Competitive Local Exchange Carrier

AT&T Complex Ordering - Resale Southeast

Self-Paced Workbook

March 23, 2009

at&t

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AT&T Complex Ordering - Resale

Introduction

Notice

This document applies to the AT&T ILECs listed below.

AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina AT&T Tennessee, collectively referred to as "AT&T", "AT&T Southeast Region" for purposes of this document.

Goal

This course is designed to provide an overview of AT&T Complex Business Products and Services. It will explain the use of reference materials and forms that will help facilitate manual ordering of AT&T Complex Business Products and Services.

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Introduction, Continued

Objectives

Upon completion of this course, using the reference material and resources available, you will have the necessary skills and knowledge to:

- Locate product information for AT&T Complex Business Products and Services with 100% accuracy.
  - Hunting
  - PBX Trunks
  - Direct Inward Dialing (DID)
  - Foreign Exchange (FX)
  - Frame Relay (a.k.a. Fast Packet Services)
  - MegaLink® Service (a.k.a. Private Line)
  - Bell South® Channelized Trunks® Service (a.k.a. Digital Trunking)
- Demonstrate the use of the reference materials and forms used in ordering AT&T Complex Business Products and Services with 100% accuracy.
- Complete three written exercises with 100% accuracy [self-assessed].
- Access and use the appropriate form(s) to order the following AT&T Complex Business Products with 100% accuracy:
  - Hunting
  - PBX Resale Service – Reqtyp T
  - DID Resale Service – Reqtyp T
  - Foreign Exchange (FX) and AT&T SE Foreign Central Office (FCO) – Reqtyp E Complex
  - Frame Relay (Fast Packet Services) – Reqtyp K
  - MegaLink® Service – Reqtyp K
  - Bell South® Channelized Trunks® Service (Trunks) – Reqtyp R
- Complete three practice exercises for AT&T Complex Business Products with 100% accuracy [self-assessed].

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Introduction, Continued

Versions

All version numbers, web addresses, directions, etc. contained in this course are current as of the date of this workbook. Because CLEC resources are continuously updated, some version drift may occur.

Reference Resources

The three main reference resources used for this course are:

- CLEC Online Handbook
- Current version of the AT&T 9 State Local Service Ordering Requirements (LSOR)
- Current version of the AT&T Southeast Region Local Ordering Handbook (LOH)

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CLEC Resources

Purpose

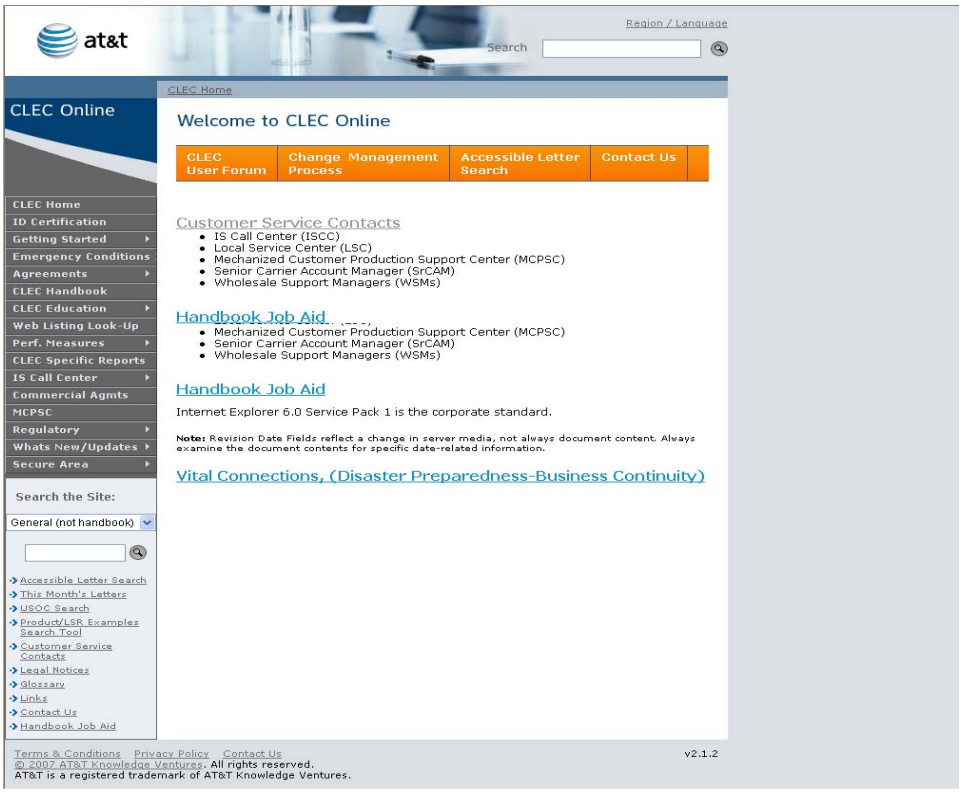
The purpose of this section is to familiarize you with the resources that are available to you.

CLEC Online

CLEC Online contains a wealth of information and makes a complete range of resources available to you. Much of the content at CLEC Online is outside the scope of this course; however, you will find it worthwhile to familiarize yourself with this site.

Your primary resource for this training is the CLEC Online web site. It contains Regional Handbooks and links to AT&T 9 State Local Service Ordering Requirements (LSOR) and AT&T Southeast Region Local Ordering Handbook (LOH). We will examine these resources during this course.

Access CLEC Online now by opening your web browser. Enter https://clec.att.com/clec/ in the Address field.



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CLEC Resources, Continued

Customer Service Contacts

First, look at the Customer Service Contacts. From the CLEC Online Home page, click on the Customer Service Contacts link.

This document contains a "Who to Call" job aid and information on the functions performed by the individual support groups.

Open the document and review the information included for the groups listed below:

- IS Call Center (ISCC)
- Local Service Center (LSC)
- Mechanized Customer Production Support Center (MCPSC)
- Senior Carrier Account Manager (SrCAM)
- Wholesale Support Managers (WSMs)

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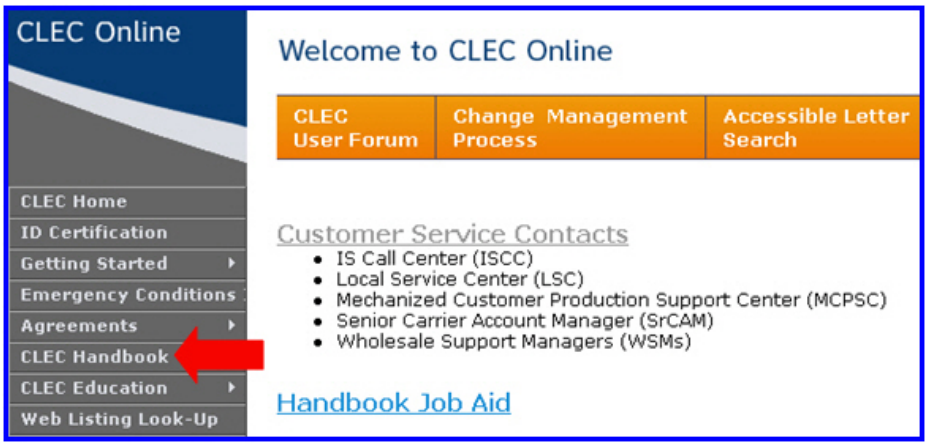
CLEC Resources, Continued

