbar/index.html> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS) for assistance with completing an original CLEC Profile or the AT&T CLEC Block ID. A user guide for EBTA is also available in [CLEC Online](https://clec.att.com/clec/) and instructions for finding it are [here](#EBTA_User_Guide). AT&T 12-State offers instructor-led virtual training classes for the EBTA GUI. See the AT&T 21-State Customer Education (Training) section of this document for more information. |
| To Obtain Access | Indicate EBTA in Section 1 of the CLEC Profile. Also, once the Profile is complete, obtain an AT&T CLEC Block ID form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address listed in the form. Instructions for finding this form are [here](#ATT_CLEC_Block_User_ID_Form). |

## 3.3 Lsr Exchange System (LEX)

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP, WSP, SBP |
| Description and Purpose | LEX is a browser-based Graphical User Interface (GUI) that enables users to perform ordering and pre-ordering activities on end-user accounts such as creating requests in LSR format, receiving acknowledgements, and performing preordering inquiries.  All ordering rules, and a complete list of all acknowledgements and preordering inquiries are contained in the LSOR, a copy of which can be found in [CLEC Online](https://clec.att.com/clec/). Instructions for finding the LSOR are [here](#LSOR).   |  |  |  | | --- | --- | --- | | Preorder Inquiries | Ordering | Acknowledgements | | Address Validation | Simple and Complex | Firm Order Confirmation | | Telephone Number Reservation | Resale | Provider Initiated Activity | | Customer Service Record Information | Unbundled Network Element | Error Notification | | PIC/LPIC Inquiry | Local Wholesale Complete | Line Loss Notification | | Feature Inquiry | Local Number Portability | Jeopardy Notification | |  |  | Service Order Completion | |  |  | Post to Bill Notification |   LEX generally provides the same functionality as XML Gateway. The main difference between the two is that XML Gateway is app-to-app and LEX is a web-based GUI. |
| URL | <https://osstoolbar.att.com/toolbar/index.html> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS) for assistance with completing an original CLEC Profile and the AT&T CLEC Block User ID. AT&T 21-State also offers instructor-led virtual training classes for LEX. Please see the AT&T 21-State Customer Education (Training) section of this guidebook for more information on training.  All of the fields and business rules in LEX are supported by the Local Service Ordering Requirements (LSOR). The LSOR is available in CLEC Online and instructions for locating it are [here](#LSOR). |
| To Obtain Access | Indicate LEX in Section 1 of the CLEC Profile. Also, once the Profile is complete, obtain an AT&T CLEC Block ID form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address listed in the form. Instructions for finding this form are [here](#ATT_CLEC_Block_User_ID_Form). |

## 3.4 Enhanced Verification Gateway (Verigate)

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP, IXC, WSP, SBP |
| Description and Purpose | Verigate is a browser-based application that provides electronic access to pre-order information. Users can submit Pre-Ordering Uniform Transactions, the results of which they then use to create accurate LSRs that are then submitted through XML Gateway or LEX. |
| URL | <https://osstoolbar.att.com/toolbar/index.html> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS) for assistance with completing an original CLEC Profile and the AT&T CLEC Block User ID form. AT&T 21-State also offers instructor-led virtual training classes for Verigate. Please see the AT&T 21-State Customer Education (Training) section of this guidebook for more information on training.  All of the fields and business rules in Verigate are supported by the Local Service Pre-Ordering Requirements (LSPOR). The LSPOR is available in CLEC Online and instructions for locating it are [here](#LSPOR).  Although a Verigate transaction in one region might be similar in nature to a transaction in another region, the output response, development, or application might be different. Verigate transactions are addressed in better detail in the Verigate User Guide found in [CLEC Online](https://clec.att.com/clec/). Instructions for finding this guide are [here](#Verigate_User_Guide). |
| To Obtain Access | Indicate Verigate in Section 1 of the CLEC Profile. Also, once the Profile is complete, obtain an AT&T CLEC Block User ID form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address listed in the form. Instructions for finding this form are [here](#ATT_CLEC_Block_User_ID_Form). |

## 3.5 XML Gateway

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP, SBP |
| Description and Purpose | XML Gateway is an application-to-application interface that enables users to interactively perform ordering and pre-ordering activities on end-user accounts. Users must develop their own front-end system(s) to create requests in LSR format, receive acknowledgements, and perform preordering inquiries.  All ordering rules, and a complete list of all acknowledgements and preordering inquiries are contained in the LSOR, a copy of which can be found in [CLEC Online](https://clec.att.com/clec/). Instructions for finding the LSOR are [here](#LSOR).   |  |  |  | | --- | --- | --- | | Preorder Inquiries | Ordering | Acknowledgements | | Please refer to the LSPOR for a list of Preorder Inquiries. The LSPOR is in [CLEC Online](https://clec.att.com/clec/) and instructions for finding it are [here](#LSPOR). | Simple and Complex | Firm Order Confirmation | | Resale | Provider Initiated Activity | | Unbundled Network Element | Error Notification | | Local Wholesale Complete | Line Loss Notification | | Local Number Portability | Jeopardy Notification | |  | Service Order Completion | |  | Post to Bill Notification |   XML Gateway uses National Standard ordering format. Users have two options for connecting to the XML Gateway to submit their electronic orders:   1. Internet 2. Service Bureau Provider   The main difference between XML Gateway and LEX is that XML Gateway is app-to-app and LEX is a web-based GUI. |
| URL | <https://clec.att.com/clec_xmlsupport> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS) for assistance with completing an original CLEC Profile. There is also a support website that provides the functional specifications and instructions for using XML in [CLEC Online](https://clec.att.com/clec/). Instructions for finding that website are [here](#XML_Gateway_Website). |
| To Obtain Access | Indicate XML in Section 1 of the CLEC Profile. Once the Profile is complete, contact a WSS to obtain an LSR/XML form. Complete the form and return it to a WSS. The email address for a WSS is [here](#Email_for_WSS). |

# 4 Applications

## 4.1 Common Access Front End (CAFE)

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC IXC, SBP |
| Description and Purpose | CAFE is a web interface application that is used for a variety of ACCESS activities, primarily ordering, Design Layout Record (DLR) information, ASR history, circuit information and other ordering and preordering functionality. As of 12/11/2017, the WAO application was retired and all WAO functionality was migrated to CAFÉ.  Additional validation steps available in CAFE include:   * CFA Validation * Address Validation * SONET Carrier Display * Two-Six Code Validation   CAFÉ supports any product that can be ordered via an ASR. |
| URL | <https://portal.wholesale.att.com/cafe1/> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | Obtain a CAFE/WOS Profile Request form from [CLEC Online](https://clec.att.com/clec/), complete it, and return it to the email address indicated on the form. Instructions for obtaining the form are [here](#CAFE_WOS_Profile_Request_Form). CAFE is accessible via the internet. |

