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WHAT'S NEW 2.8

FAQ Section	Question	Addition/Revision
Manual ASR, CSI and PreOrdering (Non-LSR Process)	1-13	Updated entire section to include more detail

FREQUENTLY ASKED QUESTIONS

This Q&A provides answers to some frequently asked questions related to the new AT&T 22-State Manual LSR form usage, the email process, error conditions and helpful references.

Disclaimer: The information contained in this version of the FAQ supersedes information provided in all previous versions of the document. All downloaded/printed copies of previous versions should be discarded. The numbers assigned to each Question in this version of the document may differ from page numbers provided in previous versions.

MANUAL LSR FORMS

1. WHERE CAN MANUAL LSR FORMS, CORE PRODUCT TEMPLATES AND OBF FORMS (REQTYP C) BE FOUND?

SE Ordering website:

- Access <https://clec.att.com/clec/>
- Select CLEC Handbook
- Select Southeast state(s) from the top of the screen
- Select 'Forms & Templates'
- Select 'Manual Forms'
- Select an individual form, core product template or OBF-REQTYP C form

East, MW, SW and West Ordering website:

- Access <https://clec.att.com/clec/>
- Select CLEC Handbook
- Select applicable state(s) from the top of the screen
- Select Forms & Exhibits
- Select Manual LSR Forms
- Select an individual form, core product template or OBF-REQTYP C form

2. WHERE CAN MANUAL ORDERING GUIDELINES BE FOUND?

A link to the Manual Ordering Guidelines is located on the CLEC Website just above the list of manual LSR forms. Follow the steps in Question #1 above to navigate to the Manual LSR Forms page or utilize the link below to access the Manual Ordering Guidelines.

[Manual Ordering Guidelines](#)

3. WHY ARE BOTH 9-STATE LSOR & LOH BUSINESS RULE RESOURCES USED IN SOUTHEAST?

Effective November 2008, a new 9-State LSOR (Local Service Ordering Requirements) document was introduced in conjunction with the *existing* 9-State LOH (Local Ordering Handbook). At that time, Southeast content appeared simultaneously in the LOH and 9-State LSOR.

Effective March 2009, some content that *originally* appeared in the 9-State LOH now appears only in the 9-State LSOR. Over time, additional content will be migrated from the 9-state LOH to the 9-State LSOR. For additional information, refer to the link below:



[9-state \(SE\) LSOR Format Information](#)

4. HOW SHOULD DATA BE POPULATED ON MANUAL LSR FORMS?

Data integrity errors occur when carriage returns are entered within data input fields. Use the **Tab Key** to navigate from one field to the next when entering data on the form.

For more information, refer to the following Accessible Letter and to the Manual Ordering Guidelines:

[CLECSE08-086](#)

[Manual Ordering Guidelines](#)

5. WHAT LIMITATIONS ARE IMPOSED WHEN CREATING A CUSTOM MULTI-FORM TEMPLATE?

Only **one** occurrence of each form may appear in a multi-form template. Additional forms must be submitted as separate attachments to the email.

Example:

CLEC is creating a custom multi-form template. The request includes:

- One (1) LSR Form
- Two (2) EU Forms
- Three (3) Centrex Forms

The multi-form template created should consist of the LSR, one of the End User, and one of the Centrex Forms only. The additional 2 Centrex Forms and 1 End User Form must be included as separate attachments to the email in addition to the multi-form template.

For more information, refer to the Manual Ordering Guidelines:

[Manual Ordering Guidelines](#)

6. WHERE CAN EMAIL ADDRESSES BE FOUND FOR SUBMITTING MANUAL LSR FORMS?

Instructions for using and submitting AT&T 22-state manual LSR forms are available by accessing the Manual Ordering Guidelines.

[Manual Ordering Guidelines](#)

7. IS THE CRSG (SOUTHEAST ONLY) EMAIL ADDRESS CHANGING?

Effective June 1, 2009, the CRSG name and email address will be changing. The new name for the CRSG group is SE-SSG. The new email address is provided below.

SE-SSG (formerly CRSG) current Email Address: SE-SSG@att.com

The CRSGUNE@bellsouth.com email address will remain unchanged.

For additional information, refer to:

[CLECSE09-056](#) & [Manual Ordering Guidelines](#)

8. HOW IS AN LSR SUBMITTED THAT REQUIRES AN ACCOMPANYING SERVICE INQUIRY FORM?

A Service Inquiry is no longer required. Southeast CLECs who currently email manual LSR forms to the SSG-SSE (*formerly CRSG*) or CRSGUNE email addresses for processing are now able to email the LSR forms to the LSC email address at attselscrequest@att.com, or they may be submitted via a 22-state electronic ordering application, either XML Gateway or LEX.