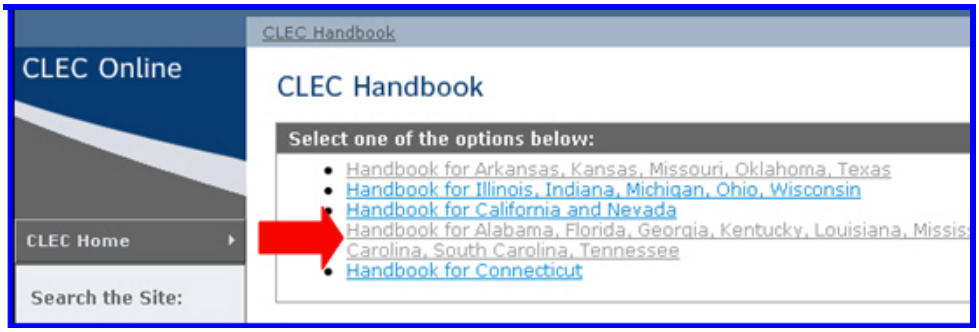
CLEC Handbook

Now go the CLEC Handbook by clicking on the CLEC Handbook link on the left-hand side of the screen.



This will open the CLEC Handbook page where you can select the link for your regional handbook.

Click the Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee link.



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CLEC Resources, Continued

Transition LOH to LSOR

The three main reference resources used for this course are:

- CLEC Online Handbook
- Current version of the AT&T 9 State Local Service Ordering Requirements (LSOR)
- Current version of the AT&T Southeast Region Local Ordering Handbook (LOH)

As a result of the AT&T and BellSouth merger, AT&T is moving towards 22-state documentation. This impacts the existing AT&T Southeast Region Local Ordering Handbook (LOH) and the AT&T 13-State Local Service Ordering Requirements (LSOR).

As of 11/15/2008, the LOH is available in its entirety and there is a 9-State specific LSOR. The ordering content is the same data, just a different format. In the future, all portions of the LOH will be incorporated into CLEC Online and the LOH will be retired.

This training will focus on the 9-State LSOR resource for ordering requirements and the LOH for product information.

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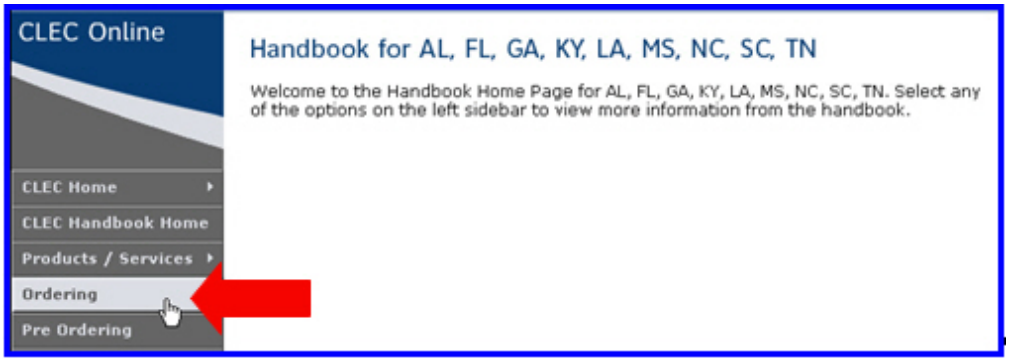
CLEC Resources, Continued

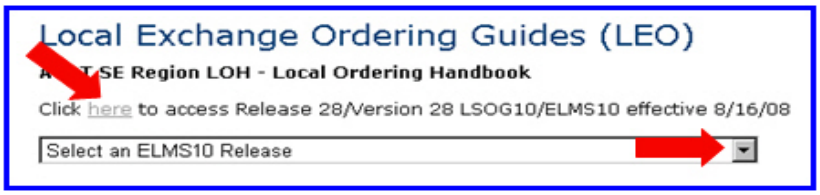
LSOR

The primary ordering resource for AT&T Complex Business Products is the AT&T 9-State LSOR. It can be accessed from your regional handbook.

To access the current version of the LSOR, click on the Ordering link on the left side of the Handbook for AL, FL, GA, KY, LA, MS, NC, SC, TN



Use the Click here link to access the most current versions of the LSOR and LOH.



The Local Exchange Ordering Guides (LOH) and 9 State LSOR page will open.

Scroll down to the AT&T SE (9-State) LSOR-Local Service Ordering Requirements area. There are four volumes.

Download Volumes II, III and IV to your PC. These will be used later in this training.

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CLEC Resources, Continued

LOH

The product resource for AT&T Complex Business Products is the AT&T Southeast Region Local Ordering Handbook (LOH).

From the Local Exchange Ordering Guides (LOH) and 9 State LSOR page, scroll to the AT&T SE (9-State) Guide to the LOH Section Contents table. This provides a list of all the sections of the LOH.

AT&T 9-State -GUIDE TO LOH SECTION CONTENTS

Section	Title	Description
1	Summary Of Changes	Lists all release-related and documentation updates
2	Pre-Ordering	Pre-Ordering Guide (includes PreOrd Transaction Tables, Data Dictionary and Appendix)
3	Ordering	Ordering Guide (includes General Local Service Ordering Information section, R/C/O Tables and Appendix)
4	Data Dictionary	Data Dictionary per LSR Form/Screen, per field (includes Valid Entries, VE Notes, Data Characters, CU Notes and Business Rules etc)
5	Coding Matrices	Extraction of R/C/O tables and Data Dictionary per REQTYPs and Products that can be ordered "electronically".
6	Responses	9-State AT&TSE Responses (includes Response Tables and Response Data Dictionary)
7	NC/NCI Codes	9-state AT&T SE NC/NCI Code web-based database (link)
8	Rejects & Clarifications	9-state AT&T SECodes & Messagesweb-based database (link)
9	Interval Guide	Lists Standard Intervals by Products

Below the LOH Section Contents are the LOH Sections presented in PDF format for easy downloading.

Download Section 3: Ordering to your PC. This will be used later in this training.

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CLEC Resources, Continued

Transition

Now you know where the resources are located and you have downloaded the Volumes II, III and IV of the LSOR and Section 3 of the LOH. The next section of the course covers the AT&T Complex Business Product information.

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Product Information

Introduction

This section of the training provides you with how to locate AT&T Complex Business Product information in Section 3 of the LOH.

There will be some questions regarding what you learned at the end of the product information section of this training.

Product Information

This course covers the following AT&T Complex Business Products/Services:

- Hunting
- PBX Trunks
- Direct Inward Dialing (DID)
- Foreign Exchange (FX)
- Frame Relay (a.k.a. Fast Packet Services)
- MegaLink® Service (a.k.a. Private Line)
- Bell South® Channelized Trunks® Service (a.k.a. Digital Trunking)

There are separate courses covering these complex products/services:

- ISDN PRI
- Centrex

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Product Information, Continued

Hunting

We are going to start with the product review for Hunting.