## 4.2 ExClaim

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IXC, WSP, IVP, SBP |
| Description and Purpose | ExClaim users can perform bill queries, create dispute spreadsheets, and directly enter claims onto a single spreadsheet that will be distributed to the appropriate claims center for handling. ExClaim and the application used by the call centers to process the claims share the same database; therefore, submitted claims and any claim status changes are reflected instantly to both customers’ users and AT&T 21-State’s internal support personnel. |
| URL | <https://oss.att.com/toolbar/index.html> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS) for assistance with completing an original CLEC Profile or the AT&T CLEC Block User ID form. |
| To Obtain Access | Indicate ExClaim in Section 1 of the CLEC Profile. Also, once the Profile is complete, obtain an AT&T CLEC Block ID form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address listed in the form. Instructions for finding this form are [here](#ATT_CLEC_Block_User_ID_Form). |

## 4.3 Wireless Ordering System (WOS)

|  |  |
| --- | --- |
| Region(s) | AT&T 9-State |
| Customer Type | WSP, Payphone Providers, SBP |
| Description and Purpose | WOS is a web-based ordering system for WSPs and payphone providers to order access facilities. WOS includes pre-order functionality for validating NC/NCI codes through Access Gateway, CFAs with TIRKS interface, and Addresses with RSAG Interface. WOS also includes WSR order functionality to order wireless services from AT&T 9-State. |
| URL | <https://portal.wholesale.att.com/wos/jsp/Login.jsp> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | Obtain a CAFE/WOS Profile Request form from [CLEC Online](https://clec.att.com/clec/), complete it, and return it to the email address indicated on the form. Instructions for finding this form are [here](#CAFE_WOS_Profile_Request_form). WOS is accessible via the internet. |

# 5 Tools

## 5.1 9-1-1 Tools

AT&T 21-State offers a combination of electronic tools and manual forms for companies to maintain their Automatic Location Information (ALI). Whether to use a tool or a form generally depends upon whether AT&T provides the ALI Database directly or uses a Database vendor and whether the records support migratory (e.g., wireless and VoIP) or non-migratory records (e.g., non-IP landline ILEC and CLEC). Migratory records are typically administered by a Mobile Positioning Center or a VoIP Positioning Center as applicable. Non-migratory records are typically administered by the service provider of record.

### 5.1.1 9-1-1 NET

| Region(s) | AT&T California |
| --- | --- |
| Customer Type | ILEC, CLEC, MPC, VPC |
| Description and Purpose | 9-1-1 NET is an application with region-specific capabilities.  AT&T California   * View telephone number records in the 9-1-1 Database * Verify record accuracy without a test call * Confirm that a TN record has been loaded into the 9-1-1 Database * Perform MSAG validation before loading TN records * Access to records is restricted by Company ID   AT&T California   * Accessed from within the Intrado Unified Portal (IUP) portal * View, insert, change, migrate, unlock, or delete telephone number records in the 9-1-1 Database * Obtain faster error resolution when the error is MSAG related   See also the matrix for the Intrado Unified Portal (IUP) below. |
| URL | https://Iup.intrado.com |
| Support | Contact Intrado – Life & Safety  AT&T California:   * Phone: 855-804-0490 option 1 * Email: [ATTSWWE.safetyservices@west.com](mailto:ATTSWWE.safetyservices@west.com) * Password Reset: 855-804-0490 option 3 |
| To Obtain Access | For AT&T California, access to 9-1-1 NET is from within the Intrado Unified Portal (IUP). |

### 5.1.2 9-1-1 Public Safety Platform (9-1-1 PSP)

| Region(s) | AT&T Midwest, Southeast, Southwest, and Nevada |
| --- | --- |
| Customer Type | ILEC, CLEC, MPC, VPC |
| Description and Purpose | A Graphic User Interface (GUI) to manually query, insert, update, and delete your subscriber records. 9-1-1 PSP includes the following capabilities:   * View, insert, change, migrate, unlock, or delete telephone number records in the 9-1-1 Database * Verify record accuracy without a test call * Confirm that a TN record has been loaded into the AT&T 9-1-1 PSP Database system * Perform MSAG validation before loading TN records * Access to records is restricted by Company ID |
| URL | <https://www.e-access.att.com/911psp-ui/> |
| Support | For MSAG support, contact the Data Integrity Unit:   * AT&T Midwest, Southeast, Southwest, and Nevada:   + Assistance is available Monday - Friday (8am - 5pm CST)   + Toll Free:   800-879-4090 (All Regions)  Region-specific Office Group Mailboxes are [here](#Email_for_DIU).  For technical support, contact the 9-1-1 Production Support Group:   * AT&T Midwest, AT&T Southeast, AT&T Southwest, and AT&T Nevada:   + Office Group Mailbox:e911dsst@att.com |
| To Obtain Access | Complete and submit an “AT&T 9-1-1 Public Safety Platform Subscriber Form” per user. Instructions for finding the form are [here](#Subscriber_Form). Once access has been approved, the user will be notified and will receive a temporary password. |

### 5.1.3 Intrado Unified Portal (IUP)

|  |  |
| --- | --- |
| Region(s) | AT&T California |
| Customer Type | CLEC, ILEC, MPC, VPC |
| Description and Purpose | The portal through which customers will reach 9-1-1 PSP in the West Region. IUP is a data exchange application that interfaces with the E9-1-1 Database to:   * Retrieve error and status files * Obtain an electronic Master Street Address Guide (MSAG) * Validate telephone numbers * Review error records * View Master Street Address Guide (MSAG) * File Transfer Tool for sending SOI and retrieving Error and Status files * Access a Document Library |
| URL | To be provided in a welcome package from Intrado – Life & Safety. |
| Support | IUP contains a document library that contains various instructional documents plus an instructional video on using IUP. |
| To Obtain Access | 1. Complete appropriate contract negotiations 2. Complete a CLEC Profile (CLEC Only) 3. The contact information is on the ordering form for 9-1-1 NET. That form is available from [CLEC Online](https://clec.att.com/clec/) and instructions for finding it are [here](#Net_Ordering). |

### 5.1.4 Service Order Input (SOI) Process

|  |  |
| --- | --- |
| Region(s) | AT&T Midwest, Southeast, Southwest, and Nevada |
| Customer Type | CLEC, ILEC, MPC, VPC |
| Description and Purpose | A data exchange process that allows a company to submit a file of ALI database updates based upon its completed service order activity. SOI is used to:   * Insert, Delete, Migrate, Unlock or Change an E9-1-1 shell record in the ALI Database * Retrieve error and status files * Obtain an electronic Master Street Address Guide (MSAG) |
| URL | Not Applicable |
| Support | * AT&T Midwest, Southeast, Southwest, and Nevada:   + For file and transmission issues, contact the 9-1-1 Production Support Group: Group Mailbox:e911dsst@att.com   + For MSAG and TN related support: contact the Data Integrity Unit at the region-specific email address located [here](#Email_for_DIU). |
| To Obtain Access | * AT&T Midwest, Southeast, Southwest, and Nevada   + Users can submit SOI file containing updates through E9-1-1 External File Server (E911-EFS)   + An EFS User Guide is located on the Help page within the E911-EFS application.   + Access to the SOI process is through E911-EFS. Because E911-EFS is accessed through AT&T 9-1-1 PSP, see the matrix for AT&T 9-1-1 PSP for access instructions. |

