

60025794

**CLEC Pre-Order Inquiry
Verigate: 22-State**

**Student Workbook
November 19, 2009**



AT&T Training

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Introduction

Welcome

Welcome to the CLEC Enhanced Verigate Pre-Order Inquiry course.

This course provides 22-state coverage on the pre-order inquiries available in the Enhanced Verigate system. It is designed to provide you with a solid foundation on which to build your system skills.

The primary focus of the course is the information and instructions contained in the Enhanced Verigate User Guide. The course includes a series of system demonstrations designed to enhance your learning experience.

To simplify content, for the remainder of this course Enhanced Verigate will be referred to as Verigate and the Enhanced Verigate User Guide will be UG.

Timing



This course should take approximately 4 hours to complete.


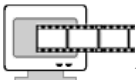
Objectives

Upon completion of this course, using the Enhanced Verigate User Guide and all other available resources, you will be able to use the Enhanced Verigate system pre-order functionality to obtain the information necessary to submit accurate LSRs.

Course Presentation Method

This course consists of a Student Workbook and a set of recorded demonstrations. You will also be directed the Enhanced Verigate user Guide frequently during the course.

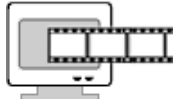
The workbook is designed to walk you through the content of the User Guide while the demonstrations provide a visual learning component showing how the pre-order functions are performed.

- The  icon will be used to indicate accessing information in the UG. When you see it open the Volume and Chapter indicated.
 - The  icon will be used to indicate playing of a demonstration. When you see it access the list and play the demonstration indicated.
-

Continued on next page

Introduction, Continued

Demonstration List



The demonstrations for this course are accessed from the Enhanced Verigate Demos file. This file contains links to each demonstration and is located on CLEC Online along with this workbook.

Enhanced Verigate Demos
Click on the links to launch and view demos.
After viewing a demo hit your browser's Back button to return to the list,
or the list will close.

User Guide Introduction	Loop Makeup Spare Facilities
Logging on to Verigate	Due Date Inquiry
Address Validation - Numbered (SE)	View Installation Calendar
Address Validation - Numbered w/Supp Info	Estimate Service Due Date
Address Validation - WTN	Random - TN Reservation
Address Validation - WTN (SE)	Feature Inquiry
Address Validation - SAGA	PICLPIC Inquiry
Loop Qualification - Actual Data	RACF Inquiry
Loop Qualification - Actual Data (SE)	YPH Inquiry
Facilities Report	

Throughout the course, you will be advised when to access the list and which demonstration to play.

It is recommended you leave the list open on your desktop between viewing demonstrations. To do this, use the back arrow on your browser after you finish viewing each demonstration.

Continued on next page

Introduction, Continued

Resources

Since the primary focus of this course is the Enhanced Verigate User Guide, let's find out where it's located.

Use the table below to locate the Enhanced Verigate User Guide.

Regional Handbook	Verigate UG Location
<ul style="list-style-type: none"> • Southwest: Arkansas, Kansas, Missouri, Oklahoma, Texas • Midwest: Illinois, Indiana, Michigan, Ohio, Wisconsin • West: California and Nevada • East: Connecticut 	<ul style="list-style-type: none"> • http://wholesale.att.com/ • CLEC Online • CLEC Handbook (region) • Guides/Tech Pubs • Pre-Ordering • Enhanced Verigate
<ul style="list-style-type: none"> • Southeast: Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee 	<ul style="list-style-type: none"> • http://wholesale.att.com/ • CLEC Online • CLEC Handbook (region) • Pre-Ordering • Enhanced Verigate User Guides

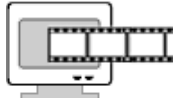
Download the User Guide

As you can see the UG is presented in four volumes. You would never be able to memorize all the information contained in these volumes, but you can learn to find what you need quickly. That's why a large portion of this course covers finding information in the UG.

We will be referring to the UG frequently throughout this course. Having a copy on your desktop will make it easier and quicker to access. Go ahead and save all four volumes of the UG to your desktop.

User Guide Basics

Demonstration: User Guide Introduction



In this part of the course we are going to spend some time becoming familiar with the UG. A demonstration has been created to introduce you to the UG and to show you a few navigational tips.

- Open the Enhanced Verigate Demonstrations list
- Play the demonstration titled **User Guide Introduction**.

User Guide Demonstration Debrief

In the demonstration you learned:

- The Table of Contents (TOC) for the document is displayed in the Bookmarks section.
- The + symbol next to a topic indicates there are sub-topics.
- Clicking on the + symbol will expand that portion of the TOC.
- From Bookmarks, you can access any topic or sub-topic by clicking on it.
- Using the Find function can help you locate information quickly.

Now that you know a little about the UG, let's learn more about the Enhanced Verigate system.

What is Enhanced Verigate?

Enhanced Verification Gateway (Verigate) is:

- An online system that allows for the exchange of business documents in a standard format.
- Provides CLECs with the ability to access pre-order information for all AT&T service areas.

Continued on next page

User Guide Basics, Continued

User Guide System Overview

The System Overview section of the UG contains a system description.

- Open **Volume I of the User Guide**
- Go to **Chapter 1 (Click on the = sign to expand the TOC)**
- Locate **System Overview**
- Read the contents. Stop when you get to the Functionality Overview.

Now you know what Verigate is, let's see what you will use it for.

Leave Volume I of the UG open, we will refer to it again shortly.

What Does Verigate Do?

Enhanced Verigate is used to verify information before a LSR is submitted. It can reduce the need for order supplements and shorten the processing time. Verigate allows CLECs to:

- Verify address information
- View due date information
- View service availability information
- View dispatch information
- View Primary Interexchange Carrier (PIC) information
- Reserve telephone numbers for valid addresses

You will use Verigate to perform pre-order inquiries to obtain information necessary for accurate LSRs.

Functionality Overview

We stopped at the Functionality Overview section of the UG; it provides information on the inquiries that can be performed in Verigate. Return to that section of the UG, now.

- Return to **Volume I of the User Guide**
 - Go to **Chapter 1**
 - Locate **Functionality Overview**
-

Continued on next page

User Guide Basics, Continued

Functionality Table

Functionality Overview contains two parts, a functionality table and a set of functionality descriptions.

First, the functionality table. The section displayed on the slide tells us that there are six methods of inquiry available under Address Validation Inquiry. Only four of them are available for the AT&T Southeast region.

Note:

Review the contents of the Functionality Overview table based on the AT&T area or region you serve.

Functionality Descriptions

Next, look at the functionality descriptions. These descriptions provide more information about an inquiry and its requirements and/or limitations.

Here is an excerpt from the UG description for Address Validation Inquiry, describing the ability to validate by address or WTN:

“The Address Validation Inquiry can be done by address or Working Telephone Number (WTN), but not both.”

The next excerpt tells you about the regional applications:

“Address Validation by WTN should only be used as a last resort and is for residential accounts only in the AT&T East, AT&T Midwest, AT&T Southwest, and AT&T West Regions. In the AT&T Southeast Region, a Business or Residential WTN or non-working TN may be used for the Address Validation Inquiry to validate an address where AT&T 22-State provides service.”

Continued on next page

User Guide Basics, Continued

Inquiry Details The descriptions in the Functionality Overview section only provide basic information about an inquiry. In-depth coverage, including instructions and screenshots, for each inquiry can be found in the UG chapter dedicated to the inquiry type. This was touched upon in the demonstration but let's look at it again.

Here is the TOC for Volume I.

Volume I
REVISION HISTORY
CHAPTER 1 – INTRODUCTION
CHAPTER 2 - ADDRESS VALIDATION INQUIRY
CHAPTER 3 - TELEPHONE NUMBER INQUIRY/RESERVATION INQUIRY
CHAPTER 4 - CANCEL RESERVATION - TELEPHONE NUMBER INQUIRY
CHAPTER 5 - TN CONFIRMATION INQUIRY
CHAPTER 6 - SCHEDULING INQUIRY/AVAILABILITY - DISPATCH INQUIRY

Notice that Chapter 2 is dedicated to Address Validation Inquiry.

Individual inquiries will be covered later in the workbook.

User Guide Quiz Introduction

Since, the main goal of this course focuses on how to locate information in the UG; we are going to use a quiz to cover parts of Chapter 1.

You will be asked to locate a topic in the UG, indicate the page number where the topic is located, and then answer a question about the contents.

The quiz should take no more than 15 minutes to complete.

When you are finished, check your answers using the answer key located on page 83 of this workbook.

Continued on next page

User Guide Basics, Continued

Quiz Q&A

Use the information below to help find the answer for Question 1.

- Hardware Requirements is covered under System Requirements.
 - Expand the TOC and locate Hardware Requirements.
 - Now, note the [page number and answer the question.
1.
 - **Topic:** Hardware Requirements
 - **Page:** _____
 - **Question:** How much available space do you need to have on your hard drive to run Enhanced Verigate?
 - **Answer:** _____
 2.
 - **Topic:** Conventions Used in This Guide
 - **Page:** _____
 - **Question:** Page number 3.18 indicates what?
 - **Answer:** _____
 3.
 - **Topic:** IS Call Center
 - **Page:** _____
 - **Question:** Can the IS Call Center help you with Enhanced Verigate software installation?
 - **Answer:** _____
 4.
 - **Topic:** General Information (Field Requirements)
 - **Page:** _____
 - **Question:** Where are the business rules regarding fields, input and output, addressed and identified?
 - **Answer:** _____
 5.
 - **Topic:** Navigation and Other Functionality
 - **Page:** _____
 - **Question:** Can you change the default service center or area once it has been established?
 - **Answer:** _____
-

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User Guide Basics, Continued

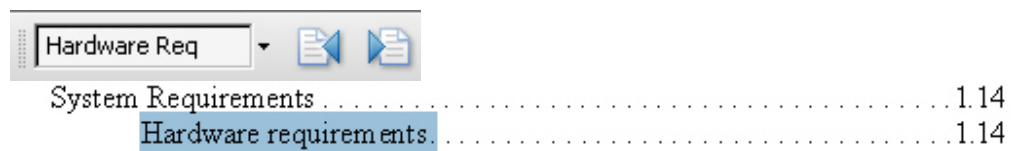
Quiz Debrief

While taking the quiz, you may have discovered that there are two ways to locate information:

- Using the Find function.
- Using the Vol. I Contents.

Use either of these methods to make your searches easier and faster.

(Find function method)



Quiz Debrief, continued

(Volume I Contents method)

Volume I Contents

About This User Guide	1.1
Conventions Used in This Guide	1.1
System Overview	1.1
Functionality Overview	1.2
General Information (Field Requirements)	1.13
System Requirements	1.14
Hardware requirements	1.14
Software requirements	1.14
System Availability and Support	1.15
Hours of availability	1.15
IS Call Center	1.16

Getting Started

Introduction Now that you are familiar with the structure and basic contents of the UG you are ready to learn how to access the system.

Accessing Verigate This part of the material covers Chapter 1: Accessing Verigate in the UG. The sub-headings in this section are:

- Toolbar on the Web
- Logging On to Verigate
- Main Menu Bar
- Setting the Default Service Center / Company Code

Each of these topics will be covered individually.

To begin,

- Locate the **Accessing Verigate** content in the UG.
 - As each topic is covered in the workbook, locate and review the corresponding content in the Accessing Verigate section of the UG.
-

Toolbar on the Web Verigate is accessed via the AT&T Web Toolbar.

The toolbar is accessed by entering one of URLs shown in the UG in the address box of your web browser.

The URL selection is based on your method of access. The two access options are:

- xRAF
- Public internet.

Review the Toolbar on the Web information in the UG.

Continued on next page

Getting Started, Continued

Logging onto Verigate

To log into Verigate:

- Each user is assigned a unique User ID and a temporary Password.
- Users are required to change the temporary password the first time they log onto the system.
- The Toolbar screen appears after the password is changed.
- Verigate is accessed via the Verification Gateway button.