CLECs may continue to email non-LSR Service Inquiries to the appropriate SSG-SSE (*formerly CRSG*) or CRSGUNE email addresses.

CLECs should carefully review the Manual Ordering Guidelines, 'Email Addresses for Manual LSR Form Submission' section for ordering criteria related to submitting these manual LSR forms to the LSC email address.

[Manual Ordering Guidelines](#)

9. WHICH FORMS CAN BE USED TO ORDER REQ TYP C (NUMBER PORTABILITY)?

Either AT&T Manual Forms or the following OBF forms may be submitted for REQ TYP C requests.

- Local Service Request
- End User Service Request
- Number Portability Service Request

NOTE: A combination of OBF manual forms and AT&T manual forms is prohibited for the same emailed request.

NOTE: If a Directory Listing (DL) Form is needed to complete your request, all forms submitted must be AT&T Manual Forms.

10. WHICH FORMS MUST BE USED TO ORDER SPECIFIED PRODUCTS?

Refer to your local ordering requirement documents:

Southeast:

[9-State LSOR](#) and [LOH](#) Reference: Section 3 – Ordering (R/C/O Tables)

East, Midwest, Southwest, & West (13-State LSOR): [13-State LSOR](#)

11. WHAT FIELDS ARE REQUIRED WHEN ORDERING A SPECIFIED PRODUCT?

Refer to your local ordering requirements document:

Southeast:

[9-State LSOR](#) and [LOH](#) Reference: Section 3 – Ordering (R/C/O Tables)

East, Midwest, Southwest, & West (13-State LSOR): [13-State LSOR](#)

12. WHY WOULD A FIELD ON THE MANUAL FORMS EXCEED THE FIELD LENGTH IDENTIFIED IN THE BUSINESS RULES (LSOR)?

Example: The 'End User Name' field on the End User manual form will allow CLECs to enter 35 characters, however, the 9-State LSOR states that only 25 characters are allowed when ordering in the Southeast.

In an effort to standardize manual ordering across the 22-state region, AT&T provides a single set of manual LSR forms. In situations where the LSOR (9-state & 13-state) require differences in

field lengths, the 22-state forms were designed to accommodate the longest field length requirement.

13. IF FORMS ALLOW ADDITIONAL INPUT, WHY WOULD AN ERROR BE RETURNED INDICATING THE FIELD LENGTH IS INVALID?

The manual LSR forms are the medium used to submit manual LSR requests. The LSOR (9 & 13-State) and the SE LOH provide specific rules for ordering in the 9 and 13-State regions. These resources should always be used to determine how forms and fields are completed. The 22-State forms must accommodate the largest field length required.

Southeast: [9-State LSOR](#)

East, Midwest, Southwest, & West (13-State LSOR): [13-State LSOR](#)

14. MICROSOFT OFFICE 2003 PRODUCT SUPPORT ENDED APRIL 14, 2009. AT&T ONLY ACCEPTS FORMS IN MICROSOFT WORD 97-2003 FORMAT (.DOC/.DOT). ARE CLECS REQUIRED TO UTILIZE OLDER VERSIONS OF MICROSOFT WORD WHICH NO LONGER RECEIVE FREE SUPPORT BECAUSE THE MANUAL LSR FORMS HAVE NOT BEEN CONVERTED TO MICROSOFT WORD 2007 FORMAT (.DOCX/.DOTX)?

Currently, CLECs have the flexibility to use Microsoft Word 2007 for creating manual LSR forms. Microsoft Word 2007 provides backward compatibility to older versions of the software by allowing CLECs to save files in Word 97-2003 (.doc/.dot) format if necessary. Microsoft Word 2007 SAVE settings may be defaulted to save files automatically in the required .doc/.dot format or the CLEC can opt to save files individually to the Microsoft Word 97-2003 format. Either of these options will allow CLECs to submit manual LSR forms in the required format even if they have upgraded to Microsoft Word 2007. Instructions for saving manual LSR forms in Word 2007 have been added to the Manual Ordering Guidelines, 'Instructions for Creating a Multi-Form Template' Section.

CLECs are not required to use older versions of Microsoft Word when completing manual LSR forms. CLECs are only required to SAVE the forms in the Microsoft Word 97-2003 format.

Refer to: [Manual Ordering Guidelines](#)

15. IS THERE A LIMIT ON THE NUMBER OF ATTACHMENTS THAT CAN BE SENT IN A SINGLE EMAIL?

When emailing PON requests, the email and Manual LSR Form attachments combined must not exceed 8mb in size. If there is a need to send a large number of forms as attachments, it may be necessary to divide the request into multiple PONs to stay within the 8mb limit. The AT&T email servers restrict the size of incoming email to 8mb. All attachments must be sent in Microsoft Word (97-2003) **.doc** or **.dot** format. Attachments submitted as **.zip** (WinZip) or other compressed formats will not be accepted.