### 5.1.5 E911 External File Server (E911-EFS) / sFTP Connectivity

|  |  |
| --- | --- |
| Region(s) | AT&T Midwest, Southeast, Southwest, and Nevada |
| Customer Type | ILEC, CLEC, MPC, VPC |
| Description and Purpose | An internet-based data exchange process that uses a File Transfer Protocol method to upload and download files. E911-EFS is used to:   * Upload, download, and transmit SOI files from a web-based interface or Secure File Transfer Protocol (sFTP) * E911-EFS Download or review results of service order file processing * Run and review MSAG Extract reports * Run MSAG and TN Queries |
| URL | See the matrix for AT&T 9-1-1 PSP |
| Support | For MSAG support, contact the Data Integrity Unit:   * AT&T Midwest, Southeast, Southwest, and Nevada:   + Assistance is available Monday - Friday (8am - 5pm CST)   + Toll Free:     - 800-879-4090 (All Regions)   + Region-specific Office Group Mailboxes are [here](#Email_for_DIU).   For technical support, contact 9-1-1 PSP Tech Support:   * AT&T Midwest, Southeast, Southwest, and Nevada:   + Office Group Mailbox:e911dsst@att.com   + An EFS User Guide is located on the Help page within the E911-EFS application. |
| To Obtain Access | Access to E911-EFS is through the AT&T 9-1-1 PSP. See the matrix for AT&T 9-1-1 PSP for access instructions. A User Guide for E911-EFS is located on the Help page within the E911-EFS application. |

### 5.1.6 sFTP Connectivity

|  |  |
| --- | --- |
| Region(s) | AT&T California |
| Customer Type | ILEC, CLEC MPC, VPC |
| Description and Purpose | An internet-based data exchange process for securely transferring files between customers and Intrado – Life & Safety.   * Upload new service order files * Download or review results of service order file processing |
| URL | [www.winscp.net](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.winscp.net&d=DwMFAg&c=LFYZ-o9_HUMeMTSQicvjIg&r=-wmLZCvf82OhRiTyKWYerw&m=JLL5EVxMmH2zCDaeH5s13YIPiPaQCoOQlIdIx9t9GVM&s=nYEyK0LezNb75W5YD2UYn4sIw0x95sXRTW5J2snsnCc&e=) |
| Support | An sFTP Connectivity User Guide is available from Intrado – Life & Safety upon request. |
| To Obtain Access | Contact Intrado - Life & Safety at 855-804-0490. Users must also obtain and install an sFTP client. Intrado - Life & Safety recommends using WinSCP which users can download for free at [www.winscp.net](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.winscp.net&d=DwMFAg&c=LFYZ-o9_HUMeMTSQicvjIg&r=-wmLZCvf82OhRiTyKWYerw&m=JLL5EVxMmH2zCDaeH5s13YIPiPaQCoOQlIdIx9t9GVM&s=nYEyK0LezNb75W5YD2UYn4sIw0x95sXRTW5J2snsnCc&e=). |

### 5.1.7 ESQK and ESRK Update Process

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | MPC & VPC |
| Description and Purpose | The tools or processes for updating ESQK and ESRK shell records and steering tables are outlined in the embedded table below. The combination of electronic tools and manual processes allow customer to:   * Insert, Delete, Migrate, Unlock or Change an E9-1-1 shell record in the ALI Database * Retrieve error and status files * Obtain a Master Street Address Guide (MSAG)  |  |  |  | | --- | --- | --- | | Shell Record | AT&T Midwest Region  AT&T Southeast Region  AT&T Southwest Region  AT&T Nevada | E911-EFS / sFTP or 9-1-1 PSP | | AT&T California | IUP or 9-1-1 NET | | Steering record | AT&T Midwest Region  AT&T Southeast Region  AT&T Southwest Region  AT&T Nevada | Wireless/VoIP Steering Range Forms are found under the 9-1-1 Public Safety Platform’s Help menu in the Steering folder. | | AT&T California | Use the 21-State ALI Steering Table Form. Instructions for finding that table are [here](#ALI_Steering_Table_Form). | |
| URL | See documentation in this matrix for the applicable tool and consult the matrix for that tool. |
| Support | See documentation in this matrix for the applicable tool and consult the matrix for that tool. |
| To Obtain Access | See documentation in this matrix for the applicable tool and consult the matrix for that tool. |

## 5.2 AT&T Common Tool for space (ACT)

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC and WSPs that have an Interconnection Agreement containing collocation terms and conditions |
| Description and Purpose | ACT is a 21-State web-based tool that allows eligible CLECs and WSPs to complete online collocation applications that consist of requests for space, equipment, power and interconnection facilities within AT&T 21-State eligible structures. ACT includes workbook functionality that allows the Customer Service Center (CSC) and various Network organizations to provision the space and track its progress through to completion. ACT also incorporates critical date management, mechanized quoting, automated notifications, physical inventory, and Access/ID Card requests in order to provide a single suite of tools to both internal users and external customers. |
| URL | [https://www.e-access.att.com/intra4/act/.](https://www.e-access.att.com/intra4/act/) |
| Support | Contact the Collocation Service Center (CSC). Contact information for the CSC is in [CLEC Online](https://clec.att.com/clec/) and instructions for finding it are [here](#Call_Center_Contacts). Follow the prompts when calling the CSC. Also available in [CLEC Online](https://clec.att.com/clec/) is a user guide and a training document. Instructions for finding those documents are [here](#ACT_Guide_and_Training). |
| To Obtain Access | Once the Profile is complete, obtain an AT&T CLEC Web Site Admin ID Request form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address listed in the form. Instructions for finding this form are [here](#CLEC_Administrator_ID_Request_Form). This tool is accessed via the internet. Instructions for finding the tool are [here](#ACT). |

## 5.3 CLEC Activation and Assurance Web Site (CAAWS)

|  |  |
| --- | --- |
| Region(s) | AT&T 12-States |
| Customer Type | CLEC, IVP, SBP |
| Description and Purpose | CAAWS provides service activation and completion information. Users can use CAAWS to:   * View Closed Maintenance and Restored Maintenance tickets * View Sync No-Map data * View order information, including Demarcation and jeopardous due dates * Search for orders using fields such as: AT&T SON, CLEC PON, due date range, state, or CLLI * Download Reports to Excel Spreadsheet * Navigate multi-page number hyperlinks.   Available CAAWS Reports include:   * Service Activation Reports   + 5 and 8dB New Loop   + ISDN   + XDSL   + Sync no Map * Service Assurance Reports   + Closed Maintenance Tickets (All tickets or Billing only)   + Restored Maintenance Tickets   + DSL/YZP with Load Coil Orders   + RT Broadband Performances |
| URL | <https://clec.att.com/clec/hb/shell.cfm?section=253&hb=1151> |
| Support | Contact your SrCAM |
| To Obtain Access | Available through [CLEC Online](https://clec.att.com/clec/). Instructions for finding the site are [here](#CAAWS). |