Review the Logging into Verigate information in the UG.

Main Menu Bar

The Main Menu Bar appears on the left-hand side of the Verigate screen. All of the functions available are displayed on the Main Menu Bar and it can be used for navigation.

When the Main Menu Bar is minimized the Click Here for Menu area remains visible, click on it to restore the Main Menu Bar.

Review the Main Menu Bar information in the UG.

Setting the Defaults

The content under Setting the Default Service Center / Company Code explains how to set and change the required defaults when you access Verigate.

When you log on for the first time you must establish defaults for Service Center, Area, and for the AT&T Southeast region a Company Code.

You should set the Service Center or Area defaults to the state/region you work in. They can be changed, at any time, if you need to process inquiries for a different state.

The Company Code only applies to the AT&T Southeast region.

- Select the Company Code that matches your profile
- “Blank” is the default setting for this field.

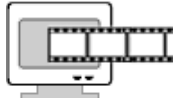
The service center, area and company code selected must be a valid combination for all transactions.

Review the Setting the Defaults information in the UG.

Continued on next page

Getting Started, Continued

Demonstration: A demonstration has been created that shows you how to log into Enhanced Verigate.
Logging on to Verigate




- Open the Enhanced Verigate Demonstrations list.
 - Play the **Logging on to Verigate** demonstration.
-

Help Link

You can access a version of the UG from Verigate using the Help link on the Main Menu Bar.

This link opens a version of the UG that combines all four Volumes.

You can navigate within the document by opening the Bookmarks.

- Click on the Bookmarks icon -  - to open the TOC.
 - Use the TOC to navigate within the document.
-

Now that you can access the system and know how to find information on the different functions, it's time to start learning how to perform them.

Address Validation Inquiry

User Guide: Address Validation Inquiry



This part of the material covers the functions that can be performed in Enhanced Verigate and starts with Chapter 2, Address Validation Inquiry.

There are six methods of Address Validation.

Review the UG to see what it says about them.

- Open **Volume I Chapter 2** of the UG.
 - As each topic in this chapter is covered in the workbook, locate and review the corresponding topic in the UG.
 - Start by reviewing the **Overview** section.
 - Keep the UG open as you will refer to it throughout this Address Validation Inquiry material.
-

Overview



The Overview section indicates that Address Validation inquiries can be performed by address or by working telephone number but not by both.

Regional limitations for WTN inquiries are described.

There are six selection methods for Address Validation Inquiry. They are:

1. Numbered
2. Manual
3. Descriptive
4. Unnumbered (Not Available in AT&T Midwest region)
5. Unnamed (Not Available in AT&T Midwest, East, and Southeast regions)
6. Working Telephone Number Address Validation Inquiry (AT&T East, Midwest, Southwest, and West regions - Residence only) (AT&T Southeast Region - Residence and Business)

Notice, the UG also contains an Additional Information heading.

The Verigate entries for each method will be covered separately.

Continued on next page

Address Validation Inquiry, Continued

Numbered Address



The first selection method to be covered is Numbered Address Validation, which is available for all regions.

- Locate and review the **Numbered Address Validation Inquiry** content in the UG.
- Expand the TOC.

For **any** function, use the UG to find out:

- Where/How is the inquiry started? This one is started from the Main Menu.
- Are there any region specific notes? Yes, there is an AT&T Midwest only note.
- Does it provide information on field activation? Yes, you must populate SC1 or AREA to activate certain regional fields.

Also use the UG to review the:

- Table covering the required, conditional, and optional fields.
- Table on Input fields, regional details. For the AT&T Southeast region, the Area field is required and the New Construction field is optional.
- Printed images of the screens. These are your visual guides and will help you as you perform the function.

The screens displayed for Numbered Address Validation include:

- Numbered Address Validation - Initial Input Screen
 - Input Screen (SCI) – 13 State
 - Input Screen (Area) – 9 State
- Numbered Address Validation – Output Screen (Southeast), the View CO Information is covered in the workbook shortly.
- Numbered Address Validation – Output Screen (AT&T 13-State)

This type of information is provided for all of the functions covered in the User Guide. It is designed to make completing each function as easy as possible.

Continued on next page

Address Validation Inquiry, Continued

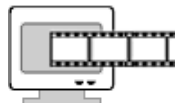
SE Region View Central Office

The AT&T Southeast region Numbered Address Validation Output screen contains a link to the View Central Office Address Inquiry. This inquiry allows you to retrieve the CLLI, Switch type and central office address information associated with a specific NPA NXX in the AT&T Southeast region.

Check out what the UG tells you about this function.

- Locate the **View Central Office Address Inquiry** content in the UG.
 - Briefly review the contents.
-

Demonstration: Address – Numbered SE



A demonstration has been created of a Numbered Address Validation Inquiry. It covers the AT&T Southeast region and includes the View Central Office Inquiry function.

- Open the Enhanced Verigate Demonstrations list.
 - Play the **Address Validation – Numbered (SE)** demonstration.
-

Supplemental Information

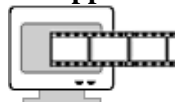


- Locate the **Numbered Address Validation Inquiry (with Supplemental / Alternate Address Information)** content in the UG.

If an address entered for validation has supplemental information i.e. apartment, room, or suite numbers, Verigate will give the user two options.

1. **Ignore** - Proceed with the basic address without the Living Unit or supplemental information.
 2. **Go Back** - Supplemental or Living Unit Information is needed in the Location Designation (LD) and Location Value (LV) field(s).
-

Demonstration: Address – Numbered w/Supp Info



A demonstration of a Numbered Address Validation with Supplemental Address Information has been created.

- Open the Enhanced Verigate Demonstrations list.
 - Play the **Address Validation – Numbered w/Supp Info** demonstration.
-

Continued on next page

Address Validation Inquiry, Continued

Supplemental Address List

Below is a capture of the Supplemental Address List screen. This screen displays during Address Validation when incorrect entries are made.

The fields that will prompt the Supplemental Address List screen are:

- SANO field (House Number) input did not fit the range for the SASN (Street Name)
- SASN field (Street Name) was input incorrectly and all near matches are shown for the selection
- SATH (Thoroughfare) was input incorrectly. The values that correspond with the SASN will be shown for consideration.
- The Location Designator and Location Value information will also be shown to assist you in your fact finding when trying to validate an address.
- You would select the radio button next to the correct address and click the Submit button.

SAPR	RANGE (SANO-SANOR)	SASF	SASD	SASN	SATH	SASS	LD1-LV1	LD2-LV2	LD3-LV3	CITY	STATE	ZIPCODE
<input type="radio"/>	320		N	MERIDIAN ST			SUIT 301			INDIANAPOLIS IN		46204
<input type="radio"/>	320		N	MERIDIAN ST			SUIT 302			INDIANAPOLIS IN		46204
<input type="radio"/>	320		N	MERIDIAN ST			SUIT 304			INDIANAPOLIS IN		46204
<input type="radio"/>	320		N	MERIDIAN ST			SUIT 306			INDIANAPOLIS IN		46204
<input type="radio"/>	320		N	MERIDIAN ST			SUIT 311			INDIANAPOLIS IN		46204
<input type="radio"/>	320		N	MERIDIAN ST			SUIT 312			INDIANAPOLIS IN		46204
<input type="radio"/>	320		N	MERIDIAN ST			SUIT 316			INDIANAPOLIS IN		46204

Please enter the SANO for the address selected:



- Locate the **Supplemental Address List Screen Information** content in the UG.
- Review the details for submitting corrected information.

Continued on next page

Address Validation Inquiry, Continued

Manual Address Validation

Note: This function is not available for AT&T 9 State.

Manual Address Validation Inquiry is used for numbered addresses only. It allows you to request the LSP manually investigate an end-user address. There are three Manual Address Validation Inquiry activities:

- Inquiry for a manual address validation (numbered only)
- Edit a previously submitted address, if rejected by the LSC initially
- View Results of a submitted address

An Address Validation Inquiry must be performed before a Manual Address Validation Inquiry can be submitted.



- Locate the **Manual Address Validation Inquiry** content in the UG.
 - Review the information presented.
-

Descriptive Address Validation

The Descriptive Address Validation Inquiry is used when a building or site has been given a descriptive address instead of a numbered address.

There is an interim screen in Verigate for this inquiry where you select SC1 or Area. This will prompt the system to return the Descriptive Address Validation screen for the 13 State (SC1) or 9 State (Area) region.

The UG contains details on:

- Required and optional fields for the Input and Output screens.
- Input and Output screenshots.



- Locate and review the **Descriptive Address Validation** content in the UG.
-

Continued on next page

Address Validation Inquiry, Continued

Unnumbered Address Validation

Note: This function is not used in the AT&T Midwest region.

Unnumbered Address Validation is used for unmarked end-user addresses, usually in rural communities where route and box numbers are used.

Regional note.

In the AT&T East region, unnumbered addresses should include an AHN (Assigned House Number). If they do not, an asterisk (*) should be entered in the SANO field and a C should be entered in the AFT field.



- Locate the **Unnumbered Address Validation Inquiry** content in the UG.
- Briefly review the content.

Unnamed Address Validation

Unnamed Address Validation Inquiry is used when a customer lives in a community with an indefinite address. Again, these are usually rural communities.

The User Guide contains the following details for the Unnamed Address Validation Inquiry:

- Required and conditional fields used for this inquiry.
- Screen print images:
 - Input screen
 - Output screen



- Locate the Unnamed Address Validation Inquiry content in the UG.
- Briefly review the content.

*Special Note: AT&T Midwest, East, and Southeast regions **do not** validate addresses using the Unnamed format. You will need to contact your LSC for assistance if you have an unnamed address.*

Continued on next page

Address Validation Inquiry, Continued

Working Telephone Number

The final Address Validation Inquiry method you will learn about is Working Telephone Number.

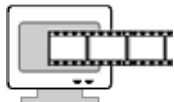
The regional applications are:

- Residence working TN Only for AT&T West, Midwest, Southwest, and East regions.
- Inquiries for working and non-working Bus and Res TNs available in the AT&T Southeast region.



- Locate and review the **Working Telephone Number** content in the UG.
- The Note section contains a couple important items:
 - WTN only applies to residential single line accounts and multiline residential master accounts in the AT&T 13-State region.
 - Validation by WTN should be used as a last resort.
 - WTN must be served by an AT&T 13-State or AT&T 9 State owned switch.

Demonstration: Address Validation - WTN



There is a demonstration of a WTN Address Validation.

- Open the Enhanced Verigate Demonstrations list.
- Play the **Address Validation – WTN** or **Address Validation – WTN (SE)** demonstration.

SE Region ATN

The Output screen for Address Validation in the AT&T Southeast region includes the Available Telephone Numbers (ATN) scrollable text box.

This box is described in the UG.



- Locate page 2.6 **Numbered Address Validation – Output Screen (AT&T Southeast region)** in the UG.
- Review the contents.

Continued on next page

Address Validation Inquiry, Continued

Additional Information



The Additional Information section of the User Guide provides just that “Additional Information” about the fields that appear on the Address Validation screens.

- Locate and review the **Additional Information** content in the UG.
- Pay close attention to the regional notes.
- Do not access the CLEC Handbook references indicated during this initial review.
- Leave the UG open to this information. You will check the CLEC Handbook references next.

9-State Resources

For AT&T 9-State, you can find information on the population of the Thoroughfare and Location fields in the LOH.

- **Thoroughfare (SATH):** table with list of values is located in the LOH Section 2: Appendix B.
- **Location (LV1, LV2, and LV3):** These Value Tables are found in LOH Section 2: Appendix C. The standard abbreviations for Location are in Appendix D.

It is not necessary to review these documents now, you should already be familiar with them.