For more information, refer to the following Accessible Letter and Manual Ordering Guidelines:

[CLECSE08-086](#) & [Manual Ordering Guidelines](#)

LSR FORMATTING

1. CAN MULTIPLE END USER FORMS BE SENT FOR SE SLA ORDERS?

Yes.

2. WHEN IS IT NECESSARY TO POPULATE 'SPECIAL HANDLING' IN THE 'REMARKS' FIELD?

The 'Special Handling Scenarios' for 9 and 13 state CLECs have been relocated from the Manual Ordering Guidelines to the 'General Ordering' Sections on the CLEC Website. Follow the steps below to access those scenarios.

22-State:

- CLEC Online (<https://clec.att.com/clec/>)
- Select CLEC Handbook
- Select a 13-State Region
- Select Ordering
- Select General Ordering UNE **or** Resale
- Scroll to "22-state Special Handling Scenarios"
- Select 13-state or SE document

For more information, refer to the following Accessible Letters:

13-State: [CLECALLS09-004](#)

9-State: [CLECSES09-004](#)

3. HOW SHOULD A RANGE OF TELEPHONE NUMBERS BE FORMATTED WHEN USING THE PORTED NBR FIELD IN THE SOUTHEAST?

- If porting just one TN - populate as NNNNNNNNNN (the 10 digit number to be ported all together - no delimiters.)
- A telephone number range is not allowed for REQ TYP B, Loop Service w/ Number Portability requests.
- Porting a single number or a range of numbers is allowed for REQ TYP C, Number Portability requests, however, use of the hyphen is only allowed as the 11PthP character between the ranges. Example: NNNNNNNNNN-NNNN

For more information, refer to the following Accessible Letter and the 9-State LSOR:

[CLECSE08-070](#) & [9-State LSOR](#)

4. ARE THE 'PON', 'VER', AND 'PG_OF_' FIELDS REQUIRED ON MANUAL LSRS IN SE?

The 'PON' field is required on manual LSR form pages when ordering data has been input.

The 'VER' field is conditional on manual LSR form pages when ordering data has been input.

The 'PG_OF_' field is optional when ordering data has been input on manual LSR form pages. Page numbers may be entered on the manual LSR forms at the discretion of the CLEC, but are not required.

To maximize efficiencies when creating LSR Manual Forms, **leave the 'PON', 'VER, and 'PG OF ' fields blank when form pages don't require ordering data input.** (Note: Data input in the PG_OF_ field is not considered ordering data)

For more information, refer to the Accessible Letter below and the 9-State LSOR:

[CLECSE08-086](#) & [9-State LSOR](#)

5. WHY ARE THERE TWO INSTANCES OF THE 'YPH' (YELLOW PAGE HEADER) FIELD ON THE DIRECTORY LISTING (DL) FORM?

There are two instances of the 'YPH' field on the DL form because Local Service Ordering Rules are specific to 9 and 13-State regions. There may be differences in the type of data referenced on the LSR manual forms. The 'YPH' field is an example of this condition.

The 'YPH' field in the 'Listing Instructions' Section of the DL form is to be utilized by CLECs ordering in the Southeast.

The 'YPH' field in the 'Advertising' Section is to be utilized by CLECs ordering in East, West, Southwest, and Midwest.

For additional information, refer to the following Accessible Letter links below:

[CLECSE09-034](#) & [CLECALL09-013](#)

RETURNED ERRORS:

Note: The Manual Ordering Guidelines contain information and rules for use when filling out the 22-State Manual LSR Forms and submitting email requests. Errors will be encountered if certain conditions aren't met.

For additional information, refer to the [Manual Ordering Guidelines](#)

1. ARE THERE DIFFERENCES IN ERRORS ASSOCIATED WITH THE 22-STATE MANUAL LSR THAN WITH THE FORMER SE MANUAL ORDERING PROCESS?

Yes. Server errors are part of the email ordering process needed to validate incoming email and attachments. Basic email security and virus checks are performed and will return server errors if problems are encountered. These errors do not contain error numbers and are returned in email format to the Originator of the request. For a complete list of server errors, refer to the [Manual Ordering Guidelines](#)

Error numbers beginning with 'S' or 'SF' are Super Fatal Errors. Super Fatal errors are returned when basic form entries and conditions are not met. For example, the email process requires the correct number of forms be submitted with matching PON field values.

For a complete list of super fatal errors, refer to Accessible Letter: [CLECSE08-071](#).

For additional details, refer to the 9-State LSOR: [9-State LSOR](#).