## 5.4 CLEC Provisioning Website (PWS)

|  |  |
| --- | --- |
| Region(s) | AT&T 12-States |
| Customer Type | CLEC, IVP, SBP |
| Description and Purpose | PWS users are able to view, monitor, and/or download multiple reports, dependent upon region, via this application for:   * LNP A&D Orders – All Orders * LNP A&D Orders – Past Due PONS/Orders * CHC or TBCC Orders * Frame Due Time Orders * All Day Orders * Dial Tone/Automatic Number Identification (DT/ANI) Orders.   PWS reports allow users to:   * Search for orders   + by AT&T SON, CLEC PON, Due Data Range, and on some specific reports, state, CLLE code or CLEC Project ID. * View Status of   + CHC/TBCC   + LNP with Loop Frame Due Time   + LNP A&D   + Dial Tone/Automatic Number Identification (DT/ANI)   + All Day Integrated Digital Loop Carrier (IDLC) Orders * Download reports to an Excel spreadsheet * Navigate through search results using the page number hyperlink located on the bottom of each page. |
| URL | <https://clec.att.com/clec/hb/shell.cfm?section=253&hb=1151> |
| Support | Contact your SrCAM |
| To Obtain Access | Available through [CLEC Online](https://clec.att.com/clec/). Instructions for finding the site are [here](#PWS). |

## 5.5 Performance Measurement Analysis Platform (PMAP)

|  |  |
| --- | --- |
| Region(s) | AT&T 9-State |
| Customer Type | CLEC Only |
| Description and Purpose | PMAP is a 9-State report-generating platform that is used to provide measurement reports and data to various internal and external audiences in support of CLEC ICAs. Reporting functions include:   * Pre-ordering/Ordering activities * Provisioning * Maintenance and Repair * Billing * Line Loss Notification |
| URL | <http://pmap.wholesale.att.com/> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS) for assistance with completing an original CLEC Profile or the PMAP Profile Request form. |
| To Obtain Access | Indicate PMAP in Section 1 of the CLEC Profile. Once the Profile is complete, obtain a PMAP Profile Request Form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address indicated on the form. Instructions for finding this form are [here](#PMAP_Profile_Request_Form). PMAP is accessible through the internet. |

## 5.6 TC Directory Listing Link

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC |
| Description and Purpose | TC Directory Listing Link is a comprehensive website that allows users to view their directory listings, access extracts, reports, and billing detail.  Users can also obtain information on directory schedules, Yellow Page Heading Codes and Pre-Boc Reports from the website. Reference materials on AT&T directory listing procedures, instructions, guidelines and forms are available on the site. |
| URL | <https://tcdirectorylink.att.com/> |
| Support | Contact your SrCAM |
| To Obtain Access | Send an email requesting access to [TCLISTING\_LINK@att.com](mailto:TCLISTING_LINK@att.com) |

## 5.7 Testing, Maintenance, and Repair

### 5.7.1 Testing

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, WSP, IVP, SBP |
| Description and Purpose | CLEC testing allows users to electronically submit XML Gateway-, LEX-, and Verigate-related testing and implementation information (Verigate is available for testing only in AT&T 9-State region). |
| URL | * AT&T 12-State: * [https://clec.att.com/clec/hb/shell.cfm?section=1121https://clec.att.com/clec/hb/shell.cfm?section=1121](https://clec.att.com/clec/hb/shell.cfm?section=1121) |
| * AT&T 9-State:   + <https://clec.att.com/clec/hb/shell.cfm?section=2823> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | Instructions for finding information on testing processes and procedures are [here](#Testing). |

### 5.7.2 Mechanized Customer Production Support Center (MCPSC) Trouble Ticket

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP, SBP |
| Description and Purpose | This tool allows customers to electronically submit a trouble ticket to the MCPSC. It is more efficient than calling MCPSC directly and waiting in queue for assistance. Access to the tool is via the internet  The MCPSC is a service center that provides business process support on order activity generating fatal errors. A complete description of MCPSC, including contact information, is available in [CLEC Online](https://clec.att.com/clec/) and instructions for finding the information are [here](#MCPSC). |
| URL | <https://clec.att.com/clec/hb/mcpsc/?section=1358&hb=1151&redirectsection=1358> |
| Support | Contact your SrCAM |
| To Obtain Access | The tool is available from [CLEC Online](https://clec.att.com/clec/) and instructions for finding it are [here](#MCPSC_Trouble_Ticket). |

### 5.7.3 Testing Environment Staging Tool (TEST, formerly known as BIRT)

|  |  |
| --- | --- |
| Region(s) | AT&T 9-State |
| Customer Type | CLEC, WSP, IVP, SBP |
| Description and Purpose | Formerly known as BellSouth Interface Registration Tool (BIRT), TEST is a secure web-based system that will allow a company to enter its applicable XML Gateway, LEX, and Verigate configuration parameters as well as its proposed testing dates and contact information. Users will kick off the testing process and notify AT&T 9-State of their intent to test by submitting this information through this tool. |
| URL | <https://portal.wholesale.att.com/birt/> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). Also available is a Test User Guide that provides detailed instructions on how to navigate in TEST, as well as how to properly submit information through the various online profiles. This Test User Guide is in [CLEC Online](https://clec.att.com/clec/) and instructions for finding it are [here](#Testing_9State). |
| To Obtain Access | Once the Profile is complete, obtain a TEST Revision Request Form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address listed in the form. Instructions for finding this form are [here](#Testing_9State). |

## 5.8 USOC Search Tool

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP, SBP |
| Description and Purpose | AT&T 21-State has two USOC Search Tools, one for AT&T 12-State and a different tool for AT&T 9-State. Both tools are online Web-based systems that return data to be used when submitting LSRs for all effective versions of the Local Service Order Requirements (LSOR). Users can search by USOC, Product Description, or Wholesale Product Family. Users of the AT&T 12-State region tool can download the results of their search into an Excel spreadsheet. Users of the AT&T 9-State region tool can generate a USOC dictionary in PDF format. Also available for users in AT&T 12-State is a help document. This document is in [CLEC Online](https://clec.att.com/clec/) on the same webpage as the USOC search tools. |
| URL | <https://clec.att.com/clec/hb/shell.cfm?section=224> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | Once the Profile is complete, obtain an AT&T CLEC Block ID form from [CLEC Online](https://clec.att.com/clec/); complete it, and return it to the email address listed in the form. Instructions for finding this form are [here](#ATT_CLEC_Block_User_ID_Form). Instructions for finding the AT&T 21-State USOC Search Tools and the AT&T 12-State USOC Search Tool Help Documentation are [here](#USOC_Search_Tool). |

# 6 Billing

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP, WSP (with an Interconnection Agreement), SBP |
| Description and Purpose | AT&T 21-State offers options for formatting and delivering bills. The delivery and format options are described in [CLEC Online](https://clec.att.com/clec/). Instructions for locating the information can be found [here](#Billing). All companies must complete the billing section of CLEC Profile. The default bill medium is paper; however, alternate bill media are available and can be selected through the profile. AT&T 21-State will not accept LSRs from a company that has not provided the information required to establish a billing account.  Some agreements require customer to make all payments via electronic funds transfer (EFTs) through the Automated Clearing House Association (ACH). Prior to establishing EFT, customer must complete an enrollment process. The enrollment process is described in both [CLEC Online](https://clec.att.com/clec/) and [AT&T Prime Access](https://www.business.att.com/prime-access.html). Instructions for finding the instructions are [here](#EFT). |
|  | Not applicable |
| Support | Contact your SrCAM. |
| To Obtain Access | Customer’s initial billing account is established by completing CLEC Profile. To establish additional billing accounts, contact your SrCAM. |