Continued on next page

Address Validation Inquiry, Continued

13-State Resources

For the AT&T 13-State area, the UG directs you to CLEC Online for resource documents covering Community Names, SAGA Information, Thoroughfare (SATH), and Location field values. These resources contain the following information:

- **Community Names:** community names with standard abbreviations.
- **SAGA Information (AT&T Midwest, West, Southwest):** list of SAGA Information.
- **Thoroughfare (SATH) Values:** list of street name thoroughfare values.
- **Location (LV1, LV2, and LV3) Values:** list of values associated with address location designator.



Locate the documents and then use the following material to review each one.

- Access the **CLEC Handbook** for their region
- Click on **User Guides & Tech Pubs**
- Click on **Address Information**
- Review the list of documents.

SAGA Information Guide

Note: This function is only available for AT&T Midwest, West and Southwest regions.

The SAGA is used to process address validations when the zip code is unknown or unavailable.

Use this guide only when necessary. It is always quicker when you enter the actual zip code.

Continued on next page

Address Validation Inquiry, Continued

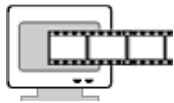
SAGA Example Here is a partial screen capture of the SAGA Information Guide for the AT&T Midwest region.

In the example, the SAGA Code or Zip replacement for any address in Indianapolis is **I**.

If you were performing a numbered address validation for Indianapolis, IN and did not have a Zip Code, you would enter an “**I**” in the Zip field.

AT&T Midwest Region			
ILLINOIS			
B	North West Suburban	C	Chicago
D	Downstate	N	North Suburban
S	South Suburban	U	Upstate
W	West Suburban		
INDIANA			
I	317 Indianapolis	N	219
O	765 and 317 area code not included in I	S	812

Demonstration: There is a demonstration of a Numbered Address Validation Inquiry using an **Address Validation - SAGA Code**.



- Open the Enhanced Verigate Demonstrations list.
- Play the **Address Validation - SAGA** demonstration.

Continued on next page

Address Validation Inquiry, Continued

Location Value *Note: This content is not applicable for AT&T 9 State.*

The fields associated with the **Location Value (LV1, LV2, and LV3)** fields provide additional information related to the address.

Some common location identifiers are:

- Floor
- Room
- Suite
- Apartment
- Building.
- Office

The Location Value reference resource provides the valid abbreviation (code) for the location value.

Here is an excerpt from the AT&T East Location Value reference resources.

Code	Explanation	Code	Explanation
MDL	Middle	SHACK	Shack
MEZZ	Mezzanine	SHED	Shed
MH	Man Hole	SHOP	Shop
MTCE	Maintenance	SIDEWL	Sidewalk
OB	Outdoor Booth	SLIP	Slip
OFC	Office	SP	Space



- Review the reference resource content associated with **Location Values**.

Continued on next page

Address Validation Inquiry, Continued

Thoroughfare Value

Note: This content is not applicable for AT&T 9 State.

The Thoroughfare Value content contains a list of valid abbreviations for the Thoroughfare (SATH) field.

Here is an excerpt from the reference guide that covers the AT&T 13-State area. Use it to review a few of the correct entries for the SATH field.

AT&T 13-State	Description
ALY	ALLEY
ANX	ANNEX
APT	APARTMENT
ARC	ARCADE
ARCH	ARCH
ARFLD	AIRFIELD
ARPT	AIRPORT
AV/AVE	AVENUE
BAY	BAY
BCH	BEACH
BDWK	BOARDWALK
BG	BURG

AT&T 13-State	Description
CT	COURT
CTG	COTTAGE
CTHSE	COURTHOUSE
CTR/CNTR	CENTER
CTRS	CENTERS
CTS	COURTS
CTY	CITY
CV	COVE
CVS	COVES
CYN/CNYN	CANYON
CURV	CURVE
DEP	DEPOT



- Review the reference resource content associated with **Thoroughfare Values**.

Continued on next page

Address Validation Inquiry, Continued

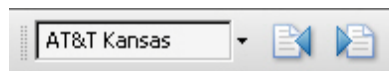
Community Names

Note: This content is not applicable for AT&T 9 State.

Here is an excerpt from the AT&T Community Names 13-State document.

This document provides a list of community names with their standard abbreviations. Either the community name or the abbreviation may be used when you request due dates and/or submit orders.

This document does not contain Bookmarks for individual states or regions. To locate a particular state, you need to make an entry in the Find field i.e. AT&T Kansas.



Community Name	Community Abbreviation	Community Name	Community Abbreviation
ADDISON	ADSN	BISMARCK	BISMARCK
ALGONQUIN	ALGONQUIN	BISSELL	BISSELL
ALGONQUIN	ALGONQN	BLOOMINGDALE	BLMNGDL
ALHAMBRA	ALHAMBRA	BLUE ISLAND	BLU IS
ALMA	ALMA	BLUFF SPRINGS	BLF SPRGS



- Review the reference resource content associated with **Community Names**.

Conclusion

This concludes the information associated with Address Validation Inquiry.

Inquiries Requiring Address Validation

Introduction

This next section is an extension of the Address Validation inquiries information you just learned.

These next types of inquiries can only be performed **after** you have received a Validated Address.

Loop Pre- Qualification Inquiry

Note: This function is not available for AT&T 9 State.

The Loop Pre-Qualification Inquiry requires an Address Validation or WTN.

A Loop Pre-Qualification is a snapshot of the Loop Qualification information for a specific customer location.

It provides the following fields of data.

- Loop Status (LOOP STAT)
- Taper Code (TC)
- Equivalent Loop Length (ELL)
- Electronically Measured Length (EML)
- NPA/NXX
- Design Cable Gauge Make-up (DCGMU)

More detailed loop information can be obtained by completing a Loop Qualification Inquiry.



- Locate **Chapter 8: Loop Pre-Qualification Inquiry** in the UG.
 - Read the **Overview** section.
-

Continued on next page

Inquiries Requiring Address Validation, Continued

Results: Loop Pre-Qualification



Here is an example of the results screen for a Loop Pre-Qualification from a Validated Address.

- Locate **Loop Pre-Qualification Inquiry Field Definitions** in the UG.
- Use the field definitions in the UG to review the contents of the excerpt below.

```
Loop Status (LOOPSTAT): L
Equivalent Loop Length (ELL): 001.296kft
Electrically Measured Length (EML): Y
Taper Code (TC): 911501
Number Plan Area / Number Tel. Prefix (NPA/NXX): 317232
Design Cable Gauge Make-up (DCGMU): 24NL:.05KF:26NL:.651KF:26NL:.03KF
```

Loop Qualification Inquiry

The Loop Qualification Inquiry allows you to qualify unbundled loops on a pre-order basis.

It will help you determine your ability to provide xDSL based service to the end user.

The two options for Loop Qualification Inquiry are by validated address or by existing service (WTN).



- Locate **Chapter 9: Loop Qualification Inquiry** in the UG.
- Review the Overview
- Pay particular attention to the Notes included in this section.

The notes are applicable for AT&T 13-State users.

- WTN is recommended if you want to qualify a loop for line sharing. If available, the results will show the actual cable and pair loop makeup for the WTN.

Continued on next page

Inquiries Requiring Address Validation, Continued

Loop Reports The Overview also provides information about the reports available under Loop Qualification Inquiry.

They include:

- Actual request by Validated Address or WTN or for SE Actual Loop Makeup for Working Loops.
- Manual Loop Request (MLR) by validated address or WTN and View MLR results of a previously submitted MLR (same selection method used for submitting the MLR request).
- Facilities Availability request by validated address or WTN (or WTN selected from TN Reservation Inquiry/Reservation).
- Multiple Loops request (by validated address only).

Loop Qualification requests can be made by Validated Address or by WTN.

Returned Data There are additional notes in the UG that explain the type of information that is returned on a loop report and how to tell which one is on your report.



Refer to the UG, page 9.2 (13-State).

- Data for validated address and WTN transactions will be presented automatically in this order:
 1. Actual Data: if not found then,
 2. Archived Actual Data: if not found then,
 3. Design or Partial Data

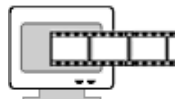
Refer to the UG page 9.14 (9-State).

- LLT field indicates type of data returned:
 - A indicates Actual Data
 - B indicates Design Data
 - E indicates Archived Actual Data
-

Continued on next page

Inquiries Requiring Address Validation, Continued

Demonstration:
**Loop Qual -
Actual Data**



There is a demonstration of the Loop Qualification Inquiry report.

- Open the Enhanced Verigate Demonstrations list.
 - Play the **Loop Qualification – Actual Data** or **Loop Qualification – Actual Data (SE)** demonstration.
-

**13 State Demo
Debrief**

You can find help for reading the information presented on the results screen in the UG.

Below is an excerpt from the results screen of the demonstration. Use the information in the UG to decipher it.



- Locate **General Information** section in **Chapter 9** of the UG.
- Use the information to decipher the results on the slide.

<u>General Information</u>
Loop Status (LOOPSTAT): L
Spectrum Mgmt Classes (SMC): 5
Taper Code (TC): 410301
Reference# (REFNBR):
Build Date (BLDDT): 20081029
Record Access Date (RCDACCDT):
Loop Type (LLT): A
Number Plan Area / Number Tel. Prefix (NPA/NXX):
Loop Length Copper (LLC):
Carrier Loop Length (CLL):
Local Service Termination (LST):
Wire Center Name (WCN):

Continued on next page

Inquiries Requiring Address Validation, Continued

9 State Demo Debrief

You can find help for reading the information presented on the results screen in the UG.

Below is an excerpt from the results screen of the demonstration. Use the information in the UG to decipher it.



- Locate the **General Information** section in **Chapter 9** of the UG review pages 9.40 - 9.44.
-

Manual Loop Request

Note: This function is not available for AT&T 9 State.

When no data or only partial data is available for a loop qualification request, you can request a Manual Loop Request (MLR).

A Manual Request can be generated from the Main Menu or by using the Request Manual Loop Report button at the bottom of the Output Screen where the partial data was returned.

The best way to learn about this option is to use the User Guide. It contains screenshots and instructions that will help you understand Manual Loop requests.



- Locate and review content indicated on the slide for **Manual Loop Requests** in the UG.
-

Continued on next page

Inquiries Requiring Address Validation, Continued

Retrieving Manual Requests

Note: This function is not available for AT&T 9 State.

How you view Manual Loop Qualification Results is based on the original selection method (Address or WTN) of the Request.

If the Manual Loop Request was submitted using a validated address:

- Review the address displayed on the screen and click on the “Retrieve Manual Loop Qualification Results” button to retrieve the Manual Loop Qualification Results.

If the Manual Loop Request was submitted using a WTN:

- From the Main Menu, under Loop Qualification Inquiry, select Manual Request – View Results to enter the WTN and retrieve the Manual Loop Qualification Results.

If the Manual Results are not yet available, “PRESPC 503/PRES PD – No Information Found” will be returned. The user will need to retry the request in a few days, as it takes 3 to 5 business days for the MLR to be completed.

User Guide Review



Note: This function is not available for AT&T 9 State.

As a review,

- Locate and review the following topics for **View Previously Submitted MLR** in the UG.
 - Manual Loop Request (MLR) by View Results of a previously submitted MLR by Validated Address
 - Manual Loop Qualification Results by Validated Address – Output Screen
 - View Results of a Previously Submitted MLR by Existing Service – Input Screen
 - Manual Loop Qualification Results by WTN – Output Screen
-

Continued on next page

Inquiries Requiring Address Validation, Continued

Definitions

To help you interpret the loop qualification reports you receive in Verigate the User Guide has a section that contains field definitions.



- Locate and review the **Loop Qualification Information Data Definitions** content in the UG.

Facilities Report

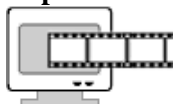
Note: This function is not available for AT&T 9 State.