2. WHY WOULD AT&T RETURN AN ERROR MESSAGE WITHOUT AN ERROR NUMBER AND WHERE CAN INFORMATION ABOUT THESE ERRORS BE FOUND?

Server errors encountered on emailed LSRs are returned without error numbers. These errors are due to edit conditions not met on the email or its attachment(s). For more information, refer to the

For additional information, refer to the [Manual Ordering Guidelines](#).

3. WHAT CAUSES A “FORMS QUANTITY ERROR”?

A “Forms Quantity Error” is one of the above mentioned and more common server errors. To avoid Forms Quantity Errors:

1. Validate the Effective Date in the upper left corner of each form page is the most current effective date available. When obsolete forms are submitted, this error will be returned to the CLEC.
2. When downloading Core Product Templates and/or individual manual LSR forms, do not modify them. Save them in their original format.
3. Do not unlock forms or templates to begin typing on them.
4. Ensure all typed forms are saved in Microsoft Word (.doc or .dot) format only. Formats such as .docx, dotx, .docm, .gif, .tif, .htm, .zip, .xls, etc will not be accepted.
5. Do not unprotect forms unless creating custom templates (Not Recommended). The multi-form document (custom template) must be protected prior to saving and before data entry.
6. Use of custom templates not recommended.

4. WHERE CAN DOCUMENTATION ABOUT PON ERRORS BE FOUND?

The 9 & 13-State LSOR and the Manual Ordering Guidelines should be used to complete 22-State Manual LSR Forms.

Tips for avoiding PON errors:

- Ensure all PON fields input contain the same PON value on all LSR form pages being sent.
- Forms downloaded from the AT&T website are initially protected. However, if a form has been unprotected (i.e., custom template created) and data has been entered on the unprotected form, the PON field can be unknowingly altered. The form must be protected prior to data entry to avoid this type of error.

Links to the Manual Ordering Guidelines and LSORs are provided below:

[Manual Ordering Guidelines](#)

Southeast: [9-State LSOR](#)

East, Midwest, Southwest, & West (13-State LSOR): [13-State LSOR](#)

5. ERROR RECEIVED “S3047 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL” - WHAT DOES THIS ERROR MESSAGE MEAN?

This super fatal error occurs on Commingling EEL requests or requests requiring an LOA.

Tips for avoiding S3047 SF errors:

- Type Special Handling in the REMARKS field of the manual LSR form and send the manual LSR to ordering email address: **attselscrequest@att.com**.
- The LOA should be sent to a separate email address: **lcscsupportdoc@att.com**. The email subject line must be populated in the following format:

CC:xxxx PON:xxxxxxxxxxxxxxxxxx.

- If the LOA is not received, the following reject will be sent: CFA IS INVALID

For more information, refer to Accessible Letter [CLECSE08-054](#).

6. ERROR RECEIVED “D/T SENT ERROR – TOS FIELD IS REQUIRED WITH THE REQ/ACT COMBO, REQ AB, DISCONNECT, TOS=19—“WHAT DOES THIS ERROR MESSAGE MEAN?

This error indicates a formatting error was encountered with the D/TSENT field.

Tips for avoiding S3047 SF errors:

- Manual REQ TYP B & C requests must have the Date and Time populated in the D/TSENT field and formatted as: CCYYMMDDHHMMZZ. No special characters (hyphens, spaces, virgules, dashes, etc.) are allowed. Example: 200804291245PM
- All manual requests except REQ TYP B & C must have the Date only populated in the D/TSENT field and formatted as: CCYYMMDD. No special characters (hyphens, spaces, virgules, dashes, etc.) are allowed. Example: 20080429.

For more information, refer to Accessible Letter [CLECSE08-055](#) that emphasizes the required field format.

7. ERROR RECEIVED, "SF008- MANUAL LSR. SUP FIELD VALUE CONFLICTS WITH PON STATUS" - WHAT DOES THIS ERROR MESSAGE MEAN?

This super fatal error occurs when an original LSR has not been received as a valid LSR version and is followed up with a SUP request. Do not send a SUP on an LSR that has received a Server Error or Super Fatal Reject.

Tips for avoiding SF008 errors:

- Ensure the first version of a manual request is successfully submitted and received before submitting a SUP.
- Ensure that SUPs are submitted using the same transmission method (Email/EDI/LEX/XML) used to submit the original LSR. For example, if the original LSR is submitted electronically, the SUP must be submitted electronically; if the original LSR is submitted via email, the SUP must be submitted via email.

8. ERROR RECEIVED, "SF023- MANUAL REQUEST CONTAINS OBSOLETE FORMS" - WHAT DOES THIS ERROR MESSAGE MEAN?

This super fatal error occurs when the CLEC submits an incorrect version of the manual forms.

Tips for avoiding SF023 errors:

Submit correct version of 22-state manual email forms or Core Product templates. The Effective Date is located in the upper left corner of each manual LSR form.