# 7 Online Help and Guides

## 7.1 CLEC Online

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP, WSP (for LNP), SBP |
| Description and Purpose | [CLEC Online](https://clec.att.com/clec/) is a reference library for new and established companies, including CLECs and authorized IVPs. It guides new customers through the process of becoming a provider in AT&T 21-State region. [CLEC Online](https://clec.att.com/clec/) includes needed reference materials, user guides, and Accessible Letters. Customers will find information on the following topics:   |  |  | | --- | --- | | * Accessible Letters | * Getting Started | | * Agreements | * ID Certification | | * Change Management | * IS Call Center | | * CLEC Education | * MCPSC | | * CLEC Handbook | * Performance Measurements | | * CLEC Specific Reports | * Regulatory | | * CLEC User Forum | * Web Listing Look Up | | * Commercial Agreements | * What’s New/Update | |
| URL | <https://clec.att.com/clec/> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | [CLEC Online](https://clec.att.com/clec/) is accessed via the internet at the above URL. |

## 7.2 CLEC Handbook

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP, SBP (and WSP for LNP) |
| Description and Purpose | CLEC Handbook is a section of [CLEC Online](https://clec.att.com/clec/). It contains information essential to a customer’s day-to-day operations. A sampling of the material available in CLEC Handbook is listed below:   |  |  |  | | --- | --- | --- | | Pre-Ordering | * LSOR | * Enhanced Verigate | | Ordering | * Carrier Coding Guide | * Local Service Request | | * LSOR | * LEX | | Products & Services | * 911-E911 | * Local Number Portability | | * Batch Hot Cut | * Resale/UNE | | * Collocation/Commingling | * Directory | | Maintenance & Repair | * Escalation Contact List | * Voice Trouble on UNE and XDSL | | * Local Operations Center | * Common Cause Troubles | | Forms and Exhibits | * Administrative Forms | * Product/LSR Examples | | * Line Information Data Base | * Manual Pre-Ordering Forms | |  | * LSR Manual Forms | |
| URL | <https://clec.att.com/clec/> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | CLEC Handbook is accessed from the [CLEC Online](https://clec.att.com/clec/) home page via the internet at the above URL. |

## 7.3 Accessible Letters

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | All |
| Description and Purpose | Accessible Letters (ALs) are a method of delivering information to customers that allows them to effectively transact business with AT&T 21-State. Each customer manages its own AL recipient mailing list (email) through an online application. In addition to managing its recipient mailing list, customers can search for historical Accessible Letters from either [CLEC Online](https://clec.att.com/clec/) or [AT&T Prime Access](https://www.business.att.com/prime-access.html) as appropriate. WSPs and ILECs have their own distribution list. All other service providers, including but not limited to IVPs and Positioning Centers, should use the CLEC distribution list. The CLEC distribution list covers Local Wholesale products and services, including Local Number Portability and wholesale 9-1-1. |
| URL | * Recipient mailing lists:   + [CLEC Online](https://att-my.sharepoint.com/personal/cs9854_att_com/Documents/Documents/My%20Projects/Wholesale%20911/OSS%20Application%20Document/%20CLEC%20Online) (for use only by customer’s Site Administrator)   + [AT&T Prime](https://www.business.att.com/prime-access/resource-library.html) Access (Online Resources Section) * AL Search application:   + [CLEC Online](https://att-my.sharepoint.com/personal/cs9854_att_com/Documents/Documents/My%20Projects/Wholesale%20911/OSS%20Application%20Document/%20CLEC%20Online)   + [AT&T Prime Access (Online Resources Section)](https://www.business.att.com/prime-access/resource-library.html) |
| Support | Contact your SrCAM. |
| To Obtain Access | * Recipient mailing lists:   + Access to the application that manages Accessible Letter recipient lists is via the internet through either [CLEC Online](https://clec.att.com/clec/) (for Local Wholesale customers) or [AT&T Prime Access](https://www.business.att.com/prime-access.html) (for Access customers).   + From [CLEC Online](https://clec.att.com/clec/):     - Only the customer’s Site Administrator has access to the application.   + From [AT&T Prime Access](https://www.business.att.com/prime-access.html):     - AT&T 9-State region does not support the AL process for Access customers. Where the AL process is supported for Access customers, instructions for finding the online application are [here](#Accessible_Letter_Mailing_List). * AL Search application   + This application is accessed via the internet through either [CLEC Online](https://clec.att.com/clec/) or [AT&T Prime Access](https://www.business.att.com/prime-access.html) as appropriate. Instructions for finding the application are [here](#Accessible_Letter_Search). |

## 7.4 Password Resets for AT&T Global Logons

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | All |
| Description and Purpose | OSS, Applications, and Tools that use the AT&T Global Logon can have password resets performed by the user. |
| URL | <https://www.e-access.att.com/iamportal-prod/portaluser/#/profile> |
| Support | TBD |
| To Obtain Access | Instructions for self-initiating a password reset for an AT&T Global Logon are in [CLEC Online](https://clec.att.com/clec/) and [AT&T Prime Access](https://www.business.att.com/prime-access.html) as appropriate. Instructions for finding the document are [here](#Password_Reset). |

## 7.5 Data Connection Security Requirements

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | All |
| Description and Purpose | Security requirements for accessing any of AT&T’s OSS, applications, and tools, including hardware and software requirements. These requirements must be followed by all companies, including AT&T. These requirements are published in an online document titled “Competitive Local Exchange Carrier (CLEC) Operations Support System Interconnection Procedures”. Document title notwithstanding, the security requirements apply to all. |
| URL | <https://clec.att.com/clec/hb/shell.cfm?section=1121&redirectsection=1121> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | The “Competitive Local Exchange Carrier (CLEC) Operations Support System Interconnection Procedures” document can be accessed through either [CLEC Online](https://clec.att.com/clec/) or [AT&T Prime Access](https://www.business.att.com/prime-access.html). Instructions for locating the document are [here](#Data_Security_Requirements). |

# 8 AT&T 21-State Customer Education (Training)

## 8.1 Train the Trainer

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, WSP, IVP |
| Description and Purpose | Leader-led “Train-the-Trainer” sessions are available at no cost to customers. A maximum of no more than 2 people per company will be accepted. At the end of the class, participants will have the knowledge and materials required to teach their own workforce. Enrollment is limited, which may require participants to be moved to the next session. All Leader Led courses will be delivered virtually. Classes will be held from 9:00am-3:00pm CST unless otherwise noted.  The most current list of available training is in [CLEC Online](https://clec.att.com/clec/) and instructions for finding it are. If no sessions are scheduled, contact your SrCAM to request that a class be scheduled. |
| URL | <https://clec.att.com/clec/> |
| Support | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). |
| To Obtain Access | Contact a Wholesale Support Specialist (WSS) at the email address located [here](#Email_for_WSS). Include in your initial email, the course name, course dates, participants’ company name and company address, participants’ email address, and participants’ contact number. Participants will receive a meeting invitation prior to the class with all of the virtual information and materials pertaining to their session. Instructions for finding leader-led “train-the-trainer” classes are [here](#Train_the_Trainer). |