Open your copy of LOH Section 3: Ordering.

Go to Reqtyp E Non-Complex, scroll down and locate **Hunting.**

All the information for Hunting is located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) form.

*Reminder: Read **only** the product listing information at this time. You will learn about the order activities and field entries later in this course.*

PBX Trunks

Next, we will review the product information for PBX Trunks.

Open your copy of LOH Section 3: Ordering.

Go to Reqtyp T, scroll down and locate **PBX Resale Service Reqtyp T.**

All the information for PBX Trunks is located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) form.

*Reminder: Read **only** the product listing information at this time. You will learn about the order activities and field entries later in this course.*

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Product Information, Continued

Direct Inward Dialing (DID)

Next, we will review the product information for Direct Inward Dialing (DID).

Open your copy of LOH Section 3: Ordering.

Go to Reqtyp T, scroll down and locate **DID Resale Service Reqtyp T.**

All the information for DID is located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) form.

*Reminder: Read **only** the product listing information at this time. You will learn about the order activities and field entries later in this course.*

Foreign Exchange Service (FX)

Next, we will review the product information for Foreign Exchange Service (FX).

Open your copy of LOH Section 3: Ordering.

Go to Reqtyp E Complex, scroll down and locate **Foreign Exchange Service (FX) and AT&T SE Foreign Central Office (FCO).**

All the information for FX located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) form.

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Product Information, Continued

Frame Relay

Next, we will review the product information for Frame Relay.

Open your copy of LOH Section 3: Ordering.

Go to Reqtyp K, scroll down and locate **Frame Relay (Fast Packet Services.)**

All the information for Frame Relay is located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) form.

*Reminder: Read **only** the product listing information at this time. You will learn about the order activities and field entries later in this course.*

MegaLink® Service (Private Line)

Next, we will review the product information for MegaLink® Service.

Open your copy of LOH Section 3: Ordering.

Go to Reqtyp K, scroll down and locate **MegaLink® Service.**

All the information for MegaLink® Service is located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) form.

*Reminder: Read **only** the product listing information at this time. You will learn about the order activities and field entries later in this course.*

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Product Information, Continued

BellSouth® Channelized Trunks® Service

Next, we will review the product information for BellSouth® Channelized Trunks® Service.

Open your copy of LOH Section 3: Ordering.

Go to Reqtyp R, scroll down and locate **BellSouth Channelized Trunks® Service (Trunks) Reqtyp R.**

All the information for BellSouth® Channelized Trunks® Service is located in this section. It provides a product description with information on the available types. It also covers the order activities that can be performed and indicates by activity how to populate the Local Service Request (LSR) form.

*Reminder: Read **only** the product listing information at this time. You will learn about the order activities and field entries later in this course.*

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Product Information Wrap Up

Review Questions

Use the available resources to answer the following questions.

Write your response to the question in the "Answer" column to the right of the question. The Answer Key is located on the pages following the review questions.

Question	Answer
True or False? Hunting allows incoming calls to a busy line to be routed to another line in the Hunt Group.	
Fill in the blank. **The primary difference between Series Completion and Multi-Line Hunting is the number of telephone _____ required to provide the service.** A. lines B. sets C. numbers D. operators	
Fill in the blank. **The PBX system switching and control equipment is located on the _____ side of the network interface.** A. AT&T B. Customer	
Who is responsible for ordering services and options compatible for the PBX switch? A. AT&T B. Customer	

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Product Information Wrap Up, Continued

Question	Answer
True or False? With DID service, each PBX station to be dialed directly is assigned a seven digit exchange telephone number.	
DID numbers are secured in blocks. Which of the following is the most common block size? A. 5 B. 10 C. 15 D. 20	
True or False? Foreign Exchange Service is never designed.	
Which of the following one of the three major components of DID service? (Circle all that apply.) A. DID Channels B. DID Numbers C. DID Registrations D. DID Terminations	
Fill in the blank. **Frame Relay is best suited for "_____" data applications rather than those where a constant data stream is required.** A. bursty B. varied C. fast D. digital	

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Product Information Wrap Up, Continued

Question	Answer
Which Frame Relay virtual circuit is only offered in the Southeast? A. Permanent B. Switched	
True or False? MegaLink® Channel Service is a digital facility that provides for two-way simultaneous transmission operating at 1.544Mbps, in the same LATA.	
Which type of trunks service is provisioned for voice grade quality service only? A. DID Trunks B. PBX Trunks C. BellSouth® Channelized Trunks D. MegaLink® Trunks	

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Product Information Wrap Up, Continued

Question	Answer
True or False? Hunting allows incoming calls to a busy line to be routed to another line in the Hunt Group.	**True**
Fill in the blank. **The primary difference between Series Completion and Multi-Line Hunting is the number of telephone _____ required to provide the service.** A. lines B. sets C. numbers D. operators	**C**
Fill in the blank. **The PBX system switching and control equipment is located on the _____ side of the network interface.** A. AT&T B. Customer	**B**
Who is responsible for ordering services and options compatible for the PBX switch? A. AT&T B. Customer	**B**

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Product Information Wrap Up, Continued

Question	Answer
True or False? With DID service, each PBX station to be dialed directly is assigned a seven digit exchange telephone number.	**True**
DID numbers are secured in blocks. Which of the following is the most common block size? A. 5 B. 10 C. 15 D. 20	**D**
True or False? Foreign Exchange Service is never designed.	**False**
Which of the following one of the three major components of DID service? (Circle all that apply.) A. DID Channels B. DID Numbers C. DID Registrations D. DID Terminations	**B & D**
Fill in the blank. **Frame Relay is best suited for "_____" data applications rather than those where a constant data stream is required.** A. bursty B. varied C. fast D. digital	**A**

Continued on next page

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Product Information Wrap Up, Continued

Question	Answer
Which Frame Relay virtual circuit is only offered in the Southeast? A. Permanent B. Switched	**A**
True or False? MegaLink® Channel Service is a digital facility that provides for two-way simultaneous transmission operating at 1.544Mbps, in the same LATA.	**True**
Which type of trunks service is provisioned for voice grade quality service only? A. DID Trunks B. PBX Trunks C. BellSouth® Channelized Trunks D. MegaLink® Trunks	**C**

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Order Process

Introduction

Now that you have been able to go through the general complex product information, it's time to learn about the order process.

You will learn how to locate the appropriate order information to process manual requests for:

- Hunting
- Foreign Exchange Service – Reqtyp E Complex
- Frame Relay & MegaLink® Service – Reqtyp K
- DID & PBX Resale Service – Reqtyp T
- BellSouth® Channelized Trunks® Service (Trunks) – Reqtyp R

Manual Ordering 22-State

All the information you need to successfully submit manual order requests is located in the CLEC Handbook.