- Make certain the forms being submitted were not downloaded from the 'Preview' section on the CLEC website Forms page.
- Do not submit retired BellSouth manual forms. Manual LSR requests will only be accepted on AT&T 22-State forms. When in doubt about having the correct version of a form, download a new copy from the CLEC website.

9. ERROR RECEIVED, “DDD IS IN INCORRECT FORMAT” (SE) - WHAT DOES THIS ERROR MESSAGE MEAN?

For all REQTPs, the DDD field must be populated using the format ‘CCYYMMDD’.

EXAMPLE: 20080502

For additional information, refer to Accessible Letter [CLECSE08-055](#).

10. ERROR RECEIVED, “SF013-MANUAL SERVICE CENTER CODE VALUE IS INVALID” (SE) - WHAT DOES THIS ERROR MESSAGE MEAN?

The Service Code field should be populated with a value of LCSC or LCSL

- LCSC = AT&T Southeast Region (formerly BellSouth) Local Carrier Service Center.
- LCSL = AT&T Southeast Region (formerly BellSouth) LNP to Resale UNE-P/WLP migrations.

11. IF A FATAL ERROR IS RECEIVED, WILL THE CLEC NEED TO CHANGE THE PON WHEN RESUBMITTING THE LSR?

Fatal errors, formatted as MRXXXX or MXXXX, allow Supplemental PONs to be submitted (same PON number) when correcting the LSR. Remember to issue SUPs using the same transmission method as the original LSR.

12. ERROR RECEIVED, “SF014- MANUAL- LENGTH OF FIELD VALUE IS GREATER THAN EXPECTED” - WHAT DOES THIS ERROR MESSAGE MEAN?

This message will be triggered in 13-state when the SUP value entered on the LSR manual form is greater than 1 character (except when the first character byte is a space). In Southeast, this error will not appear as long as the CLEC has entered 2 characters in the SUP field. For region-specific LSR rules related to the ‘SUP’ field, consult:

Southeast: [9-State LSOR](#)

East, Midwest, Southwest, & West (13-State LSOR): [13-State LSOR](#)

13. WHERE CAN A LIST OF REJECT MESSAGES BEGINNING WITH MR AND SF BE FOUND?

MR (Manual Reject) and SF (Super Fatal) reject messages are listed in the tables below.

Manual Reject Messages:

CODE	DESCRIPTION
MR0172	Not Working/Not Found
MR0173	Already Working/Busy
MR0174	Required
MR0175	Invalid/Incomplete Information
MR0176	Pending Order Exists
MR0177	Not Eligible for Conversion/Porting
MR0178	Requires Full Disposition
MR0179	Not Valid for Your Account
MR0180	Not in Contract/Contract Required
MR0181	Invalid Combination
MR0182	Less Than Standard Interval
MR0183	Loop Qualification Failed - Integrated Facility
MR0184	Loop Qualification Failed - Pair Gain

MR0185	Loop Qualifications not met - Need Bridge Tap or Load Coils present
MR1000	New version received. This version will not be worked.
M0172	Not Working/Not Found
M0173	Already Working/Busy
M0174	Required
M0175	Invalid/Incomplete Information
M0176	Pending Order Exists
M0177	Not Eligible for Conversion/Porting
M0178	Requires Full Disposition
M0179	Not Valid for Your Account
M0180	Not in Contract/Contract Required
M0181	Invalid Combination
M0182	Less Than Standard Interval
M0183	Loop Qualification Failed - Integrated Facility
M0184	Loop Qualification Failed - Pair Gain
M0185	Loop Qualifications not met - Need Bridge Tap or Load Coils present

M1000	New version received. This version will not be worked.
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Super Fatal Messages:

CODE	DESCRIPTION
SF001	MANUAL-LSR.PON field is blank. PON is required.
SF002	MANUAL-LSR.CC field is blank. CC is required.
SF003	MANUAL-LSR.SUP field has invalid value.
SF004	MANUAL-LSR.CC value is invalid.
SF005	MANUAL-LSR.RQTYP field value is invalid.
SF006	MANUAL-LSR.ACT field value is invalid
SF007	MANUAL-LSR.RQTYP/ACT combination is invalid.
SF008	MANUAL-LSR.SUP field value conflicts with PON status
SF009	MANUAL-Required Form is missing
SF010	MANUAL-Request includes a Prohibited Form
SF013	MANUAL-Service Center Code value is invalid
SF014	MANUAL-Length of field value is greater than expected
SF019	MANUAL-CC field blank or has an invalid value

SF021	MANUAL-Request contains forms from different LSOG versions
SF022	MANUAL-Request contains forms for future LSOG versions
SF023	MANUAL-Request contains obsolete forms
SF025	MANUAL-LSR.LSP AUTH is not found

Refer to Accessible Letter [CLECSE08-071](#) for more information.