## 8.2 Self-Paced Training

|  |  |
| --- | --- |
| Region(s) | AT&T 21-State |
| Customer Type | CLEC, IVP |
| Description and Purpose | Self-paced training offers many downloadable, self-paced courses for customers on a variety of topics suitable for initial training or follow-up training. The training is written for CLECs but can also be used for IVPs. |
| URL | <https://clec.att.com/clec/> |
| Support | Contact a Wholesale Support Specialist at the email address located [here](#Email_for_WSS). |
| To Obtain Access | Self-paced training modules are available in [CLEC Online](https://clec.att.com/clec/) and instructions for finding them are [here](#Self_Paced). |

# 9 Link Navigation Instructions

## 9.1 911 Tools

### 9.1.1 9-1-1 NET Ordering

#### 9.1.1.1 AT&T Southeast Region

[CLEC Online](https://clec.att.com/clec/)

* CLEC Handbook
* Select the Southeast region
* Select Forms & Exhibits
* Select 911
* Select SE 911 NET Subscriber Form

#### 9.1.1.2 AT&T California

The 9-1-1 Net Tool does not have a subscription form in the West region. Instead, the tool is accessed from within the Intrado Unified Portal (IUP). See IUP write-up within this document.

### 9.1.2 21-State ALI Steering Table

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Products & Services
* Select either Wireless or Voice Services as appropriate
* Select 911
* Select 21-State ALI Steering Table Form

### 9.1.3 AT&T 9-1-1 Public Safety Platform Subscriber User Form

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select appropriate Region
* Select Forms & Exhibits
* Select 911
* For MW Region only
  + Select AT&T 9-1-1 Public Safety Platform Subscriber Form (Word Document)
* For all other regions
  + Select AT&T 9-1-1 Public Safety Platform Subscriber Form (Link)
  + Select AT&T 9-1-1 Public Safety Platform Subscriber Form (Word Document)

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Products & Services
* Select either Wireless or Voice Services as appropriate
* Select 911
* Select AT&T 9-1-1 Public Safety Platform Subscriber Form (Link)
* Select AT&T 9-1-1 Public Safety Platform Subscriber Form (Word Document)

### 9.1.4 Data Integrity Unit Email Addresses

#### 9.1.4.1 AT&T Midwest, Southeast, Southwest, and Nevada

[att911database@att.com](mailto:att911database@att.com)

#### 9.1.4.2 AT&T California

[ca911diu@att.com](mailto:ca911datasupport@att.com)

### 9.1.5 Intrado – Life & Safety (F.K.A. West Safety Service) Email Addresses

[ATTSWWE.safetyservices@west.com](mailto:ATTSWWE.safetyservices@west.com)

## 9.2 Accessible Letter Mailing List

### 9.2.1 From CLEC Online

[CLEC Online](https://clec.att.com/clec/)

* Select IS Call Center
* Select Downloads/User ID/Forms
* Select AT&T CLEC Web Site Admin ID Request; complete and submit the form to establish your company’s Site Administrator. Once established, access to the tool is from the Site Administrator’s CLEC Online homepage.

### 9.2.2 From Prime Access

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Resource Library
* Select Online Resources
* Select Accessible Letter Subscription Form

## 9.3 Accessible Letter Search

### 9.3.1 From CLEC Online

[CLEC Online](https://clec.att.com/clec/)

* Select Accessible Letter Search from the left-hand side of the page

### 9.3.2 From Prime Access

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Resource Library
* Select Online Resources
* Select Accessible Letter Searches

## 9.4 AT&T CLEC Block User ID Form

[CLEC Online](https://clec.att.com/clec/)

* Select Getting Started
* Select 21 State Customer Profile
* Select 21-State Customer Profile
* Select AT&T 21-State Customer Profile Web Site Administrator and other ID Request Forms
* Select AT&T CLEC Block ID Form

## 9.5 AT&T Profile Admin/Administrator ID Request Form

Note: The AT&T Company Profile **Administrator ID** Request form and the AT&T CLEC Company Profile **Admin ID** Request form are two different forms. They are not different spellings of the same form. The Admin ID form is used to establish the company’s Site Administrator. The Administrator ID request form is used by the Site Administrator to gain access to the Customer Profile section of [CLEC Online](https://clec.att.com/clec/).

### 9.5.1 AT&T CLEC Web Site Admin ID Request Form

[CLEC Online](https://clec.att.com/clec/)

* Select IS Call Center
* Select Downloads/User ID/Forms
* Select AT&T CLEC Web Site Admin ID Request

### 9.5.2 AT&T Company Profile Web Site Administrator ID Request Form

[CLEC Online](https://clec.att.com/clec/)

* Select IS Call Center
* Select Downloads/User ID/Forms
* Select AT&T Company Profile Web Site Administrator ID Request Form and follow the instructions for returning the completed form.

## 9.6 AT&T Common Tool for space (ACT)

### 9.6.1 Accessing the Tool

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Specific Reports
* Select ACT from top middle of page

### 9.6.2 User Guide and Training

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Specific Reports
* Select ACT in the AT&T Common Tool for space (ACT) section

Or

* Select CLEC Handbook
* Select appropriate Region
* Select Products & Services
* Select Collocation
* Select Appendices
* Select Appendix A – Applications
* And then Select
  + ACT User Guide (for the guide)
  + AT&T Common Tool for Space (for the training document)

## 9.7 Billing

### 9.7.1 9-State Billing

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select 9-State Region
* Select Billing
* Select Billing Forms & References
* For CABS billing
  + Select UNE Monthly Bill Media & Format Reference (from the Reference section)
  + Select UNE Monthly Bill Media & Format Reference again
* For CRIS Billing
  + Navigate to the section on Southeast Region and select CRIS Billing Options

### 9.7.2 12-State Billing

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select appropriate 12-State Region
* Select Billing
* Select Billing Forms & References
* Navigate to the Reference section and:
* For CABS billing
  + Select UNE Monthly Bill Media & Format
  + Select UNE Monthly Bill Media & Format again)
* For CRIS Billing
  + Select Resale Monthly Bill Media & Format Reference

## 9.8 Broadcast Notification

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select Region
* Select OSS
* Select Operations Support Systems
* Select Broadcast Notification

## 9.9 CAAWS

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Specific Reports from left-hand side of page
* Select CLEC Activation and Assurance Web Site (CAAWS)
  + Enter login information
* Alternatively, for the User Guide
  + , select User Guides from below the CAAWS link
  + Select CLEC CAAWS Reference Guide – 12 State

## 9.10 CAFE/WOS Profile Request form

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select Southeast Region
* Select Forms & Exhibits
* Select Administrative Forms
* Select CAFE and WOS Access Request

## 9.11 Call Center Contacts

[CLEC Online](https://clec.att.com/clec/)

* Select Customer Service Contacts from the top-center of the home page

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Customer Contacts
* Select Ordering
* Select ASC -WSC Escalation Contacts

## 9.12 Customer Profile

[CLEC Online](https://clec.att.com/clec/)

* Select Getting Started
* Select 21 State Customer Profile
* Select 21-State Customer Profile
* Select Web-Based 21 State Customer Profile (Link to Site) and enter password and ID

## 9.13 CSOST Access Request form

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select Southeast Region
* Select Forms & Exhibits
* Select Administrative Forms
* Select CSOST Access Request