Like the loop reports the Facilities Report requires an Address Validation.

When completed it provides the following information:

- Available Facilities (AVAILFAC): The spare lines available to the address.
- Available Spares (AVAILSP): The spare lines available in the neighborhood area facilities box.
- Defective Spares (DEFSP): The lines in the neighborhood area facilities box that need repair by a technician.

Demonstration: Facilities Report



There is a demonstration for a **Facilities Report**.

- Open the Enhanced Verigate Demonstrations list.
- Play the **Facilities Report** demonstration.

Continued on next page

Inquiries Requiring Address Validation, Continued

Facilities Report Results

Here is an example of a Facilities Report Output screen:

```
Facilities Report Output:  
Available Facilities (AVAILFAC): 1  
Available Spares (AVAILSP): 21  
Defective Spares (DEFSP): 4
```

- Available Facilities: 1 spare line to the address.
 - Available Spares: 21 spare lines in facilities box.
 - Defective Spares: 4 lines in facilities box need repair.
-
- Locate and review the **Facilities Report** content in the UG.



Multiple Loop Request Report

Note: This function is not available for AT&T 9 State.

There is also a Multiple Loops Inquiry Report.

After you have validated an address, you can select the Multiple Loops Inquiry from the Loop Qualification Inquiry section on the Main Menu.

Loop make up (LMU) results, if available, are based on Actual data.

The report may contain information on up to 10 loops; each loop will be separated on the report by a double line.

- Locate and review the **Multiple Loop Request Report** content in the UG.



Continued on next page

Inquiries Requiring Address Validation, Continued

Additional Reference Resources

There is an effective resource for assisting external users in understanding the loop makeup system. It's called the Digital Loop Makeup/Loop Qualification External User Guide.

The information in this document works hand-in-hand with the loop inquiries you've learned about today.

It also includes a Frequently Asked Questions section and a Glossary to assist you when processing these inquiries.



Access and review this resource by:

- Accessing **CLEC Online**
- Open the **CLEC Handbook** for your region.
- Click on **User Guides & Tech Pubs**
- Select **Pre-Ordering**
- Select **Digital Loop Makeup/Loop Qualification External User Guide – 13 State**

For the AT&T Southeast region:

- Information on the Loop Makeup Product package is located on the Wholesale Online website. See Reference Library > Guides > UNEs > LMU CLEC Information Package.
- Information on Loop Makeup Inquiry Response Messages is located in the LOH Section 2 Appendix U.

Loop Makeup for Spare Facilities

Note: This is an AT&T 9 State only function.

The Loop Makeup for Spare Facilities Inquiry allows you to view Loop Makeup details on new or spare facilities owned by AT&T Southeast.

If you determine the loop is capable of supporting implementation you can reserve new or space facilities.

This inquiry requires a valid address, so you need to perform an Address Validation Inquiry first.

Continued on next page

Inquiries Requiring Address Validation, Continued

Demonstration: There is a demonstration for **Loop Makeup Spare Facilities**.

Loop Makeup Spare Facilities

- Open the Enhanced Verigate Demonstrations list.
 - Play the **Loop Makeup Spare Facilities** demonstration.
-

User Guide Resource

Review the User Guide information for the Loop Makeup Spare Facilities function.



- Locate **Chapter 28: Loop Makeup for Spare Facilities** in the UG.
-

Cancellation Facilities Reservation

The Cancellation Facilities Reservation Inquiry allows you to cancel previous reservations for new or spare facilities.

This is the follow-up function for the Loop Makeup Spare Facilities Inquiry just covered.



- Locate and review **Chapter 29: Cancellation Facilities Reservation** in the UG.
-

Continued on next page

Inquiries Requiring Address Validation, Continued

Due Date Inquiry

The options available under **Due Date Inquiry** are listed on the Functionality Overview table in the UG and on the Verigate Main Menu.

Below is an excerpt from the Functionality Overview table located in Chapter 1: Introduction page 1.2 of the UG.

Use it to determine the regional differences in availability.

Verigate Inquiry	AT&T West	AT&T SW	AT&T MW	AT&T East	AT&T SE
Due Date Inquiry					
■ Inquiry / Reservation	X	X	X	X	
■ View Results	X	X	X	X	
■ Cancel Reservation	X	X	X	X	
■ RESID Lookup	X	X	X	X	
■ View Installation Calendar					X
■ Estimate Service Date					X

Inquiry / Reservation

Note: This function is not available for AT&T 9 State.

The Inquiry / Reservation option is used to determine the dates available for scheduling customer premises visits for order activity.

It also allows you to reserve specific dates and time slots for premises visits.

Continued on next page

Inquiries Requiring Address Validation, Continued

Product Codes The UG Overview section for Due Date Inquiry contains a table that shows the product and product codes due dates can be requested and reserved for.

Product Code	Product
M	UNE-P / LWC (Basic Exchange)
B	LSO (Line Share One)
C	ABBS / HFPSL
G	Resale (Basic Exchange & Coin)
H	Resale (Jacks and/or Inside Wire)
L	Loops - 8db Non EEL

The note associated with this table provides important details about the product values.

1. If the product for which the due date is being requested is a DSL product (PROD CD B or C), AT&T recommends you perform a LOOP Qualification.
2. The PROD CD value of G {Resale (Basic Exchange & Coin)} is to be used when ordering new basic resale lines with or without jacks.
3. The PROD CD value of H (Resale Jacks and/or inside wiring) is to be used when ordering only jacks and/or only wiring (without new basic resale lines).
4. The PROD CD value of L is valid for SC1 of CA and NV and for Due Date by Validated Address Transaction only. Not valid for Due Date by REQNUM.

Continued on next page

Inquiries Requiring Address Validation, Continued

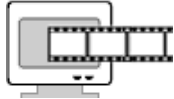
Transactions

Due Date inquiries and reservations may be accessed from either the Main Menu or the Address Validation Menu.

The Main Menu is available during most transactions. However, the Address Validation Menu is only available after you have validated an address.

Main Menu: Due Date Inquiry	Address Validation Menu: Scheduling Inquiry / Availability	How Do They Compare?
N/A	Dispatch Inquiry	Main Menu does not offer Dispatch Inquiry.
Inquiry/Reservation	Due Date Inquiry/Reservation	Due Date Inquiry by REQNUM, as provided through the Main Menu, is identical to the Due Date Inquiry/Reservation transaction on the Address Validation Menu. Due Date by Validated Address, however, is unavailable through the Main Menu.
View Results	Due Date View Results	These transactions are identical.
Cancel Reservation	Due Date Cancel Reservation	These transactions are identical.
RESID Lookup	Due Date RESID Lookup	These transactions are identical.

Demonstration: Due Date Inquiry



There is a demonstration of a **Due Date Inquiry**.

- Open the Enhanced Verigate Demonstrations list.
- Play the **Due Date Inquiry** demonstration.

Due Date – View Results

Here is a snapshot of the Transaction Successful screen from a typical Due Date Inquiry. Notice the Response Identifier (RESID) field.

Response Identifier (**RESID**): **PM03197736**
 Appointment Response Date (**APPRES**): **11/17/2008,0800AM-0800PM**
 Date and Time Due Date Is Reserved (**D/TRESV**): **11/1/2008 12:46PM**
 Due Date Status (**DD STATUS**): **OPEN**

Transaction Successful

Continued on next page

Inquiries Requiring Address Validation, Continued

Due Date Inquiry – RESID

Verigate populates the Response Identifier (RESID) field with an identifier that you can use:

- To view this reservation later
- To cancel existing reservations
- In the RESID Lookup function.



You can learn how those functions work by reviewing information in the UG.

- Locate and review the following topics content in the UG.
 - **View Results**
 - **Cancel Reservation**
 - **RESID Lookup**
-

View Installation Calendar

Note: This is an AT&T 9 State only function.

The View Installation Calendar Inquiry lets you retrieve the installation calendar for a specific address or telephone number in the AT&T Southeast Region.

An Address Validation is required for this function.

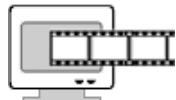


- Locate and review **Chapter 33: View Installation Calendar** in the UG.
-

Demonstration: View Installation Calendar

There is a demonstration for **View Installation Calendar**.

- Open the Enhanced Verigate Demonstrations list.
- Play the **View Installation Calendar** demonstration.



Continued on next page

Inquiries Requiring Address Validation, Continued

Estimate Service Due Date



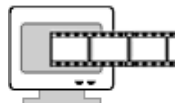
Note: This is an AT&T 9 State only function.

The Estimate Service Due Date function allows you to receive an estimated due date based on order information you input into the system.

The due date returned is just an estimate and is subject to change when the order is submitted.

- Locate and review **Chapter 34: Estimate Service Due Date** in the UG.
-

Demonstration: Estimate Service Due Date



There is a demonstration for **Estimate Service Due Date**.

- Open the Enhanced Verigate Demonstrations list.
 - Play the **Estimate Service Due Date** demonstration.
-

Telephone Number Inquiry / Reservation

The Telephone Number Inquiry/Reservation Inquiry provides the ability to request and reserve specified and/or random telephone numbers.

Telephone numbers are assigned based on a validated address.

Let's look at the regional applications first:

For the **AT&T East, Midwest, Southwest, and West regions** the following guidelines apply:

- Ten (10) is the maximum number of available telephone numbers that will be returned per inquiry.
 - One (1) telephone numbers can be reserved per transaction.
 - Telephone number reservations are good for thirty (30) calendar days.
 - Agency's, must input the Account Owner's CC in the "Account Owner CC" box before reserving TN(s).
 - The transaction provides a 10-minute interval for holding telephone numbers.
-

Continued on next page

Inquiries Requiring Address Validation, Continued

Telephone Number Inquiry / Reservation, continued

For the **AT&T Southeast region** the following guidelines apply:

- Twenty-five (25) is the maximum number of available telephone numbers that will be returned per inquiry.
 - One (1) telephone numbers can be reserved per transaction.
 - Telephone number reservations are good for thirty (30) calendar days.
 - The Account Owner CC box will not be applicable for the AT&T Southeast region.
-

TN Reservation Methods

There are two methods available for TN Reservations:

- Random
- Specified

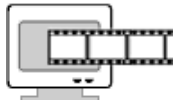
These options will not appear on the Main Menu in the TN Inquiry section until an Address Validation has been completed.

Due to the regional differences in processing these inquiries you will use the User Guide to cover these functions.



- Locate **Chapter 3: Telephone Number Inquiry/Reservation Inquiry**
 - Review the content covering the Random method of TN reservation for your region.
-

Demonstration: Random - TN Reservation



There is a demonstration for the **Random TN Reservation** function.

- Open the Enhanced Verigate Demonstrations list.
 - Play the **Random - TN Reservation** demonstration.
-

User Guide Resource



Now you can review the information on the **Specified TN Reservation** function for your region.

- Locate **Chapter 3: Telephone Number Inquiry/Reservation Inquiry** in the UG.
-

Continued on next page

Inquiries Requiring Address Validation, Continued

Reserve Miscellaneous Account Numbers

Note: This is an AT&T 9 State only function.

The Reserve Miscellaneous Account Numbers function is very simple and not too dissimilar to the Reserve TN functions.

Use the UG to review this function.



- Locate and review Chapter 30: Reserve Miscellaneous Account Numbers in the UG.

Impairment Status Inquiry

Note: This function is not available for AT&T 9 State.

The last function covered in this section of the material is Impairment Status Inquiry. The Impairment Status Inquiry is accessed from the Main Menu and is:

- Used to retrieve impairment status for ordering specific unbundled products as set forth by each state commission.
- Requested by submitting an address followed by the applicable ordering information for the request.
- The information input for Impairment Status Inquiry should be the same as placed on the LSR.

A valid Impairment Status Inquiry will return information to the user regarding the impairment status for the address that was submitted.