For additional details, refer to the 9 and 13-State LSOR via the link below:

Southeast

[9-State LSOR](#)

East, Midwest, Southwest, & West (13-State LSOR):

[13-State LSOR](#)

Reference (9 & 13-State): VOL II, Section 5C – AT&T Error Codes & Messages

14. WHY WERE MY EMAIL AND ASSOCIATED ATTACHMENTS RETURNED WITH A MICROSOFT EXCHANGE SERVER MESSAGE?

The following message is returned to the CLEC from Microsoft Exchange Server when the combined email and attachments are greater than 8mb in size:

This message exceeds the maximum size allowed. Microsoft Exchange will not try to redeliver this message for you. Please make the message smaller – by removing attachments, for example – and try sending it again, or provide the following diagnostic text to your system administrator.

When emailing PON requests, the email and Manual LSR Form attachments combined **must not exceed 8mb** in size. If there is a need to send a large number of forms as attachments, it may be necessary to divide the request into multiple PONs to stay within the 8mb limit. The AT&T email servers restrict the size of incoming email to 8mb. Large files sent in .ZIP format will not be accepted.

15. WHY ARE COMPLEX REQ TYP LSRS BEING REJECTED FOR INVALID REQ TYP?

Both new and updated Complex REQ TYPs were introduced in the 04/19/2008 Release. For information regarding the implementation of these REQ TYPs, refer to Accessible Letters below:

[CLECS07-024](#)

[CLECS08-008](#)

For additional information regarding the use of Complex REQ TYPs, refer to the LSOR (9 & 13-State) links below:

Southeast

[9-State LSOR](#)

East, Midwest, Southwest, & West (13-State LSOR):

[13-State LSOR](#)

16. WHY ARE REQUESTS RETURNED WITH THE 'DOCX/DOTX FILE ATTACHMENT RECEIVED' ERROR MESSAGE?

One or more manual LSR email attachments have been submitted in .docx/.dotx format instead of .doc/.dot format. If utilizing Microsoft Word 2007, CLECs must save manual LSR forms or core product templates as Microsoft Word 97-2003 (.doc/.dot) format prior to submitting the request. Verify all email attachments are in .doc/.dot format prior to sending the request.

For more information, refer to the following::

[CLECALL08-060](#)

[CLECS08-136](#)

[Manual Ordering Guidelines](#)

LSR ACKNOWLEDGEMENTS:

1. DOES AT&T ACKNOWLEDGE RECEIPT OF MANUAL LSR REQUESTS SUBMITTED BY CLECS?

Yes. As a result of CLEC Issue #08-006, a manual ordering LSR Acknowledgement will be returned on all requests received effective September 20, 2008. The LSR Acknowledgement message will be returned via email to those email addresses included in the 'from' and 'cc' fields of the original email. The acknowledgement confirms receipt of an email sent in to the manual LSR ordering address. Although an LSR Acknowledgement is received, additional error messages could be returned separately.

The email subject line of the message returned to the CLEC is: ***LSR Acknowledgement***.

The text of the message returned to the CLEC is: ***AT&T has received your email request with the subject line:<text of email subject line>. Thank You***

For more information, refer to the following Accessible Letters and the Manual Ordering Guidelines.

[CLECALL08-060](#)

[CLECSE08-136](#)

[Manual Ordering Guidelines](#)

2. WHY DID I RECEIVE AN ERROR MESSAGE EVEN THOUGH I RECEIVED AN ACKNOWLEDGEMENT?

When an LSR Acknowledgement is received, subsequent error messages could be returned. An acknowledgement indicates an email was received by AT&T. Existing LSR processing may return LSR ordering errors, if encountered. For more information, refer to the following Accessible Letters and the Manual Ordering Guidelines.

[CLECALL08-060T](#)

[CLECSE08-136](#)

[Manual Ordering Guidelines](#)

3. WHY DIDN'T I RECEIVE AN ACKNOWLEDGEMENT FOR MY MANUAL LSR?

Acknowledgements are only returned on emails sent to the published manual LSR ordering addresses. Verify the correct email address was used when submitting your manual LSR. For more information, refer to the following Accessible Letters and the Manual Ordering Guidelines.

[CLECALL08-060](#)

[CLECSE08-136](#)

[Manual Ordering Guidelines](#)

4. IF I RECEIVED AN ACKNOWLEDGEMENT, DOES THAT MEAN MY REQUEST WILL BE PROCESSED?

Not necessarily. Although an LSR Acknowledgement is received, additional error messages could be returned. An acknowledgement only indicates an email was received by AT&T. Existing LSR processing may return error messages, as errors are encountered. For more information, refer to the following Accessible Letters and the Manual Ordering Guidelines.