Step	Action
1	Go to the CLEC Handbook.
2	Click Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee.
3	Click Forms & Templates.
4	Click Manual Forms (04-19-08).
5	Click Frequently Asked Question (FAQ).
6	**Review the FAQ** content carefully.
7	Click Manual Ordering Guidelines.
8	**Review the Manual Ordering Guidelines thoroughly.**

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Order Process, Continued

Manual Ordering 9-State

Let's also take a look at the basic ordering process information located in the LOH.

Step	Action
1	Access LOH Section 3: Ordering that you downloaded earlier.
2	Locate General Local Service Ordering Information.
3	Locate the Ordering Process topic under General Local Service Ordering Information.
4	**Read** the entire **Ordering Process** section.
5	Locate the AT&T Manual LSR Forms topic under General Local Service Ordering Information.
6	**Read** the entire **AT&T Manual LSR Forms** section.
7	Locate the Manual and Electronic Ordering topic under General Local Service Ordering Information.
8	**Read** the **Manual Ordering** section.

Process Flow 9-State

The basic steps are:

- CLEC prepares the typed request on the appropriate LSR forms.
- CLEC emails the forms to the Local Service Center (LSC) or the CRSG/SSG, depending on the product being ordered.
- LSC/CRSG/SSG issues the service order.
- LSC/CRSG/SSG issues the Firm Order Confirmation (FOC) to the CLEC.
- Service is installed.

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Order Process, Continued

Due Date Process

The next process you will learn about is Due Dates. The information you need can be found in the LOH under Section 9: Interval Guide.

Note: You may want to save this document to your computer for future reference. Always make sure you have the most current version of any file you elect to save.

Step	Action
1	Go to CLEC Online and click on the CLEC Handbook link on the left side of the screen.
2	Click Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee.
3	Click on the Ordering link on the left side of the screen.
4	Use the Click here link.
5	Scroll to the PDF files of the LOH Sections.
6	Click on Section 9: Interval Guide.
7	Locate the Product Interval Tables.
8	Review the following content: • Introduction • Terms and Definitions • Standard Assumptions • Complex Resale Notice that intervals can vary based on ACT and Quantity.

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Order Process, Continued

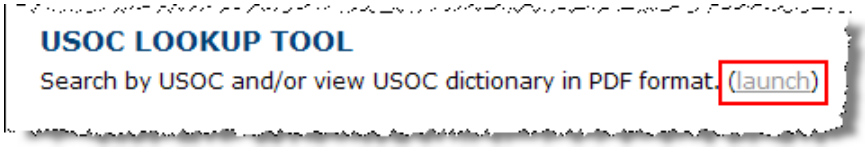
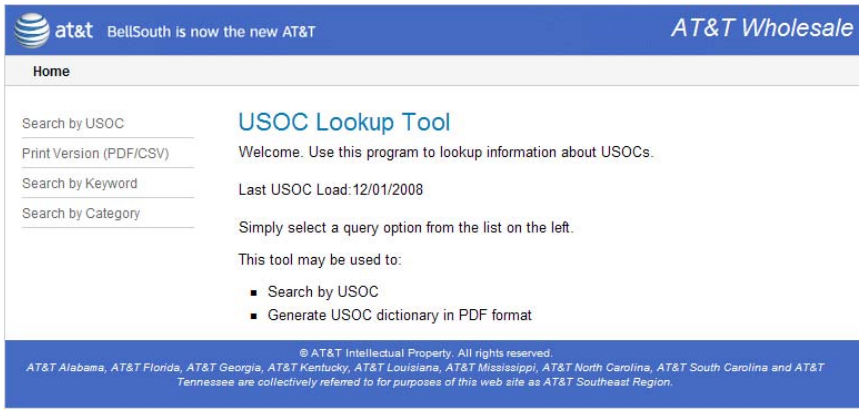
USOC Lookup Tool

The next process you will learn about is regarding USOCs.

Orders and Customer Service Records (CSRs) are written in Universal Service Order Codes (USOCs). These codes are used to identify specific products, services, line functions, and service parameters.

You also learned that USOCs are required on the product-specific forms. The USOC Lookup Tool can help you identify these codes when they are necessary to process your requests for service.

To locate the USOC Lookup Tool, complete the steps below:

Step	Action
1	Go to the CLEC Handbook.
2	Click Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee.
3	Click Ordering.
4	Click Tools, Forms & Reports on the left side of the page.
5	Locate the USOC LOOKUP TOOL section and click launch. 
6	The USOC Lookup Tool page appears. 

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Order Process, Continued

USOC Lookup Tool Search Options

Notice that the USOC Lookup Tool provides four options to locate a USOC. You will review each of the options:

- Search by USOC
- Search by Keyword
- Search by Category
- Print Version (PDF/CSV)

Search by USOC

Use this option if you know the USOC but want additional information.

Step	Action
1	Click Search by USOC.
2	Type **ILDPA** in the USOC text box.
3	Select Local.
4	Click Search.
5	Review the results.

Search by Keyword

Use the Search by Keyword option when you do not know the USOC and have not located an appropriate category with the Search by Category option.

Step	Action
1	Click Search by Keyword.
2	Enter **MEGALINK** in the Keyword text box.
3	Select Local.
4	Click Search.
5	Review the results.

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Order Process, Continued

Search by Category

Use the Search by Category option when you do not know the USOC.

Step	Action
1	Click Search by Category.
2	Select **CLEC Digital Network Service and Custom Network Service** from the drop list.
3	Select a sub-section of **MegaLink® Channel Service**.
4	Select a category of **Basic System Capacity**.
5	Review the results.

Print Version (PDF/CSV)

Use the Print Version (PDF/CSV) option when you want to generate the USOC dictionary in a PDF book format.

Step	Action
1	Click Print Version (PDF/CSV).
2	Select **Generate CLEC USOC Manual by Service Category (PDF)** from the drop list. **Note**: Click on the CLEC-specific PDF book you would like to generate. CLEC indicates USOCs for CLEC services and Interconnection indicates USOCs for Access services.
3	Review the results.

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Order Process Wrap Up

Review Questions

Use the available resources to answer the following questions.

Write your response to the question in the "Answer" column to the right of the question. The Answer Key is located on the next page.

Question	Answer
In the 9-state order process flow, which group prepares the typed request on the appropriate LSR forms? A. CRS B. CLEC C. CRSG D. SSG	
Which group issues the service order (based on the product being ordered) for the 9-state order process flow? A. LSC/CRSG/SSG B. CLEC	
If you are looking for the local manual 9-state ordering process, which handbook will you look in? A. CLEC B. LOH, Section 3	

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Order Process Wrap Up, Continued

Review Questions, continued

Question	Answer
The USOC Search Tool is located in the LOH under _____. A. Forms & Templates > USOC Lookup Tool B. Forms & Templates > Tools > USOC Lookup Tool C. Ordering > Tools, Forms & Reports D. Ordering > Tools, Forms & Reports > USOCS	
True or False? 'Local' should be selected when searching by USOC.	
True or False? Searching by Category or Keyword are alternatives when you do not know the USOC.	

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Order Process Wrap Up, Continued

Answer Key How did you do?