- Open **Volume III** of the Enhanced Verigate UG
- Locate **Chapter 24: Impairment Status Inquiry**
- Briefly review the entire chapter.

TN Driven Inquiries

Introduction This next section of the workbook covers inquiries that are telephone number driven.

Feature Inquiry You will learn about the Feature/Service Availability Inquiries first.



- Locate the Overview section of **Chapter 11: Feature/Service Availability – Feature Inquiry** in the UG.

The highlights of the Overview section are:

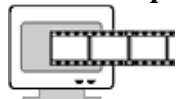
The Feature/Service Availability-Feature Inquiry allows you to request information on the Features and Services available for a working telephone number, NPA/NXX/X, and CLLI (LST) Code.

Additionally, users in the AT&T Southeast region can request information for Telephone Number or Validated Address.

When this transaction is selected a prompt page will present the user with the following choices.

- Feature/Service Availability Inquiry by WTN, NPA NXX X, or LST (AT&T East, Midwest, Southwest, and West regions)
 - Feature/Service Availability Inquiry by Telephone Number (AT&T Southeast region)
 - Feature/Service Availability Inquiry by Validated Address (AT&T Southeast region)
-

**Demonstration:
Feature Inquiry**



There is a demonstration for **Feature Inquiry**.

- Open the Enhanced Verigate Demonstrations list.
 - Play the **Feature Inquiry** demonstration.
-

Continued on next page

TN Driven Inquiries, Continued

Results – Feature

Here is an excerpt from the Feature Inquiry results page.

It provides the Switch Type and a table listing the Features available with a brief description.

You can sort the list using the Column Headers.

SWITCH TYPE: DMS 100	
FEATURE (FETAVA)	FEATURE DESCRIPTION (FEATDES)
1FR	FLAT RATE LOCAL SERVICE-RESIDENCE
1JR	FLAT RATE LOCAL SERVICE RESIDENCE
1LHA4	INTEREXCHANGE CHANNEL MILEAGE - TRUNKS
1LHAJ	FX TERMINAL - TYPE 2006A - C. O. TRUNKS - SAME CO
1LHAS	INTEROFFICE CHANNEL (PER MILE) DIFFERENT RATE CENT
1LHBJ	FX TERMINAL - TYPE 2006A - C. O. LINES - SAME CO

PIC/LPIC Inquiry

The Feature/Service Availability – PIC/LPIC List Inquiry provides a list of Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) codes for carriers currently providing service in a particular switch.

The inquiry is available by entering a 10-digit telephone number (or a validated address for the AT&T Southeast region).

When the PIC/LPIC List Inquiry is selected, you must choose one of the following options:

- PIC/LPIC Inquiry by Validated Address (AT&T Southeast)
- PIC/LPIC Inquiry by Telephone Number (AT&T Southeast)
- PIC/LPIC Inquiry by WTN (AT&T East, Midwest, Southwest, and West)



Review information about this inquiry in the UG.

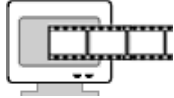
- Locate **Chapter 12: Feature/Service Availability PIC/LPIC List Inquiry**
- Review the Overview section.

Continued on next page

TN Driven Inquiries, Continued

Demonstration: There is a demonstration of the steps required for a PIC/LPIC List Inquiry.

PIC/LPIC Inquiry



- Open the Enhanced Verigate Demonstrations list.
- Play the **PIC/LPIC Inquiry** demonstration.

PIC/LPIC List Inquiry Results

Here is a capture of a Feature Inquiry Results screen.

PIC	ACNA	ACNA DESCRIPTION	TOS	CAUTH
6112	AYV	ACN COMM	12	DNO
6912	ZYV	ACN COMM	12	DNO
5485	HTJ	ADELBUS5485	12	DNO
0755	ALC	ADVANTIS	12	DNO
6123	AAX	AICN NO PIC	12	DNA
5237	AYG	ALLIANCE GP	12	O
5253	AEJ	ALLTEL LD	12	O

The results screen contains columns of random output data. The table can be sorted by clicking on a specific column header.

The columns indicate:

- **PIC/LPIC** - Carrier Identification Codes.
- **ACNA** - Access Carrier Name Abbreviation.
- **ACNADES** (ACNA Description) - English description of the ACNA.
- **TOS** (Type of Service) - Type of Service of the TN.
- **CAUTH** (Carrier Authorization) - Carrier's intention to offer service based on WTN.

Regional notes for the TOS and CAUTH fields in the UG explain that in the:

- AT&T Midwest, West and East regions, the Type of Service (TOS) and Carrier Authorization (CAUTH) may be returned for each carrier listed.
- AT&T Southwest region, the Type of Service (TOS) and Carrier Authorization (CAUTH) will be returned blank for each carrier listed.

Refer to the Additional Information section of the User Guide to find the Carrier Authorization codes for your region.

Continued on next page

TN Driven Inquiries, Continued

Number Pooling Inquiry

Note: This function is not available for AT&T 9 State.

The **Number Pooling Inquiry** gives you the ability to check if a telephone number has been pooled.

The system will return the **Pooled Status (POOLSTAT)** to indicate whether the telephone number is pooled or not -- Y= Yes, N = No.

- For an inquiry performed by NPA/NXX/X, the Pooled Status for that NPA/NXX/X will be returned in the POOLSTAT field.
- For an inquiry performed by WTN, the Pooled Status for the individual WTN will be returned in the POOLSTAT field.



The screenshots and information for this inquiry are available in the UG.

Locate and review **Chapter 17: Number Pooling Inquiry** in the UG.

CLLI Inquiry

Note: This function is not available for AT&T 9 State.

Common Language Location Indicator (CLLI)/LST Inquiry gives you the ability to obtain the Common Language Location Identifier (CLLI) or LST Code.

The CLLI information represents the switch that provides service to the telephone number requested.

- Open **Volume III** of the UG.
- Locate **Chapter 21: Common Language Location Indicator (CLLI)/LST Inquiry**.
- Read the description in the **Overview** section.



Continued on next page

TN Driven Inquiries, Continued

Results: CLLI With the **WTN** option, the returned CLLI information is in the **LST** field.

- The LNP Shadow Database will be checked to determine whether the WTN is ported or pooled. This will be used to determine the correct switch for the CLLI Inquiry and insure the validity of the information if the WTN is ported or pooled.

With the **NPA/NXX/X** option, the returned CLLI information is in the **LST** field.

- The LNP Shadow Database will be checked to determine whether the NPA/NXX/X is pooled. This will be used to determine the correct switch for the CLLI Inquiry and insure the validity of the information if the NPA/NXX/X is pooled.

With the **Circuit ID (ECCKT)** option, the returned information includes the CLLI codes for both the originating and terminating locations. The codes appear in the **LOC A** and **LOC Z** fields.

Note: Using the NPA/NXX/X option will provide you with more accurate CLLI data. The search using this option is down to the thousand block and takes Number Pooling into account.

Cable ID / Channel Pair Status

Note: This is an AT&T 9 State only function.

The Cable ID / Channel Pair Status Inquiry allows you to determine the status of specific wire center cable/channel pair designations in their loop inventory.

The user requesting the information must be the owner of the cable/pair inventory and they are restricted to one wire center per query.

When the inquiry indicates that a cable/channel pair assignment is currently working, the user will receive the circuit ID associated with the cable/channel pair designations.

Use the UG to review the input and output details.



- Locate and review Chapter 31: Cable ID / Chan Pair Status in the UG.
-

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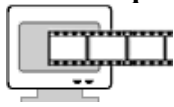
TN Driven Inquiries, Continued

RACF Inquiry *Note: This function is not available for AT&T 9 State.*

Remote Access to Call Forwarding (RACF) Inquiry allows you to acquire the RACF activation telephone number.

The RACF number is associated with the WTN and used to access the call forwarding feature.

**Demonstration:
RACF Inquiry**



There is a demonstration of the **Remote Access to Call Forwarding (RACF) Inquiry**.

- Open the Enhanced Verigate Demonstrations list.
 - Play the **RACF Inquiry** demonstration.
-

Results: RACF The RACF Inquiry results will display the:

- Working Telephone Number (WTN) entered when the inquiry was initiated
- RACF Telephone Number (RACF) appropriate for the WTN.

Working Telephone Number (WTN): **317 887 4325**
RACF Telephone Number (RACF): **317 889 1999**

Continued on next page

TN Driven Inquiries, Continued

Customer Service Inquiry (CSI)

The Customer Service Inquiry (CSI) function is used to retrieve customer service record information by entering a Working Telephone Number (AT&T East, AT&T Midwest, AT&T Southwest, and AT&T West Regions), an Account Number (AT&T Southeast Region only), or an Account Telephone Number (AT&T 13- State and/or AT&T Southeast Regions).

The UG provides information on the available CSI options and TN types. The next section of the course reviews a little of that information.

CSI Types

The available inquiry types are:

- CSI Only (AT&T 13-State Regions) – This option will only return the Service and Equipment section of the CSR to the end-user.
 - Listing(s) for TN Only (AT&T 13-State Regions or AT&T Southeast Region) – This option will only return the listing section of the CSR to the end-user.
 - Listing(s) Parsed Data Only (AT&T Southeast Region) – This option will only return the parsed listing section of the CSR to the end-user.
 - Both-CSI plus Listings (AT&T 13-State Regions or AT&T Southeast Region) – This option will return the complete CSR available to the end-user by returning both the Service and Equipment Section along with the Listing Section.
-

Continued on next page

TN Driven Inquiries, Continued

CSI TN Types There are three (3) options of TN type:

- **ATN (Account Telephone Number)** (AT&T 13-State Regions or AT&T Southeast Region) – For the AT&T 13-State Regions, the ATN response (depending on the Inquiry Type) will consist of all the WTNs/Services/Listings associated with the ATN up to 1,000. For the AT&T Southeast Region, the ATN response is just the record for one Account Telephone Number. The user must input a 10-digit Account Telephone Number.
 - **AN (Account Number)** (AT&T Southeast Region) – The AN response (depending on the inquiry type) will consist of all the ATNs/Services/Listings associated with the AN up to 1,000. The user must input a 10-character or 13-character numeric or alphanumeric Account Number.
 - **WTN (Working Telephone Number)** (AT&T 13-State Regions) – The WTN response is just the record for one Working Telephone Number. The user must input a 10-digit Working Telephone Number.
-

CSI LOA CSI requests require a Letter of Authorization on File. There are two options for the LOA requirement:

- **Yes:** You will select “YES” if you have obtained all of the authorization required by law and by your interconnection agreement.
 - **No:** You will select “NO” if you have not obtained all of the authorization required by law and your interconnection agreement.
-

Important Note



Prior to accessing Customer Service Record of an end user of another provider, CLEC must insure that it has obtained all permission required by interconnection agreement or applicable law.

Prior to accessing a record, CLEC must acknowledge such permission by checking the validation box on the Verigate introductory screen.

User Guide Review

Now use the contents of the User Guide to complete your review of the Customer Service Inquiry (CSI).

Continued on next page

TN Driven Inquiries, Continued

CSI by Circuit Number

The **CSI by Circuit Number Inquiry** allows the user the ability to retrieve unparsed customer service information for accounts belonging to the requested user, as well as those owned by another user, using a circuit number. Users are required to affirm that they have authorization to view the customer service information.

CSI by Circuit Number Inquiry can be accessed from the Main Menu.

User Guide Review



Now you will complete the review of the User Guide contents on your own. The screenshots and information for this inquiry are available in Chapter 30 of the UG.

Locate **Chapter 30: CSI by Circuit Number** in the UG.

- Review the notes and screenshots contained in the Verigate User Guide, Chapter 30.
-

Continued on next page

TN Driven Inquiries, Continued

CSI by Miscellaneous Account Number

The **CSI by Miscellaneous Account Number Inquiry** allows the user the ability to retrieve unparsed customer service information for accounts belonging to the requested user as well as those owned by another user by miscellaneous account telephone number. Users are required to affirm that they have authorization to view the customer service information.