[CLECALL08-060](#)

[CLECSE08-136](#)

[Manual Ordering Guidelines](#)

NOTIFICATIONS (RESPONSES):

1. HOW WILL MANUAL LSR EMAIL NOTIFICATIONS BE RETURNED?

All notifications related to the email LSR ordering process will be returned via email to the Originator or to a designated email address entered on the LSR.

2. HOW CAN THE LSR ORIGINATOR REQUEST NOTIFICATIONS BE SENT TO AN EMAIL ADDRESS OTHER THAN THE ORIGINATOR'S EMAIL ADDRESS?

Populating the EMAIL field located in the Contact Section of the Local Service Request (LSR) form with a return email address will direct all notifications, for that LSR, to be sent to the address in the EMAIL field.

For more information, refer to the Accessible letter below.

[CLECSE08-060](#)

3. WHAT NOTIFICATION CHANGES WERE IMPLEMENTED WITH EMAIL ORDERING?

Email LSR notifications contain information similar to that previously returned via fax. Noticeably different is the standard format used. In addition, each notification is returned as a “.doc” email attachment

4. WHAT NOTIFICATION TYPES WERE IMPLEMENTED WITH EMAIL ORDERING?

The same LSOG-based notifications remain in use; however, they are referenced differently as noted below:

- **AT&T Super Fatal** (Previously **Reject**)

Note: When a Super Fatal notification is received, a SUP request should not be sent. Do not increment the version number when resubmitting the request. Send as an original request.

Note: The same PON and Version can be resubmitted.

- **AT&T Reject** (Previously **Clarification**)

Note: When a Reject notification is received, a Sup request is required. The same PON and Version must **not** be resubmitted. Use The same PON with an incremental version number should be used when resubmitting.

- **AT&T SE Confirmation** (Previously **FOC or Firm Order Confirmation**)
- **AT&T Jeopardy** (Previously **JEP**)
- **AT&T Completion** (Previously **CN**)
- **AT&T Post To Bill** (Previously **BCN or Billing Completion Notice**)
- **AT&T Cancellation** (Previously **Sup 1 Cancel**)

Note: A new confirmation (subsequent FOC) is generated when one or more of the following fields are changed.

- SVC-ORD
- DUE DATE (Subsequent Due Date)
- FDT
- EBD
- BAN1
- BAN2
- ECCKT
- L-ORD
- NP-ORD

For more information, refer to:

[CLECSE08-041](#)

To view examples of the Southeast Email LSR Notifications, refer to:

[Manual Ordering Guidelines](#)

MANUAL ASR, CSI AND PREORDERING (NON-LSR) PROCESS:

1. WHERE CAN THE AT&T MANUAL ASR, CSI AND PREORDER FORMS BE FOUND?

The form for use in submitting emailed ASR, CSI or PreOrder Requests are located in the CLEC Handbook within CLEC Online (<https://clec.att.com/clec>):

- Select CLEC Handbook
- Select applicable State(s) from the top of the screen
- Select Forms and Exhibits
- Select CSI/PREORDER/ASR MANUAL FORMS (EMAIL)

Below is a complete list of email eligible CSI, PreOrder and ASR forms (effective date 11/13/10) for review, intended for use with the new email process.

IMPACTED FORMS
FORM NUMBER – FORM NAME
CSI
044110 - Customer Service Inquiry
PREORDER
061117 - LSR/End User/Hunt Group Information Reduced Input Form (For Complex Preorder use Only)
062114 - DID PBX Reduced input Form (For Complex Preorder Use Only)
063128 - BRI (Basic Rate) ISDN Form (For Complex Preorder Use Only)
064118 - ISDN PRI Reduced Input Form (For Complex Preorder Use Only)
065115 - Digital Trunking Reduced Input Form (For Complex Preorder Use Only)
066112 - Resale Private Line Reduced Input Form (For Complex Preorder Use Only)
067119 - Address Validation/TN Reservation Form
068116 - Loop Qualification Request Form For Preorder Use Only (DSL/Line Sharing/Broadband – REQTYP A Only) <i>(applicable for AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, AT&T Texas only)</i>
069120 - Centrex/Centrex ISDN Form (For Complex Preorder Use Only)
ASR
050173 - Access Service Request Form (ASR)
051125 - Trunking Form
052139 - Additional Circuit Information Form
053129 - Transport Request
054140 - Translation Questionnaire
055123 - Service Address Location Form (SALI)
056137 - End User Special Access Request
057110 - Multiple Exchange Company Form

2. WHAT EMAIL ADDRESSES ARE USED TO SUBMIT AT&T MANUAL NON-LSR FORMS?

Beginning November 15, 2010, the following email addresses will be available for use to submit the new Manual ASR, CSI, PreOrder Forms (dated 11/13/2010). Other AT&T Forms authorized for use by CLECs coordinating with the Local Service Center (LSC) previously faxed should also use the following email addresses.