Question	Answer
In the 9-state order process flow, which group prepares the typed request on the appropriate LSR forms? A. CRS B. CLEC C. CRSG D. SSG	**B**
Which group issues the service order (based on the product being ordered) for the 9-state order process flow? A. LSC/CRSG/SSG B. CLEC	**A**
If you are looking for the local manual 9-state ordering process, which handbook will you look in? A. CLEC B. LOH, Section 3	**B**

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Order Process Wrap Up, Continued

Answer Key, continued

Question	Answer
The USOC Search Tool is located in the LOH under _____. A. Forms & Templates > USOC Lookup Tool B. Forms & Templates > Tools > USOC Lookup Tool C. Ordering > Tools, Forms & Reports D. Ordering > Tools, Forms & Reports > USOCS	**C**
True or False? Local should be selected when searching by USOC.	**True**
True or False? Searching by Category or Keyword are alternatives when you do not know the USOC.	**True**

Transition Now that you know something about the order process, next you will learn about the LSOR.

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LSOR

Introduction

Earlier you learned about the CLEC Resources available to you for processing service requests. You also downloaded the LOH Section 3 and LSOR Volumes II, III and IV. Next you will learn how the LOH and LSOR are used to process service requests.

LSOR Volume II

Open LSOR Volume II to start the review. This is an important beginning to understanding the LSOR. **Do not skip** the review of Volume II.

Read through the first three sections in the following order:

1. General
2. Definitions and Terms
3. Form Description

In the **General section**, pay particular attention to the following:

- Versioning
- Organization and Structure
- Forms Provided

In the **Definition and Terms section** you will find all the form names and a definition.

The **Forms Description section** is very important and critical to your understanding of the LSOR format and the business rules.

Review the following sections thoroughly.

- 3.1 Field Representation
- 3.2 Reqtyp and Activity (Codes)
- 3.3 Activity Definitions

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LSOR, Continued

LOH Section 3

Now that you are familiar with LSOR Volume II, next you will go back and review additional content in the LOH Section 3.

In addition to the product information, this section contains information about the required forms you learned about in LSOR Volume II. It also covers the order activities and required proprietary forms to process service requests in the AT&T 9-State region.

- Open your copy of LOH Section 3: Ordering and go to:
  - Reqtyp T, scroll down to locate **PBX & DID Resale Service**.
  - Reqtyp E Non-Complex, scroll down to locate **Hunting**.
  - Reqtyp E Complex, scroll down to locate **Foreign Exchange**.
  - Reqtyp K, scroll down to locate **Frame Relay and MegaLink®**.
  - Reqtyp R, scroll down to locate **Bell South® Channelized Trunks® Service (Trunks)**.

All the information for these products is located in these sections. You have already reviewed the product information.

Now you will learn about the required Local Service request (LSR) forms for the specific service request.

- Go to Ordering Forms/Screens. The chart illustrates the required, conditional and optional forms/screens. Detailed information follows to assist you in filling out these forms/screens.
- Identify the required and conditional forms for all of the products listed above.
- Write down the required form names. This will be used in the next activity.

Important Notes:

- Do not review the RCO section in the LOH. This information is duplicated in the current version of the LSOR Volumes III and IV. This training uses the LSOR as the primary resource.

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LSOR, Continued

LSOR Volumes III and IV

Now that you are familiar with LSOR Volume II and LOH Section 3, next you will review Volumes III and IV. These volumes contain information regarding the forms you learned about in Volume II.

The information for each form is as follows:

- Form Description
- Form Entries (Alphabetical/Numeric Cross Reference Glossary)
- Form Fields

Step	Action
1	Go the Section 6 for the Local Service Request (LSR) and read **Section 6.1**, **LSR Form Description**.
2	Next review the **Section 6.2, LSR Form Entries** paying attention to the Alphabetical/Numeric Cross Reference Glossary. The numbers in the Glossary refer to the numbers on the forms.
3	The numbered LSR form follows the Glossary. **Print a copy of the LSR form**. This will be used later in this training.
4	Now go to **Section 6.3, LSR Form Fields**. Each field is numbered to correspond to the numbered form. You will be learning about this in detail the next activity.
5	Read through the information for the first field **CCNA** on the LSR form noting the content. As you learned in LSOR Volume II, the content includes: • Usage and Matrix • Notes • Conditions • Data Entry Conditions • Data Characteristics • Field Length • Field Example

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LSOR, Continued

Activity Instructions

Now that you are familiar with the format of the content of LSOR Volumes III and IV, you are ready to learn about the forms you will be using to process service requests for AT&T Complex Business Products.

This activity is designed to teach you how to use your resources to populate the required order forms for the following types of requests:

- Reqtyp T, PBX & DID Resale Service
- Hunting
- Reqtyp E Complex, Foreign Exchange
- Reqtyp K, Frame Relay and MegaLink®
- Reqtyp R, Bell South® Channelized Trunks® Service (Trunks)

To complete this activity, you will:

- Use the LSOR to identify the required, conditional, and optional (R/C/O) fields in each section of the form.
- Use three different colored highlighters to mark each field as either Required, Conditional or Optional. You can use any other method you prefer. The objective is to easily identify the required, conditional and optional fields.
- Read through the conditions and field entries for each field.
- When you have completed this activity, you should have a numbered form that clearly indicates at-a-glance the condition of the fields.

Note: You may need multiple copies of some of the forms, print them as you identify the need.

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LSOR, Continued

Reqtyp T Activity

This activity covers DID & PBX Resale Service, Reqtyp T. Follow the steps below to complete this activity.

Note: For this activity you will go through each form required for this request. This includes the following forms you identified earlier:

- Local Service Request (LSR)
- End User (EU)
- DID/PBX Resale Service (DPR)

Step	Action
1	In LSOR Volume III, locate Chapter 6, Local Service Request (LSR) form.
2	Print the numbered LSR form.
3	Starting with the first field: • Mark the LSR form R/C/O fields with the highlighters. • Read the form field information. • Review the Matrix for the specific Reqtyp noting the required, prohibited and conditional entries based on Activity.
4	In Volume III of the LSOR, locate Chapter 8, End User (EU) form.
5	Print the numbered EU form.
6	Starting with the first field: • Mark the EU form R/C/O fields with the highlighters. • Read the form field information. • Review the Matrix for the specific Reqtyp noting the required, prohibited and conditional entries based on Activity.
7	In Volume IV of the LSOR, locate Chapter 23, DID/PBX Resale Service (DPR).

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LSOR, Continued

Reqtyp T Activity, continued

8	Print the numbered DPR form.
9	Starting with the first field: • Mark the DPR form R/C/O fields with the highlighters. • Read the form field information. • Review the Matrix for the specific Reqtyp noting the required, prohibited and conditional entries based on Activity.

Transition

Now you know about the required forms and the field information for DID & PBX Resale Service, Reqtyp T. Next you will learn about the Hunt Group Information (HGI) Form.

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LSOR, Continued

Hunt Group Information (HGI) Form

This activity covers Hunting. Follow the steps below to complete this activity.

Note: Since you have already reviewed the LSR and EU forms in detail, you will focus only on the hunting-specific form here.