CSI by Miscellaneous Account Number can be accessed from the Main Menu.

The following must be entered to retrieve CSI by Miscellaneous Account Number:

<u>Field Code</u>	<u>Field Name</u>	<u>Condition</u>
AREA	AREA/Geographic Location	Required
Miscellaneous Account Number	Miscellaneous Account Number	Required
AGAUTH	Letter of Authorization on File	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

User Guide Review



Now you will complete the review of the User Guide contents on your own.

The screenshots and information for this inquiry are available in Chapter 31 of the UG.

Locate **Chapter 31: CSI by Miscellaneous Account Number** in the UG.

Review the notes and screenshots contained in the Verigate User Guide, Chapter 31.

Continued on next page

TN Driven Inquiries, Continued

View Multiple CSIs

The **View Multiple CSIs Inquiry** allows the user the ability to retrieve unparsed customer service records for up to four non-complex accounts belonging to the requested user as well as those owned by another user by Telephone Number. Users are required to affirm that they have authorization to view the customer service information.

View Multiple CSIs can be accessed from the Main Menu.

To start the View Multiple CSIs Inquiry, the user must input the following information:

- **AREA** - A state code for the Telephone Number must be selected from the drop down list.
- **Telephone Number** - The 13 digit telephone number must be entered associated with the AREA code that was selected.
- **Letter of Authorization of File (AGAATH)** - The User has two (2) options:
 - **Yes** - Select “YES” if the CLEC has obtained all necessary authorization required by applicable law and their interconnection agreement.
 - **No** - Select “NO” if the CLEC has not obtained all necessary authorization required by applicable law and their interconnection agreement.
 - If YES is selected, the CSI for that telephone number will be displayed. If NO is selected, then the CSI for that telephone number will not be displayed.

This inquiry allows up to four telephone numbers to be entered.

User Guide Review



Now you will complete the review of the User Guide contents on your own. The screenshots and information for this inquiry are available in Chapter 32 of the UG.

Locate **Chapter 32: View Multiple CSIs** in the UG.

Review the notes and screenshots contained in the Verigate User Guide, Chapter 32.

Continued on next page

TN Driven Inquiries, Continued

CSI by Account Telephone Number (ATN)

The **CSI by Account Telephone Number Inquiry** allows the user the ability to retrieve unparsed customer service information for accounts belonging to the requested user as well as those owned by another user by account telephone number. Users are required to affirm that they have authorization to view the customer service information.

CSI by Account Telephone Number (ATN) can be accessed from the Main Menu.

The following must be entered to retrieve the **CSI by ATN** information:

<u>Field Code</u>	<u>Field Name</u>	<u>Condition</u>
AREA	Geographic Location	Required
ATN	Account Telephone Number	Required
AGAUTH	Letter of Authorization on File	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

This inquiry will return CSI data on both non-complex and complex accounts.

User Guide Review



Now you will complete the review of the User Guide contents on your own. The screenshots and information for this inquiry are available in Chapter 33 of the UG.

Locate **Chapter 33: View Multiple CSIs** in the UG.

- Review the notes and screenshots contained in the Verigate User Guide, Chapter 33.

Continued on next page

TN Driven Inquiries, Continued

CABS CSI

The **View CABS Inquiry** allows the user the ability to retrieve unparsed CABS customer service records for accounts belonging to the requested user as well as those owned by another user.

View CABS CSI can be accessed from the Main Menu.

When the CABS CSI is selected, the user is presented with the following input fields:

Field Code	Field Name	Condition
AREA	Geographic Location	Required
Telephone Number	Telephone Number	Required
Circuit Number	Circuit Number	Required

Appendix A, Fields & Descriptions, is a dictionary of the fields used in Verigate. Refer to the appendix for a complete list of field descriptions.

User Guide Review



Now you will complete the review of the User Guide contents on your own. The screenshots and information for this inquiry are available in Chapter 34 of the UG.

Locate **Chapter 34: View Multiple CSIs** in the UG.

- Review the notes and screenshots contained in the Verigate User Guide, Chapter 34.

Continued on next page

TN Driven Inquiries, Continued

Directory Listings Inquiry

Note: This function is not available for AT&T 9 State.

The Directory Listing (DL) Inquiry is used to retrieve Directory Listing Information and requires the entry of an Account Telephone Number (ATN).

The information displayed on the DL results screen is pulled from regional listing databases.

You can also obtain listing information from a CSI Inquiry. The information for a CSI/Listing Inquiry is pulled from the main billing/ordering database.

You should be aware that the difference in where the information is pulled can result in the DL Inquiry containing information that is not available on a CSI/Listing inquiry.

Results: Directory Listing Inquiry

The information returned on the DL Inquiry results page will include:

- Account Information Section: Basic account information which may include ATN, TOS and SIC.
- Directory Delivery Information Section: Directory and directory delivery information for the account.
- Listing Information Section: All of the available listing information for the account presented in parsed OBF and Non-OBF fields.



Review the Directory Listing (DL) Inquiry content in the UG.

- Locate **Chapter14: Directory Listing (DL) Inquiry** in the UG.
 - Briefly review the contents.
-

Additional Pre-Ordering Inquiries

Introduction

This section of the course covers the remaining Pre-Ordering inquiries. These inquiries do not require an Address Validation or a WTN and include:

- TN Cancellation (AT&T East, Midwest, Southwest, and West only)
- Connecting Facility Assignment (CFA) (AT&T East, Midwest, Southwest, and West only)
- Network Channel/Network Interface (NC/NCI)
- Yellow Page Heading (YPH) Inquiry (AT&T East, Midwest, Southwest, and West only)

Cancel a TN Reservation

Note: This function is not available for AT&T 9 State.

Cancel Reservation – Telephone Number Inquiry is a simple function. It requires the RESID (Reservation Identifier) generated when the telephone number was reserved.

When cancelling a TN reservation:

- The system will return a successful cancellation message when the function is completed.
- The system will advise you if the RESID cannot be canceled.
- Only one telephone number may be canceled per transaction.



Information for processing this type of inquiry is in **Chapter 4: Cancel Reservation – Telephone Number Inquiry** in the UG.

Continued on next page

Additional Pre-Ordering Inquiries, Continued

CFA Inquiry

Note: This function is not available for AT&T 9 State.

Connecting Facility Assignment (CFA) Inquiry reports are used to verify the status of different connecting facility information prior to submitting the information on a Local Service Request (LSR).

There are five different CFA Inquiry reports and their availability varies by region.

AT&T 13-State:

- Connecting Facility Assignment (CFA)
- Cross Connect Equipment Assignment (CCEA)-Cable ID Format
- Line Share Connecting Facility Assignment (LS CFA)

AT&T Southwest and West:

- Cross Connect Equipment Assignment (CCEA)-Relay Rack Format

All regions:

- Virtual Channel Identifier and Virtual Path Identifier of the Optical Concentration Device (OCD) Port (VCI/VPI)

These reports are covered by regional availability so that you can concentrate on those applicable to your region.

Continued on next page

Additional Pre-Ordering Inquiries, Continued

CFA 13 State Reports

The reports available for AT&T 13 State are:

- **Connecting Facility Assignment (CFA)**, which provides status on all circuits associated with a particular tie cable.
 - **Cross Connect Equipment Assignment (CCEA) - Cable ID Format**, which provides information associated with a given channel based on input. The NC (Network Channel) Code and Primary NCI (Network Channel Interface) Codes are also provided when available in the database.
 - **Line Share Connecting Facility Assignment (LS CFA)**, which provides information associated with a Miscellaneous Equipment Cable Pair or Office Equipment (MECP or MEOE) code based on input.
-

CFA SW & W

The reports available in the AT&T Southwest and West regions are:

- **Cross Connect Equipment Assignment (CCEA) – Relay Rack Format**, this report provides information regarding the status of a circuit associated with a particular unit. The NC (Network Channel) Code and Primary NCI (Network Channel Interface) Codes are also provided when available in the database.
-

CFA Virtual Channel

One report is available in all regions.

- The **Virtual Channel Identifier and Virtual Path Identifier of the Optical Concentration Device (OCD) Port (VCI/VPI)**, which will verify and return the status of a Virtual Channel Identifier (VCI) and Virtual Path Identifier (VPI) combination. The response provides a status of Assigned, Spare, or Pending when the correct VCI, VPI and the Related Circuit ID is entered.
-

User Guide: CFA Inquiry



- Open **Volume III** of the UG.
 - Locate **Chapter 22: Connecting Facility Assignment (CFA) Inquiry**.
 - Review the input and output screenshots for the reports applicable to your region.
-

Continued on next page

Additional Pre-Ordering Inquiries, Continued

NC/NCI Inquiry

The Network Channel/Network Channel Interface (NC/NCI) Inquiry is used to validate NC/NCI codes and their combinations before submitting a LSR.

The NC/NCI Inquiry can be accessed from the Main Menu or the Address Validation Menu. When selected, a prompt page will present the following choices:

- NC/NCI Inquiry (**13 State**)
 - NC/NCI Codes and Messages (**AT&T Southeast region**)
-

13 State NC/NCI Inquiry

The following selection methods can be used to obtain the AT&T – 13 State NC/NCI Inquiry information:

- No NC Code
- Partial NC Code
- Full NC Code



- Locate **Chapter 23: Network Channel/Network Channel Interface (NC/NCI) Inquiry** in the UG and review the information on:
 - NC/NCI Inquiry – Input Screen
 - NC/NCI Inquiry (No NC/NCI Code) – Output Screen
 - NC/NCI Inquiry (Partial NC/NCI Code) – Output Screen
 - NC/NCI Inquiry (Full NC/NCI Code) – Output Screen
-

Continued on next page

Additional Pre-Ordering Inquiries, Continued

Southeast NC/NCI

When the NC/NCI Codes and Messages option, for the AT&T Southeast region, is selected the following options appear across the top of the screen.

- NC Codes All Products
- NC Codes (Single Product)
- Error/Reject Messages
- Standard Manual Clarifications
- Error Code (By Type)

These selections will link you to the applicable pages on the <http://apps.wholesale.att.com/ncnci> link you currently use. The functionality remains the same, only the method of access has changed.



- Locate **Chapter 23: Network Channel/Network Channel Interface (NC/NCI) Inquiry** in the UG and review the information on:
 - NC Codes All Products – Input and Output Screens
 - NC Codes (Single Product) – Input and Output Screens
 - Error/Reject Messages – Input and Output Screens
 - Standard Manual Clarifications – Input and Output Screens
 - Error Code (By Type) – Input and Output Screens

Continued on next page

Additional Pre-Ordering Inquiries, Continued

YPH Inquiry

Note: This function is not available for AT&T 9 State.

The Yellow Page Heading (YPH) Inquiry allows you to use a SIC (Standard Industrial Classification) code or a key word or words describing the heading and retrieve the YPH code.

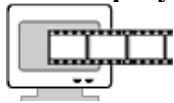
There are region specific limitations for this inquiry.

- SIC code does not apply to AT&T Southwest and East
- SIC code search is only valid for AT&T Midwest. However, SIC codes are provided on AT&T West YPH responses.
- In AT&T Southwest, SECURE is the only valid YPH code, so search by description is not applicable.

On the YPH Inquiry the possible search criteria includes:

- Standard Industrial Classification (SIC) (AT&T Midwest only)
- Yellow Page Heading (YPH)
- English Description (NA for AT&T Southwest)

Demonstration: YPH Inquiry



There is a demonstration showing the steps for completing the Yellow Page Heading (YPH) Inquiry.

- Open the Enhanced Verigate Demonstrations list.
- Play the **YPH Inquiry** demonstration.