Ordering Region	eMail Address
West	ATTWestNon-LSRRequest@att.com
Midwest	ATTMWNon-LSRRequest@att.com
Southwest	ATTSWNon-LSRRequest@att.com
East	ATTEastNon-LSRRequest@att.com

3. WHAT ERRORS ARE ASSOCIATED WITH EMAIL ASR, CSI OR PREORDER FORMS?

- Microsoft Exchange Server Messages and Email Server Errors Messages can be returned. See Manual Ordering Guidelines document for details.

4. WHERE CAN ORDERING INFORMATION BE FOUND FOR USE WITH THE ASR,CSI OR PREORDER FORMS AND EMAIL PROCESS?

A new and separate section was created in the Manual Ordering Guidelines document outlining the processes. See Section 2: Manual ASR, CSI and PreOrder Requests (13-State Only).

5. WILL THE BAR-CODED FORMS AND FAX PROCESS BE AVAILABLE AFTER 11/15/10 WHEN THE EMAIL FORMS AND PROCESS ARE IMPLEMENTED?

The AT&T bar-coded forms and fax process for ASR, CSI and PREORDER will be available for use beyond 11/15/10 allowing a transition period into email. However, AT&T will retire these forms and processes at end of business 6/17/2011, when only use of Email and updated Forms (Effective date 11/13/10) will be allowed. The AT&T 13-State fax process and bar-coded forms will be removed from CLEC Online and rejected if received after close of business on Friday, June 17, 2011. At this same time, the published fax numbers will no longer be in service or available for use.

6. AFTER JUNE 17, 2011, WHERE CAN FAX NUMBERS AND BAR-CODED FORMS BE FOUND?

The AT&T bar-coded forms and fax process for ASR, CSI and PREORDER will no longer be available for use beyond 06/17/11. On 11/15/10, this process was converted to email and the ASR, CSI and PREORDER forms were updated (Effective date 11/13/10). The updated forms can be found in CLEC Online located in the CLEC Handbook within CLEC Online (<https://clec.att.com/clec>):

- Select CLEC Handbook
- Select applicable State(s) from the top of the screen
- Select Forms and Exhibits
- Select CSI/PREORDER/ASR MANUAL FORMS (EMAIL)

7. IS THERE AN ALTERNATIVE TO SENDING ASRS THROUGH EMAIL IN 13-STATE?

WebAccess Ordering (WAO) tool is another available option for submitting ASRs. WebAccess Ordering is an online web-based system which can be used to create and submit ASRs. Access to AT&T's 22-State WebAccess Ordering tool can be secured by contacting your Account Manager.

8. IS THERE AN ALTERNATIVE TO SENDING CSI AND PREORDER REQUESTS THROUGH EMAIL IN 13-STATE?

Another available system for obtaining CSI/PreOrder data is the Enhanced Verigate application, which is accessed via the AT&T 13-State Toolbar. Enhanced Verigate is an online web-based system which provides electronic access to preorder information for a multitude of inquires. Access to AT&T's 13-State Toolbar and Enhanced Verigate can be secured by contacting your Account Manager or Wholesale Support Manager (WSM), who will assist in the completion of applicable forms.

9. CAN MULTIPLE FORMS BE SUBMITTED IN ONE EMAIL REQUEST (I.E., CSI AND PREORDER FORMS)?

Only one request per email can be submitted. Multiple request forms cannot be combined.

10. WHAT IS THE REASON FOR THE ASTERISKED (*) FIELDS ON THE MANUAL FORMS?

Fields marked with an asterisk (*) are required to track and retrieve the emailed requests.

11. IS THE ASR, CSI, PREORDER EMAIL PROCESS AVAILABLE IN THE SOUTHEAST ORDERING REGION?

The ASR, CSI, PreOrder Email Process is only available in the 13-state (East, Midwest, Southwest and West). This process replaces an existing fax process that is being retired.

12. WHICH FORMS ARE NOT TO BE SENT USING THE NEW ASR, CSI AND PREORDER EMAIL ADDRESSES?

Forms that will not be processed if sent to these email addresses include:

- LSR Forms
- Bar-coded Forms (retired 06/17/11)
- Forms not published or authorized by AT&T for use by CLECs coordinating with the Local Service Center (LSC)

13. ARE THE EMAIL ADDRESSES FOR ASR, CSI AND PREORDER THE SAME AS THOSE USED TO SEND IN LSRS?

NO. There are designated email addresses for sending in Manual ASR, CSI and PreOrder Requests (designated as non-LSR) by ordering region. Similarly, there are designated email addresses for sending in Manual LSRS by ordering region.

For more information, see the Manual Ordering Guidelines document.

[Manual Ordering Guidelines](#)