Step	Action
1	In Volume III of the LSOR, locate: • Chapter 7, Hunt Group Information (HGI).
2	Print the numbered HGI form.
3	Starting with the first field: • Mark the HGI form R/C/O fields with the highlighters. • Read the form field information. • Review the Matrix for the specific Reqtyp noting the required, prohibited and conditional entries based on Activity.

Transition

Now you know about the required forms and the field information for Hunting. Next you will learn about Foreign Exchange, Reqtyp E Complex.

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LSOR, Continued

Reqtyp E Complex Activity

This activity covers Foreign Exchange, Reqtyp E Complex. Follow the steps below to complete this activity.

Note: Since you have already reviewed the LSR and EU forms in detail, you will focus only on the product-specific form here.

Step	Action
1	In Volume III of the LSOR, locate Chapter 15, Resale Service (RS) FX form.
2	Print the numbered RS FX form.
3	Starting with the first field: • Mark the RS FX form R/C/O fields with the highlighters. • Read the form field information. • Review the Matrix for the specific Reqtyp noting the required, prohibited and conditional entries based on Activity.

Transition

Now you know about the required forms and the field information for Foreign Exchange Reqtyp E Complex. Next you will learn about Frame Relay and MegaLink® Service, Reqtyp K.

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LSOR, Continued

Reqtyp K Activity

This activity covers Frame Relay and MegaLink® Service, Reqtyp K. Follow the steps below to complete this activity.

Note: Since you have already reviewed the LSR and EU forms in detail, you will focus only on the product-specific form here.

Step	Action
1	In Volume III of the LSOR, locate Chapter 16, Resale Private Line Service (RPL).
2	Print the numbered RPL form.
3	Starting with the first field: • Mark the RPL form R/C/O fields with the highlighters. • Read the form field information. • Review the Matrix for the specific Reqtyp noting the required, prohibited and conditional entries based on Activity.

Transition

Now you know about the required forms and the field information for Frame Relay and MegaLink® Service Reqtyp K. Next you will learn about Bell South® Channelized Trunks® Service (Trunks), Reqtyp R.

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LSOR, Continued

Reqtyp R Activity

This activity covers Bell South® Channelized Trunks® Service (Trunks), Reqtyp R. Follow the steps below to complete this activity.

Note: Since you have already reviewed the LSR and EU forms in detail, you will focus only on the product-specific form here.

Step	Action
1	In Volume III of the LSOR, locate Chapter 19, Digital Trunking Resale Service (DTR).
2	Print the numbered DTR form.
3	Starting with the first field: • Mark the DTR form R/C/O fields with the highlighters. • Read the form field information. • Review the Matrix for the specific Reqtyp noting the required, prohibited and conditional entries based on Activity.

Transition

Now you know about the required forms and the field information for Bell South® Channelized Trunks® Service (Trunks), Reqtyp R. Next you will learn about the manual forms.

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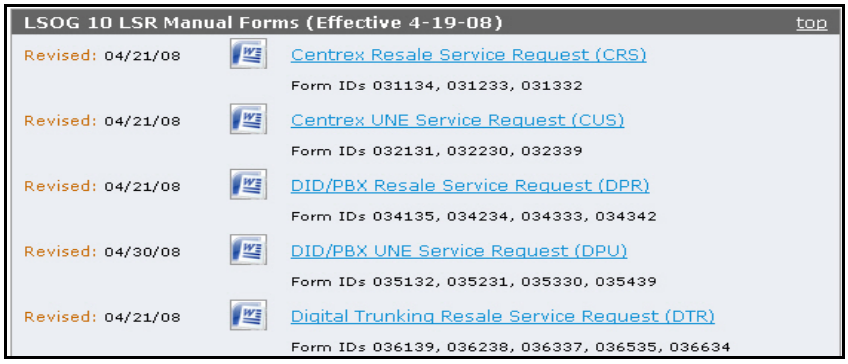
Ordering Forms

LSR Manual Form Templates

LSR Manual Forms are available as templates. You can download them to your PC and enter the order information. To obtain the manual form templates, complete the steps below.

Step	Action
1	Go to the CLEC Handbook.
2	Click Handbook for Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee.
3	Click on Forms & Templates.
4	Click on Manual Forms. **Note.** The effective date will change to reflect updates.
5	Scroll down to the current version of the LSOG 10 LSR Manual Forms section. 
6	Scroll through the list and download the required forms to the desktop of your workstation: • Local Service Request (LSR) • End User Service Request (EU) • DID/PBX Resale (DPR) • Hunt Group Information (HGI) • Resale Service (RS) FX • Resale Private Line (RPL) • Digital Trunking Resale (DTR)

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LSR Ordering Exercise 1

Introduction to Exercises

Now that you have learned about the LSOR and the manual form templates used to process requests, you will complete a practice exercise.

You will type the information on the forms you downloaded earlier.

Instructions

First, review the following scenario to determine what LSR Manual Forms are necessary to complete the end user's request. Then make sure the forms are available to you on your PC.

Note: If a Directory Listing (DL) form is required for this example you will not fill out a DL form for this exercise.

Field details provided in the scenario are for illustrative purposes only. Not all required fields are included. If required information is not available in the scenario, you can populate with your own information.

In some instances, the scenario will include fields that state "Your Choice," so that entries can conform to CLEC preferences.

Use appropriate resources to complete the fields accurately. (i.e., CLEC Online, USOC Lookup tool, LOH, LSOR, etc.)

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LSR Ordering Exercise 1, Continued

Scenario – PBX Resale Service

This request is for a change from Loop Start to Ground Start.

Field Details:

- Billing Account Number is 555Q551234555 (or your own).
- End User is Joe Carter Inc, with Primary Location of 450 Camino Ramon, BLDG 2, Floor 12, Suit 23A, Anytown MS 99999
- Local Contact is Ed Smith at 800 555-6006
- Location Quantity is 2 (multiple addresses)
- End User address 1 is located at 450 Main St, Anytown, MS 99999.
- End User address 2 is located at 499 James St, Anytown, MS 99999.
- Requested due date is 12/15/2008.
- Company Code and CCNA, use your own.
- Full Migrations converting all lines to a new account.
- Retain all listings.
- Initiator is Robert Jones at 800 555-6002, fax number 555 555-6005 and email address is AAA@Name.com.
- PIC and LPIC is 0000 (or your choice).
- 5ESS CO
- Facility ECCKT1 is 50.ABCD.504471..SB
- Trunk Group Number is 123.

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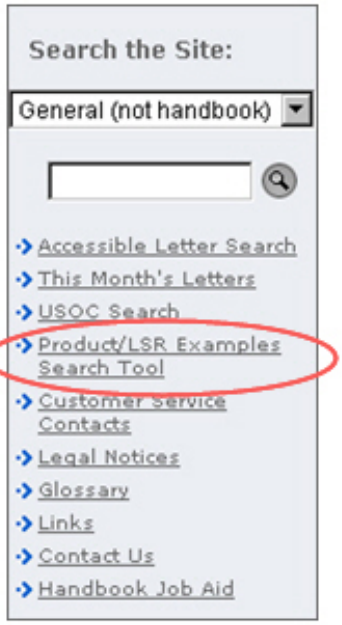
LSR Ordering Exercise 1, Continued

Check Your Answers

Now that you have completed filling out the LSR forms, review your answers with the LSR order examples available in the CLEC Online.