Continued on next page

Additional Pre-Ordering Inquiries, Continued

Results: YPH Inquiry

Here is a capture of an YPH results screen.

YPH	SIC	TYPE	Description (YPH Verbiage)	ABBREVIATION
ILHV	0742	D	Animal Behavior Therapy	Animal Behavior Therapy
AAZF	0752	D	Animal Breeding Small	Animal Breeding Small
ACZP	0291	D	Animal Brokers & Dealers Zoo, Circus, Etc.	Animal Dlrs Zoo, Circus
AAZE	5191	D	Animal Food & Supplies Zoo & Circus	Animal Food & Suply Zoo
AAZC	0742	D	Animal Hospitals	Animal Hospitals

The results screen will contain columns with the following information:

- YPH Code
- SIC Code
- Type (Type will not appear for all YPHs)
- Description (YPH Verbiage)
- Abbreviation

For the AT&T Southwest region, the **Type** column content will include:

- BUS = Business to Business
- CON = Consumer
- DUA = Dual (Business and Consumer)
- EXC = Exclusive



User Guide information for YPH Inquiry is located in **Volume II Chapter 15: Yellow Page Heading (YPH) Inquiry**.

Continued on next page

Additional Pre-Ordering Inquiries, Continued

Transport Impairment Status Inquiry

Note: This function is not available for AT&T 9 State.

The **Transport Impairment Status Inquiry** is used to validate if a specific route and/or CLLI is un-impaired and not required for unbundled obligations.

This inquiry is submitted by providing a product name and the CLLI (LOC A and LOC Z) information.

The response will return the impairment status in the **IMSTAT** (Impairment Status) field.



- Open **Volume III** of the UG.
- Locate **Chapter 25: Transport Impairment Status Inquiry**.
- Review the contents of the **Overview** section.

Transport Impairment Status Overview

The Transport Impairment Status Inquiry is used to determine if a specific route and/or CLLI is un-impaired and not required for unbundled obligations.

The inquiry is submitted by providing a product name and the CLLI (LOC A and LOC Z) information.

The response will return the impairment status in the **IMSTAT** (Impairment Status) field.

Results: Transport Impairment Status

The results displayed in the Impairment Status (IMSTAT) field may include the following values:

- CLEC not contracted or no tariff for XXXX (*example: X=DS1 UNE LOOP*)
- Product not eligible at service address, request invalid
- Order capability exists for address and order information provided

Continued on next page

Additional Pre-Ordering Inquiries, Continued

Complex Products Inquiry

Note: This function is not available for AT&T 9 State.

Complex Products Inquiry allows you to request complex preorder data.

This pre-order data will be product specific and can be used to populate a Complex LSR. The response will include information for Centrex and/or Centrex ISDN and BRI ISDN.

There are four functions available under Complex Products Inquiry:

- Inquiry
 - View Results
 - Modify
 - Cancel
-
- Locate **Chapter 27: Complex Products Inquiry** in the UG.
 - Find the **Complex Products Inquiry – Centrex/Centrex ISDN Initial Request** information.
 - Refer to this content as you continue in the workbook.



Initial Request

Once you select Initial Product Inquiry from the Main Menu you will need to select one of the following three options:

- Centrex / Centrex ISDN
- Resale Private Line
- BRI ISDN

The initial inquiry allows you to submit a request to the LSC to obtain the product information necessary to issue an LSR.

Once the transaction passes the field edits, it will be stored in a database and assigned a unique Provider Reference Number (PREFNBR) value.

You will need the PREFNBR number to view the results of your inquiry.

Continued on next page

Additional Pre-Ordering Inquiries, Continued

Centrex/ISDN Inquiry



The Centrex/ISDN request will present a screen for population.

- Access and review **page 27.2 in the UG** to review the list of fields on this screen and review which ones are required.
 - The UG also has information on Secondary Location Information. The fields for this are only activated if you select the **Yes** box.
-

Centrex/ISDN Output

The Centrex/ISDN Output screen has the PREFNBR number that was referenced earlier.

It appears on the Output screen after your initial request has passed a field edit. The PREFNBR identifies the response number assigned to the request by AT&T.

You will need it to retrieve the results.

Centrex/ISDN View Results

To retrieve the Centrex/ISDN Inquiry results, select **View Results** from the Complex Products Inquiry section of the Main Menu.

The fields are:

- Service Center (SC1)
 - Company Code (CC)
 - Account Owner Company Code (CC)
 - Product Code (PROD CD)
 - Purchase Order Number (PON)
 - Provider Reference Number (PREFNBR)
-

Continued on next page

Additional Pre-Ordering Inquiries, Continued

User Guide: View Results



Locate the **Complex Products Inquiry – Centrex/Centrex ISDN View Results Request** section of the UG. Refer to this information as you continue.

The first two result screens shown in the UG are for requests made using the PREFNBR.

- Both show Open Status (incomplete results) and Complete Status results.

Next, are the result screens for requests sent using the PON.

- Both Open and Complete Status examples are shown.

The PON information mentions the Subsequent Activity section on the results screen. This section allows you to submit a subsequent request or to cancel the current request.

Subsequent Activity

The Subsequent Activity inquiry allows you to change a request that has already been submitted.

There are restrictions and limitations associated with this inquiry function.

- The request must be retrieved using the PON
- For changes to be made, the request must be in Open Status
- Requests can be canceled at any time

To initiate the Subsequent Activity inquiry:

- Select the radio button for the type of transaction you wish to submit, Subsequent Request or Cancel.
- Make the desired changes
- Click on the Submit Request button.

The response screen for a Subsequent Request or a Cancel will contain the same PREFNBR as the original request and a **Transaction Successful** message.

You must populate the Initiator Remarks (RMKS INIT) field for both types of Subsequent Activity.

Continued on next page

Additional Pre-Ordering Inquiries, Continued

BRI ISDN

The BRI ISDN Inquiry is used to obtain information from the LSC that is necessary for completion of an LSR. This inquiry is very similar to the Centrex/ISDN Inquiry covered earlier in the material.



Locate **page 27.39** in the UG for **BRI ISDN Initial Request**.

- The UG provides a list of the fields that are included on the Input screen and indicates if they are Required, Conditional, or Optional.
- It also has a screenshot of the actual Input screen.

Continue to refer to the UG as you review the remainder of the information regarding the BRI ISDN Inquiry.

BRI ISDN Output Screen

The UG also provides a list of fields that will be included on the Output screen. They are:

- Service Center (SC1)
- Company Code (CC)
- Account Owner Company Code (CC)
- Purchase Order Number (PON)
- Provider Reference Number (PREFNBR)

Once an inquiry has been submitted, the Complex Products Inquiry – View Results request can be generated.

BRI ISDN Results

The UG covers requesting results by PREFNBR and PON and the Subsequent Activity options of Subsequent Request and Cancel.

Resale Private Line

The Resale Private Line Inquiry process is very similar to the one for Centrex/ISDN and BRI ISDN.

Refer to **Chapter 27: Complex Products Inquiry** in the UG, the coverage for Resale Private Line Inquiry starts on page 27.21.

Batch Cut Process Inquiry

Overview

Note: This function is not available for AT&T 9 State.

The Batch Cut Process Inquiry allows switch-based CLECs to search and reserve cutover date and time periods for conversions from one carrier's switch to their own switch or a non-ILEC third party switch.

The two options for migrating Mass Market customers to UNE analog Loops:

- Frame Due Time (FDT), specifies the hot cut will take place within a particular time frame (typically an hour) on the loop due date.
- Coordinated Hot Cut (CHC), allows a CLEC to request central office and local operations personnel coordinate the migration with them at a specific time

In either scenario, FDT or CHC, the CLEC is responsible for activating the porting of the end user's telephone number to the CLEC switch.

When a date and time is reserved, a RESID (Response Identifier) will be returned to the user and it is to be used on the LSR (Local Service Request).

There are three Batch Cut Process Inquiry options:

- Enhanced Daily Process
- Defined Process (AT&T Midwest, Southwest, and West regions only)
- Bulk Process (AT&T Midwest, Southwest, and West regions only)

There are five Batch Cut Process Inquiry functions:

- Inquiry/Reservation
- View Results/Modify
- Bulk Reservation
- Bulk Confirmation
- Cancel Reservation



- Locate **Chapter 26: Batch Cut Process Inquiry** in the UG.
- Review the corresponding UG content as you cover the topics associated with the Batch Cut Processing Inquiry.

Continued on next page

Batch Cut Process Inquiry, Continued

Enhanced Daily Process Refer to page 26.2 in the UG, *Enhanced Daily Process* content.



The Enhanced Daily Process (EDP) option provides switch-based CLECs with the ability to process an unlimited number of hot cuts Per Central Office, per day, per CLEC for new acquisitions only.

It is applicable for CLECs acquiring new customers on existing UNE-P, Resale, and AT&T Retail requests to migrate to analog UNE loops and is based on a single LSR.

If the requested date and time are available, they will be returned for reservation. If the desired time is not available, alternative times or load level overbooking time (least overbooked) time slots will be returned for selection. Time returned is based on regional time:

- **AT&T Southwest and Midwest:** Central Time (CT)
- **AT&T West:** Pacific Time (PT)
- **AT&T East:** Eastern Time (ET).

The amount of lead time for a reservation request also varies by region. Requests must be submitted in advance within the lead time indicated below:

- **AT&T West:** 3 business days or greater
- **AT&T Midwest, Southwest, and East:** 5 business days or greater

Once a reservation is made, good LSRs must be received within 6 hours. If not, the reservation will expire and the date and time will no longer be held.

When submitting an FDT or CHC batch request for the Enhanced Daily Process, due date intervals must be within the following hours for the 13-State region:

- Monday through Friday between 8:00 AM and 5:00 PM excluding holidays.

Continued on next page

Batch Cut Process Inquiry, Continued

Defined Batch Process

*Refer to page 26.3 in the UG, **Defined Batch Progress** content.*

The Defined Batch Process (DBP) option is available in the AT&T Midwest, West and Southwest regions only.

It is available for CLECs converting up to 100 UNE-P, Resale or AT&T Retail DSO services to analog UNE Loops, per CO (Central Office), per CLEC, per day.

This option gives switch based CLECs the ability to process up to a maximum of 100 lines per day, per central office. The central office/per day maximum is 200, but is each CLEC is limited to 100 lines per day, per CO.

Example: The CO maximum would be met by 2 CLECs requesting 100 lines each or 4 CLECs requesting 50 lines each. Lines exceeding the central maximum cannot be booked. When the capacity is reached, Defined Batch is no longer available for that date and CO.

If the requested date and time are available, they will be returned for reservation. If the desired time is not available, alternative times or load level overbooking time (least overbooked) time slots will be returned for selection. Time returned is based on regional time:

- **AT&T Southwest, and Midwest:** Central Time (CT)
- **AT&T West:** Pacific Time (PT)

The amount of lead time for a reservation request also varies by region. Requests must be submitted in advance within the lead time indicated below:

- **AT&T Midwest, Southwest, and West:** 13 business days or greater

Once a reservation is made, good LSRs must be received by 5:00 p.m. on business day 1. If not, the reservation will expire and the date and time will no longer be held.

Continued on next page

Batch Cut Process Inquiry, Continued

Defined Batch Process, continued

When submitting a batch request for CHC for the Defined Batch Process, due date intervals must be during the following hours for AT&T Midwest, Southwest, and West regions:

- Normal Hours: Monday through Friday Between 8:00 a.m. and 5:00 p.m. Excluding Holidays
- Out of Hours:
 - Monday through Friday Between 6:00 a.m. and 8:00 a.m. Minimum of 25 and Maximum of 50 lines per central office
 - Monday through Friday Between 5:00 p.m. and 12:00 a.m. Minimum of 25 and Maximum of 100 lines per central office
 - Saturday Between 8:00 a.m. and 5:00 p.m. Minimum of 50 and Maximum of 100 lines per central office.