## 9.14 Customer Education (Training)

### 9.14.1 Self-Paced

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Education
* Select Self Paced Courses

### 9.14.2 Train-the-Trainer Course

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Education
* Select Courses
* Select Current Available CLEC Training

## 9.15 Data Connection Security Requirements

[CLEC Online](https://clec.att.com/clec/)

* Select Getting Started
* Select Operations Support Systems
* Select OSS Hours, Testing, and Additional Information
* Select OSS Interconnection Procedures (Word Document) and check table of contents for Data Connection Security Requirements

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Resource Library
* Select Reference Materials
* Select Wholesale Carrier Information
* Select OSS Applications and Tools – User Guide
* Select OSS Hours, Testing, and Additional Information
  + This selection routes to a page that includes multiple documents, including OSS Interconnection Procedures. Check the table of contents for Data Connection Security Requirements
* Select OSS Interconnection Procedures (Word Document) and check table of contents for Data Connection Security Requirements

## 9.16 Dial-Up xRAF

[CLEC Online](https://clec.att.com/clec/)

* Select IS Call Center
* Select RAF

## 9.17 EBTA User Guide

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select region
* Select Guides/Tech Pubs
* Select EBTA GUI-Web User Guide

## 9.18 Electronic Funds Transfer (Eft) Enrollment

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select Region
* Select Billing
* Select Forms & References or for Southeast Region select Billing Forms & References
* Select Electronic Funds Transfer (EFT) – All States

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Resource Library
* Select Online Resources
* Select Electronic Funds Transfer (EFT)

## 9.19 Email Address for TPA

[rm-tpa@intl.att.com](mailto:rm-tpa@intl.att.com)

## 9.20 Email Address for WSS

[rm-whslsupportteam@intl.att.com](mailto:rm-whslsupportteam@intl.att.com)

## 9.21 Getting Started Guide

[CLEC Online](https://clec.att.com/clec/)

* Select Getting Started
* Select Getting Started Guide

## 9.22 Hardware and Software Requirements

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select Region
* Select OSS
* Select Operations Support Systems
* Select Uniform OSS Requirements Matrix

## 9.23 Hours of Operation

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select Region
* Select OSS
* Select Operations Support Systems
* Select OSS Hours of Operation

## 9.24 Inter-Exchange Carrier New Customer Packet

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Become a Provider
* Select Steps to Become a Provider
* Select New Customer Packets – for Interexchange Carriers (IXC)

## 9.25 IS Call Center

[CLEC Online](https://clec.att.com/clec/)

* Select IS Call Center from left-hand side of home page
* Select appropriate link (password required)

## 9.26 LSOR, LOH, and LSR Examples Search Tool

|  |  |  |
| --- | --- | --- |
| LSOR | LOH | LSR Examples Search Tool |
| [CLEC Online](https://clec.att.com/clec/) | [CLEC Online](https://clec.att.com/clec/) | [CLEC Online](https://clec.att.com/clec/) |
| Select CLEC Handbook | Select CLEC Handbook | Select Product/LSR  Examples Search Tool (in  the lower left-hand side of  the screen) |
| Select region | Select Southeast region |
| Select Guides/Tech Pubs | Select Guides/Tech Pubs |
| Select Ordering | Select Ordering |
| Select LSOR Documentation | Select the applicable link within the LSOR Documentation section of the page for either the current or previous version | Input data criteria for the desired Version, Region, and Product. |
| Select applicable LSOR version and volume | Select applicable LOH version and Section |  |

## 9.27 LSPOR

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select Appropriate Region
* Select Guides/Tech Pubs
* Select Pre-Ordering
* Select LSPOR Documentation

## 9.28 MCPSC

[CLEC Online](https://clec.att.com/clec/)

* Select Customer Service Contacts from top-center of homepage

## 9.29 MCPSC Trouble Ticket

[CLEC Online](https://clec.att.com/clec/)

* Select MCPSC from left-hand side of home page
* Fill in and submit the form

Or

* Select CLEC Handbook
* Select appropriate Region
* Select OSS
* Select MCPSC Trouble Ticket

## 9.30 New Customer Packet

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Become a Provider
* Select Steps to Become a Provider
* Select New Customer Packets – for InterExchange Carriers (IXC)

## 9.31 OSS Interconnection Procedures

[CLEC Online](https://clec.att.com/clec/)

* Select Handbook
* Select Region
* Select OSS
* Select Operations Support Systems
* Select OSS Interconnection Procedures

## 9.32 Password Reset for AT&T Global Logon

[CLEC Online](https://clec.att.com/clec/)

* Select IS Call Center
* Select Downloads/User ID/Forms
* Select Password Reset for AT&T Global Logon (Word Document)

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Resource Library
* Select Reference Materials
* Select Wholesale Carrier Information
* Select Password Reset for AT&T Global Logon (Link)
* Select Password Reset for AT&T Global Logon (Word Document)

## 9.33 PMAP Profile Request form

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select Southeast Region
* Select Forms & Exhibits
* Select Administrative Forms
* Select PMAP Access Request

## 9.34 PWS

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Specific Reports
* Select Provisioning Website (PWS)
* Alternatively, for the User Guide
  + Select the User Guides below the Provisioning Website (PWS) link
  + Select CLEC Provisioning Reference Guide (PWS) - 12-State

## 9.35 Site Coordinator

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Become a Provider
* Select Steps to Become a Provider
* Select New Customer Packets – for Interexchange Carriers (IXC)

## 9.36 Testing

### 9.36.1 9-State Testing

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select the 9-State Region
* Select OSS
* Select BLS Interface Implementation/Testing
* Select Software Vendor Processes and Test Case Catalog
* And then select (as appropriate):
  + Test Revision Request Form (to request access to TEST, formerly BIRT)
  + Test User Training Guide (for the TEST User Guide)
  + Testing Environment Staging Tool (TEST) (to access the tool

Alternatively, for CLEC Application Verification Environment (CAVE) release testing

* Select CLEC Handbook
* Select the 9-State Region
* Select OSS
* Select Operation Support Systems
* Select the appropriate link from the section on CAVE Testing Environment Status

### 9.36.2 12-State Testing

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select one of the 12-State Regions
* Select OSS
* Select Operations Support Systems
* Select appropriate link under section on CLEC Test Environment (CTE)

## 9.37 TPA

[AT&T Prime Access](https://www.business.att.com/prime-access.html)

* Select Become a Provider
* Select How to Order Access
* Select How to become an Access Ordering Registered Customer
* Select Trading Partner Agreement at bottom of page

## 9.38 USOC Search Tool

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select USOC Search (from left-hand side of page)
* And then select as appropriate:
  + AT&T SE Region USOC Search Tool
  + USOC Search Tool (for AT&T 12-State Region)
  + USOC Search Tool Help Documentation (AT&T 12-State Region)

## 9.39 Verigate User Guide

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select Appropriate Region
* Select Guides/Tech Pubs
* Select Pre-Ordering
* Select Enhanced Verigate
* Select link for desired Guide Volume

## 9.40 XML Gateway Website

[CLEC Online](https://clec.att.com/clec/)

* Select CLEC Handbook
* Select Handbook
* Select Region
* Select OSS
* Select XML Support Website