CLEC Online houses LSR order examples to assist you in completing service requests. The examples were used to create the exercises in this course. They are the answer keys and allow you to verify your answers to the exercises.

The examples are another reference resource to use on the job. Access the examples by following the steps below:

Step	Action
1	Go to the CLEC Handbook.
2	Scroll down to locate the Search the Site block on the lower right-hand side of the page.
3	Click on Product/LSR Examples Search Tool. 

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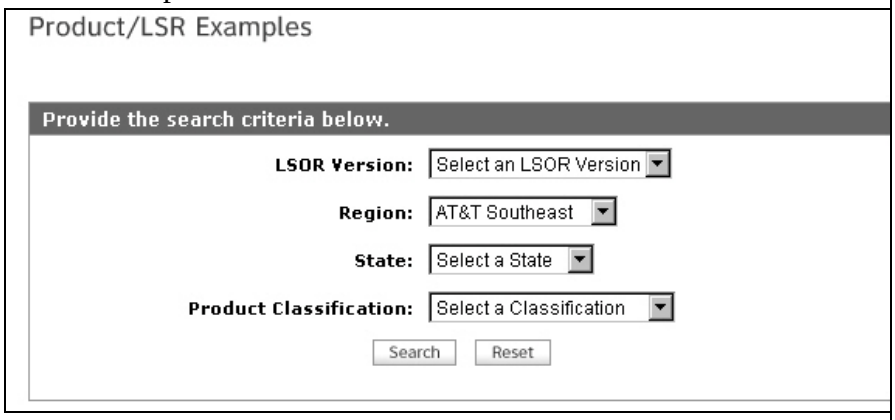
LSR Ordering Exercise 1, Continued

Check Your Answers, continued

Step	Action
4	You will be presented with a search criteria screen as shown below.  Enter the details of your request to find examples: • **LSOR Version:** Select the **current LSOR** version from the drop-down menu. • **Region:** Select AT&T Southeast from the drop-down menu. • **State:** Select the applicable State from the drop-down menu. • **Product Classification:** Select Resale from the drop-down menu. The Product field appears next. • **Product:** Select DID/PBX Resale. • Click on the Search button.
5	• A list of examples for the selected product will appear. • Locate the **SE – Change from Loop Start to Ground Start – PBX Resale** example. • Click and open the example and review your answers.

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LSR Ordering Exercise 1, Continued

Transition

How did you do? Take a moment to reflect on the exercise you just went through. Go back to your reference materials in the LSOR if necessary.

Next, you will learn about Frame Relay.

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LSR Ordering Exercise 2

Instructions

First, review the following scenario to determine what LSR Manual Forms are necessary to complete the end user's request. Then make sure the forms are available to you on your PC.

Note: If a Directory Listing (DL) form is required for this example you will not fill out a DL form for this exercise.

Field details provided in the scenario are for illustrative purposes only. Not all required fields are included. If required information is not available in the scenario, you can populate with your own information.

In some instances, the scenario will include fields that state "Your Choice," so that entries can conform to CLEC preferences.

Use appropriate resources to complete the fields accurately. (i.e., CLEC Online, USOC Lookup tool, LOH, LSOR, etc.)

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LSR Ordering Exercise 2, Continued

Scenario – Frame Relay Private Line

This request is for a change order to upgrade the port and circuit speed to 1536K.

Field Details:

- Billing Account Number is 555Q551234555 (or your own).
- End User is Jeanne Smith Inc, with Primary Location of 450 Camino Ramon, BLDG 2, Floor 12, Suit 23A, Anytown MS 99999
- Local Contact is Ed Smith at 800 555-6006.
- Location Quantity is 2 (multiple addresses).
- End User address 1 is located at 450 Main St, Anytown, MS 99999.
- End User address 2 is located at 499 James St, Anytown, MS 99999.
- Requested due date is 12/15/2008.
- Company Code and CCNA, use your own.
- Full Migrations converting all lines to a new account.
- Retain all listings.
- Initiator is Robert Jones at 800 555-6002, fax number 555 555-6005 and email address is AAA@Name.com.
- PIC and LPIC is 0000 (or your choice).
- 5ESS CO
- Facility ECCKT (1) is 50.ABCD.504471..SB
- Facility ECCKT (2) is 50.EFGH.504471..SB
- Trunk Group Number is 123.

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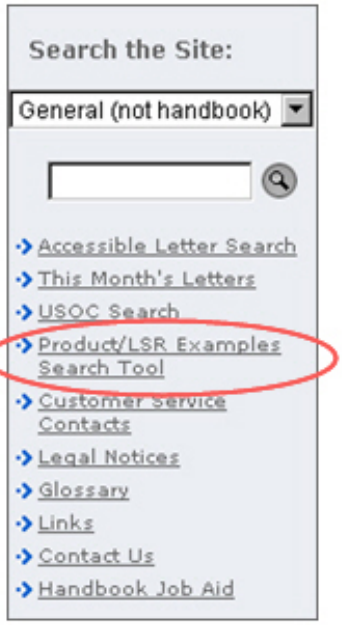
LSR Ordering Exercise 2, Continued

Check Your Answers

Now that you have completed filling out the LSR forms, review your answers with the LSR order examples available in the CLEC Online.

CLEC Online houses LSR order examples to assist you in completing service requests. The examples were used to create the exercises in this course. They are the answer keys and allow you to verify your answers to the exercises.

The examples are another reference resource to use on the job. Access the examples by following the steps below:

Step	Action
1	Go to the CLEC Handbook.
2	Scroll down to locate the Search the Site block on the lower right-hand side of the page.
3	Click on Product/LSR Examples Search Tool. 

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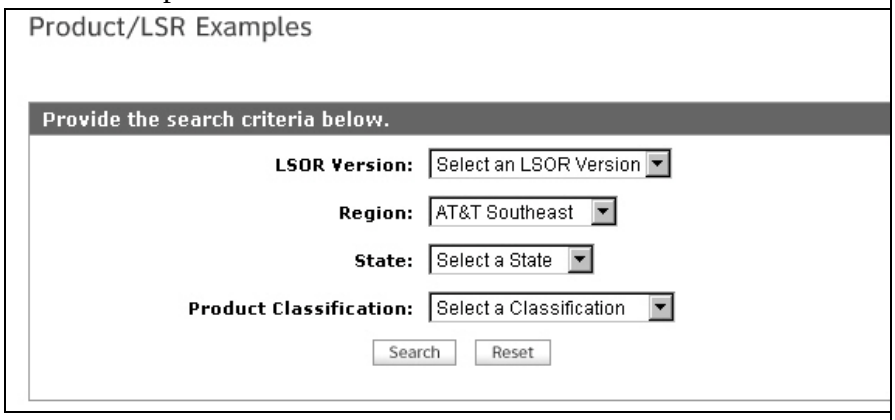
LSR Ordering Exercise 2, Continued

Check Your Answers, continued

Step	Action
4	You will be presented with a search criteria screen as shown below.  Enter the details of your request to find examples: • **LSOR Version:** Select the **current LSOR** version from the drop-down menu. • **Region:** Select AT&T Southeast from the drop-down menu. • **State:** Select the applicable State from the drop-down menu. • **Product Classification:** Select Commercial Agreement from the drop-down menu. The Product field appears next. • **Product:** Select Frame Relay Private Line Resale - SE. • Click on the Search button.
5	• A list of examples for the selected product will appear. • Locate the **Change Order to Upgrade Port and Circuit Speed – Frame Relay Resale** example. • Click and open the example and review your answers.