When submitting a batch request for FDT for the Defined Batch Process, due date intervals must be during the following hours in AT&T Midwest, West, and Southwest regions.

- Normal Hours: Monday through Friday Between 8:00 a.m. and 5:00 p.m. Excluding Holidays
- Out of Hours:
 - Monday through Friday Between 6:00 a.m. and 8:00 a.m. Minimum of 25 and Maximum of 50 lines per central office
 - Monday through Friday Between 5:00 p.m. and 12:00 a.m. Minimum of 25 and Maximum of 100 lines per central office
 - No FDT on Saturday

Continued on next page

Batch Cut Process Inquiry, Continued

Bulk Batch Process

*Refer to page 26.5 in the UG, **Bulk Batch Process** content.*

This option is only available in AT&T Midwest, West, and Southwest regions.

The Bulk Batch process allows switch-based CLECs to process 101+ hot cuts on a negotiated basis. It is applicable for CLECs converting 101 + Analog UNE loops, per Central Office, per day.

The user submits a Bulk Batch request for negotiation. In return they receive a Provider Reference Number (PREFNBR) with due date and time.

Time is based on regional time:

- **AT&T Southwest, and Midwest:** Central Time (CT)
- **AT&T West:** Pacific Time (PT)

After the manual negotiated process has completed, usually within 2 business days, the user can perform a Bulk Confirmation transaction, where they can obtain the RESID (Response Identifier) and negotiated results.

After the negotiation process and receipt of the RESID (Response Identifier), good LSRs must be received by 5:00 P.M. on business day 2. If not, the reservation will expire and the date and time will no longer be held.

When submitting a batch request (FDT or CHC) for the Bulk Batch Process, due date intervals are negotiated and can be provisioned during the following hours in the AT&T Midwest, West and Southwest regions:

- Monday through Saturday 24 Hours; Sundays are exempt due to industry number porting constraints.

Batch Cut Process Inquiry Functions

There are five (5) Batch Cut Process Inquiry functions.

- Inquiry/Reservation
- View Results/Modify
- Bulk Reservation
- Bulk Confirmation
- Cancel Reservation

Continued on next page

Batch Cut Process Inquiry, Continued

Inquiry / Reservation Function

*Refer to page 26.6 in the UG, **Batch Cut Process Inquiry – Inquiry/Reservation** content.*

The Batch Cut Process - Inquiry / Reservation Function initial inquiry lets you view the available cut dates and times for the Enhanced Daily or the Defined Batch options.

The information is provided in real time and the schedules are based on CO and LOC (Local Operations Center) capabilities based on the number of lines being requested.

An important note shown in the UG concerns the **Provider Reference Number (PREFNBR)**.

- A PREFNBR is assigned to a response but it is not the RESID or Response Identifier and is not included on your LSR.

The UG provides details for population of the fields on the Input Screen and contains an example of the Output screen.

On the Output screen, you reserve the cut date and time and input the associated WTNs. Once that is completed, you submit the actual reservation and RESID is returned. The RESID must be included on your LSR.

View Results / Modify Function

The **Batch Cut Process - View Results/Modify** function is very similar to the other view/modify functions covered in this workbook.

Remember these key points about this function:

- You can view existing Batch Cut reservation details associated with a RESID or PREFNBR.
- You can modify an existing reservation if it has not been completed. A completed request cannot be modified.



Review the **Batch Cut Process - View Results/Modify** content in the UG.

Continued on next page

Batch Cut Process Inquiry, Continued

Bulk Reservation / Confirmation Functions

The **Batch Cut Process - Bulk Reservation / Bulk Confirmation** functions are part of the Bulk Batch Process and are only available in the AT&T Midwest, Southwest, and West regions.

The two functions (Reservation and Confirmation) work together. The Provider Reference Number (PREFNBR) obtained when the Bulk Reservation is sent is required when requesting the Bulk Confirmation.

The **Bulk Reservation** allows you to schedule large volumes of conversions.

While the **Bulk Confirmation** allows you to check on the reservation to see if it has been completed and the RESID returned.



- Review the **Batch Cut Process - Bulk Reservation / Bulk Confirmation** content in the UG.
-

Cancel Reservation

The **Batch Cut Process Inquiry – Cancel Reservation** function allows you to cancel an existing reservation.

This function will cancel the entire reservation.

Batch reservations can only be canceled when all the WTNs are either in Open or Expire Status.

You will receive a confirmation message for the cancellation. Once cancelled the reservation can be viewed up to the due date but cannot be modified. If any RESID is cancelled, all associated RESIDs will be cancelled.



- Review the **Batch Cut Process – Cancel Reservation** content in the UG.
-

Order Status

Introduction

In this section of the training you will learn how to check on the status of your orders.

There are two systems you can use to check the status of your orders.

- For AT&T 9 State you will use the CLEC Service Order Tracking System (CSOTS).
 - For AT&T 13 State you will use the Order Status Inquiry function in Enhanced Verigate.
-

CSOTS

Explain.

CSOTS provides CLECs in the AT&T 9 State area with service order information from the AT&T Service Order Communication System (SOCS).

CSOTS is designed to provide the CLEC community with the following capabilities:

- Viewing service orders
- Determining order statuses
- Tracking service orders

To make the system easier to access, a link to CSOTS is on the Enhanced Verigate Main Menu. However, you need to contact your E-Commerce Account Team to obtain CSOTS system access.

This course does not cover CSOTS functionality.

Continued on next page

Order Status, Continued

Order Status Inquiry



To cover the Order Status Inquiry function in Enhanced Verigate:

- Locate **Chapter 19: Order Status Inquiry** in the UG.

Order Status Inquiry allows you to view pending and/or posted service orders.

- **Pending**, in the AT&T 13 State area, will return orders with a pending status from the date of issue until the order completes or is posted with the following regional functionality:
 - **AT&T Midwest:** will return a service order up to 7 days after the service order has posted.
 - **AT&T West:** will return a service order up to 48 hours after the service order has completed.
 - **AT&T East:** will return a service order up to 72 hours after the service order has completed.
 - **AT&T Southwest:** will return a service order up to 24 hours after the service order has completed
- **Posted** orders can only be viewed in the AT&T Southwest and West regions.

For information on orders that are not supported by the Order Status Inquiry function you will need to contact the Local Service Center (LSC).

Available Functions

There are three (3) functions available:

- **Order Status Service Order List:** a list of pending and/or posted service orders that meet the selection criteria entered on the Input screen.
 - **Order Status Service Order Detail:** details for a pending or posted service order defined on the Order Status Service Order Selection screen and selected from the Order Status Service Order List screen.
 - **Feature Look Up:** provides the English description for the Universal Service Order Codes (USOCs) and Field Identifiers (FIDs) on a service order.
-
- Review the **Chapter 19: Order Status Inquiry** content in the UG.
-



Provisioning Order Status (POS)

Overview

Note: This function is not available for AT&T 9 State.

The **Provisioning Ordering Status (POS)** function allows you to retrieve service order provisioning information to determine the pending or dispatched status of an order. It is a “read only” function.

Information is available for orders that require field visits and for those that don't. You can obtain:

- The provisioning status of the order.
- Determine if the order has been dispatched.
- Read any notes regarding the order.
- You can only view orders for your company.

Regional availability:

- **AT&T Southwest:**
 - **Orders w/o field work:** details are available from date of issue until 10 calendar days after the order completes.
 - **Orders with field work:** details are available from date of issue until 30 days after the order completes.
- **AT&T Midwest:** details are available from date of issue until 60 calendar days after the order completes for all work orders.
- **AT&T East:** details are available from date of issue until 90 calendar days after the order completes for all work orders.
- **AT&T West:** details are available from date of issue until 7 calendar days after the order completes.

For orders that are not supported by the POS Inquiry contact the Local Service Center (LSC).

Continued on next page

Provisioning Order Status (POS), Continued

POS Functions There are three (3) Provisioning Order Status Inquiry functions.

- **Provisioning Order Status List:** displays a list of provisioning orders that meet the selection criteria defined on the Provisioning Service Order Selection screen.
- **Provisioning Service Order Detail:** displays detailed information for an order defined on the Provisioning Service Order Selection screen and selected from the Provisioning Order Status List screen.
- **Provisioning Bulk Work Load:** displays when the ticket is bulk work dispatched and assigned to a technician. Accessed from the Provisioning Service Order Detail screen.

From the main Menu you select POS Inquiry. The Provisioning Order Selection Screen will appear and you will enter your desired search criteria.



- Locate **Chapter 20: Provisioning Order Status (POS) Inquiry** in the UG.
 - Review the chapter up to the Simulated Test Data content.
-

Additional Reference Resources

Introduction

The Enhanced Verigate Main Menu contains links that will connect you to some additional reference resources.

- For the AT&T 13 State area the Data Validation Link will take you to CLEC Online and the 13 State Data Validation Files.
 - For the AT&T 9 State area the AT&T Southeast References Link will take you to a list of references from which you can select the resource you need.
-

AT&T 13 State Explain.

The AT&T 13 State link for Data Validation will take you to CLEC Online where the files you can access include:

- Class of Service Codes
- Community Names/Alternate Community Names
- Directory Names
- Feature/Service Availability by Switch
- PIC/LPIC Codes
- USOC/FID Lists
- Yellow Page Heading Files

The Data Validation User Guide is also available from the CLEC Online link.

This document explains what data validation files are available, how to access them, and how to use the information.



- Locate and review **Chapter 35: Data Validation Files** in the UG.
-

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Additional Reference Resources, Continued

AT&T 9 State **Explain.**

The AT&T Southeast References Link will open a page of links to the following files:

- Workaid for Complex Services
- Electronic Interface Change Control Process
- EICCP Forms
- CLEC USOC Manual (listed by service category)
- CLEC USOC Manual (alphanumerically)
- Local Ordering Handbook LOH

These documents are not new you should already be familiar with them. The link is located in Enhanced Verigate to make them easier to locate.

Response Codes & Descriptions

Response Codes & Descriptions Once a pre-ordering inquiry passes the initial system edits, it will be edited for content.

If the inquiry fails the content edits and cannot be processed, a response code will be sent to the local wholesale customer along with a description/message indicating why it failed.

The required fields or data need to be entered and the request resubmitted.

This chapter contains information on the response codes for the AT&T 13 and 9 State areas.



- Locate and review **Chapter 35: Response Codes and Descriptions** in the UG.

Conclusion

Recap

The purpose of this course was to provide you with a basic understanding of the Enhanced Verigate system and a real working knowledge of the Enhanced Verigate User Guide.

You should be able to locate any function available in Enhanced Verigate and determine which options are applicable to your needs.

In addition, you should be capable of using the User Guide to work your way through processing any desired function or inquiry.

Answers for User Guide Quiz

Quiz Q&A

Here are the answers for the quiz on page

1.
 - **Topic:** Hardware Requirements
 - **Page:** 1.14
 - **Question:** How much available space do you need on your hard drive to run Enhanced Verigate?
 - **Answer:** 125 MB or higher
 2.
 - **Topic:** Conventions Used in This Guide
 - **Page:** 1.1
 - **Question:** Page number 3.18 indicates what?
 - **Answer:** Chapter 3 Page 18
 3.
 - **Topic:** IS Call Center
 - **Page:** 1.16
 - **Question:** Can the IS Call Center help you with Enhanced Verigate software installation?
 - **Answer:** Yes
 4.
 - **Topic:** General Information (Field Requirements)
 - **Page:** 1.13
 - **Question:** Where are the business rules regarding fields, input and output, addressed and identified?
 - **Answer:** LSPOR and LOH
 5.
 - **Topic:** Navigation and Other Functionality
 - **Page:** 1.22
 - **Question:** Can you change the default service center or area once it has been established?
 - **Answer:** Yes
-