# 10 Glossary/Abbreviations

| Abbreviation | Term | Definition |
| --- | --- | --- |
| 9-1-1 PSP | 9-1-1 Public Safety Platform® | An AT&T in-house ALI Database that is deployed or being deployed in the Midwest, Southeast, and Southwest regions. |
| A&D | Activate and Disconnect | An AT&T 12-State process designed to reduce the occurrence of early disconnects on LNP orders for POTS classes of service. |
| ALI | Automatic Location Information | Records in an E911 Database that provide location information about an E911 caller. |
| ASOG | ACCESS SERVICE ORDERING GUIDELINES | The ACCESS ordering guidelines for AT&T 21-State |
|  | AT&T 9-state | AT&T’s Southeast Region, formerly known as BellSouth |
|  | AT&T 12-state | A combination of AT&T’s Midwest Southwest, and West regions that were formerly known as SBC. |
|  | AT&T 21-state | A combination of AT&T’s 9-state and 12-state regions. |
|  | AT&T Midwest Region | A combination of AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, and AT&T Wisconsin |
|  | AT&T Southeast Region | A combination of AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee. |
|  | AT&T Southwest Region | A combination of AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas |
|  | AT&T West Region | A combination of AT&T California and AT&T Nevada. |
| CHC | Coordinated Hot Cut | A process that allows AT&T 21-State and its trading partners to coordinate their port-related efforts. |
| CLEC | Competitive Local Exchange Carrier | A company certified by a state regulatory commission to provide local exchange telephone service. |
| CLLI | Common Language Location Identification | A standard code used to identify specific locations of a switching office or network element. |
| ESQK | Emergency Service Query Key | A pseudo-ANI number that uniquely identifies a VoIP emergency call and is used by a Public Safety Answering Point to obtain ALI information for that call |
| ESRK | Emergency Services Routing Key | A pseudo-ANI number that uniquely identifies a wireless emergency call and is used by a Public Safety Answering Point to obtain ALI information for that call. |
| GUI | Graphical User Interface | A form of screen design based upon the use of graphics. |
| FOC | Firm Order Confirmation | A notification that a providing carrier sends to a requesting carrier which confirms the requesting carrier’s order has been entered into the providing carrier’s ordering system. The FOC contains the providing carrier’s service order number. |
| ICA | Interconnection Agreement | A contract between AT&T 21-State ILECs and a CLEC for the mutual exchange of local traffic on a TDM network. |
| ISCC | IS Call Center | An AT&T 21-State work center that processes the CLEC Profile, form, establishes user ID, and establishes or resets passwords. |
| IVP | Interconnected Voice over Internet Protocol (VoIP) Provider | As defined by the F.C.C.; but generally, it is a company that provides VoIP services that are capable of receiving calls from the Public Switched Telephone Network (PSTN) and terminating calls to the PSTN. |
| LNP | Local Number Portability | The ability of telecommunications customers to retain, at the same location, their existing telephone numbers when switching from one telephone service provider to another. |
| LRN | Location Routing Number | A unique 10-digit telephone number used to identify a switch. It is taken from an NPA-NXX that is native to the switch it is identifying. LRNs are associated with all ported and pooled numbers so that networks can use this relationship to route calls to the correct switch. The NPAC database stores all the TN/LRN assignments and downloads them to service providers for routing. |
| LSOR | Local Service Order Requirements | An AT&T reference document that provides trading partners with (among other things) business rules for port out requests. |
| LSPOR | Local Service Pre-Ordering Requirements | An AT&T reference document that provides trading partners with (among other things) the inputs and outputs associated with pre-ordering for residence and business accounts. |
| LSR | Local Service Request | A request form carriers use to request services from one another. In the case of LNP, LSRs are used to port an end-user between trading partners. The LSR uses standardized fields defined by the Ordering and Billing Forum of ATIS. |
| LWC | Local Wholesale Complete | A commercially available, contracted service offering of AT&T that provides the technology packages, operational support capabilities, and certain ancillary services supporting the provision of local exchange service by a carrier on an AT&T switch. |
| MCPSC | Mechanized Customer Production Support Center | A Center that provides mechanized support of ordering or preordering system problems or LSR Fatal Rejects. |
| MPC | Mobile Positioning Center | For purposes of this document, an entity that works on behalf of various WSPs and is responsible for the ALI Database portion of wireless E911 Emergency Services calls. |
| NC/NCI | Network Channel/Network Channel Interface | Codes used to identify both switched and non-switched channel services. |
| OSS | Operations Support System | The suite of functions that permits a customer to interface to the ILEC for pre-ordering, ordering, provisioning, maintenance/ repair and billing as described in the customer’s authorizing contract. |
| pANI | pseudo Automatic Number Identification | As defined by the FCC in Part 47, section 20.3 of its rules, A number, consisting of the same number of digits as ANI, that is not a North American Numbering Plan telephone directory number and may be used in place of an ANI to convey special meaning. The special meaning assigned to the pseudo-ANI is determined by agreements, as necessary, between the system originating the call, intermediate systems handling and routing the call, and the destination system. |
| PON | Purchase Order Number | Identifies the customer's unique purchase order or requisition number that authorizes the issuance of this request or supplement. |
| POTS | Plain Old Telephone Service | Basic voice-grade telephone service provided by legacy telephony networks. |
| RSAG | Regional Street Address Guide | A reference document that provides the ability to validate addresses and the associated Local Serving Office-NPA/NXX, exchange, and tax area. |
| SONET | Synchronous Optical Network | An advanced, high performance, fiber optic technology platform that supports data, voice, and video applications. |
| SrCAM | Senior Carrier Account Manager | An AT&T 21-State employee who provides a primary point of contact for each CLEC or IVP purchasing local services, including Local Number Portability. |
| TBCC | To Be Called Cut | A term used in the AT&T West region for Coordinated Hot Cut (CHC). |
| TIRKS | Trunk(s) Inventory Record Keeping System | A system that assigns and maintains records of facilities and equipment associated with services requiring design transmission conditioning. Provides inventory, assignment and design support for facilities, equipment and circuits. A Telcordia trademark |
|  | Trading Partner | Carriers and IVPs that engage in the exchange of end-user customers through LNP activity. |
| TPA | Trading Partner Agreement | The Wireless version of an Interconnection Agreement |
| TPP | Trading Partner Profile | Another name for the Wireless Service Provider Profile (WSP Profile). |
| UNE | Unbundled Network Element | Pieces of the network that Incumbent Local Exchange Companies are required to offer on an unbundled basis. |
| USOC | Universal Service Order Code | A structured code used to provision, bill, and maintain service. |
| URL | Uniform Resource Locator | An internet address syntax that represents a unique address for any resource connected to the web. |
| VPC | VoIP Positioning Center | For purposes of this document, an entity that works on behalf of various IVPs and is responsible for the ALI Database portion of VoIP E911 Emergency Services calls. |
| WLP | Wholesale Local Platform | An old term used in AT&T Southeast Region. Refer to LWC. |
| WSP | Wireless Service Provider | A carrier that possesses a license from the FCC to provide wireless telephone service. |
| WSS | Wholesale Support Specialist | For purposes of this document, a WSS supports start-up CLEC and IVP efforts to complete their Profile and gain access to OSSs. |