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LSR Ordering Exercise 2, Continued

Transition

How did you do? Take a moment to reflect on the exercise you just went through. Go back to your reference materials in the LSOR if necessary.

You will now work through a MegaLink® Service exercise.

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LSR Ordering Exercise 3

Instructions

First, review the following scenario to determine what LSR Manual Forms are necessary to complete the end user's request. Then make sure the forms are available to you on your PC.

Note: If a Directory Listing (DL) form is required for this example you will not fill out a DL form for this exercise.

Field details provided in the scenario are for illustrative purposes only. Not all required fields are included. If required information is not available in the scenario, you can populate with your own information.

In some instances, the scenario will include fields that state "Your Choice," so that entries can conform to CLEC preferences.

Use appropriate resources to complete the fields accurately. (i.e., CLEC Online, USOC Lookup tool, LOH, LSOR, etc.)

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LSR Ordering Exercise 3, Continued

Scenario - MegaLink® Service

This request is a new connect for MegaLink® Private Line Resale.

Field Details:

- Billing Account Number is 555Q551234555 (or your own).
- End User is John Doe, with Primary Location of 450 Camino Ramon, BLDG 2, Floor 12, Suit 23A, Anytown MS 99999.
- Local Contact is Ed Smith at 800 555-6006.
- Location Quantity is 2 (multiple addresses).
- End User address 1 is located at 450 Main St, Anytown, MS 99999.
- End User address 2 is located at 499 James St, Anytown, MS 99999.
- Requested due date is 12/15/2008.
- Company Code and CCNA, use your own.
- Initiator is Robert Jones at 800 555-6002, fax number 555 555-6005 and email address is AAA@Name.com.
- PIC and LPIC is 0000 (or your choice).
- 5ESS CO

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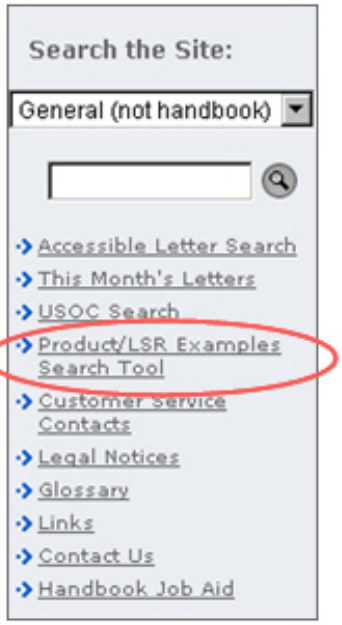
LSR Ordering Exercise 3, Continued

Check Your Answers

Now that you have completed filling out the LSR forms, review your answers with the LSR order examples available in the CLEC Online.

CLEC Online houses LSR order examples to assist you in completing service requests. The examples were used to create the exercises in this course. They are the answer keys and allow you to verify your answers to the exercises.

The examples are another reference resource to use on the job. Access the examples by following the steps below:

Step	Action
1	Go to the CLEC Handbook.
2	Scroll down to locate the Search the Site block on the lower right-hand side of the page.
3	Click on Product/LSR Examples Search Tool. 

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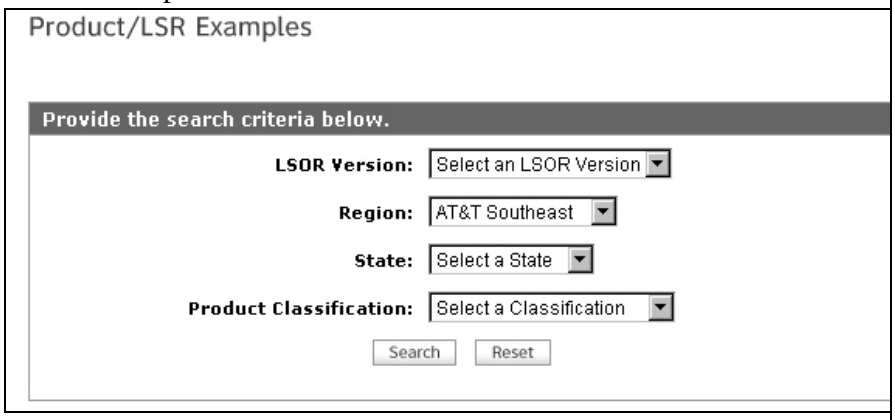
LSR Ordering Exercise 3, Continued

Check Your Answers, continued

Step	Action
4	You will be presented with a search criteria screen as shown below.  Enter the details of your request to find examples: • **LSOR Version:** Select the **current LSOR** version from the drop-down menu. • **Region:** Select AT&T Southeast from the drop-down menu. • **State:** Select the applicable State from the drop-down menu. • **Product Classification:** Select Commercial Agreement from the drop-down menu. The Product field appears next. • **Product:** MegaLink® Private Line Resale (SE). • Click on the Search button.
5	• A list of examples for the selected product will appear. • Locate the **SE - New Connect MegaLink® Private Line Resale** example. • Click and open the example and review your answers.

Transition

How did you do? Take a moment to reflect on the exercise you just went through. Go back to your reference materials in the LSOR if necessary.

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Conclusion

You Have the Knowledge!

Congratulations! You are now equipped with the tools you need to successfully process accurate AT&T Complex Business Products!

Using the reference material and resources available, you are now able to:

- Locate product information for AT&T Complex Business Products and Services with 100% accuracy.
  - Hunting
  - PBX Trunks
  - Direct Inward Dialing (DID)
  - Foreign Exchange (FX)
  - Frame Relay (a.k.a. Fast Packet Services)
  - MegaLink® Service (a.k.a. Private Line)
  - Bell South® Channelized Trunks® Service (a.k.a. Digital Trunking)
- Demonstrate the use of the reference materials and forms used in ordering AT&T Complex Business Products and Services with 100% accuracy.
- Complete three written exercises with 100% accuracy [self-assessed].
- Access and use the appropriate form(s) to order the following AT&T Complex Business Products with 100% accuracy:
  - Hunting
  - PBX Resale Service – Reqtyp T
  - DID Resale Service – Reqtyp T
  - Foreign Exchange (FX) and AT&T SE Foreign Central Office (FCO) – Reqtyp E Complex
  - Frame Relay (Fast Packet Services) – Reqtyp K
  - MegaLink® Service – Reqtyp K
  - Bell South® Channelized Trunks® Service (Trunks) – Reqtyp R
  - Complete three practice exercises for AT&T Complex Business Products with 100% accuracy [self-assessed].

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