



Storing, Navigating, and Printing Your User Guide

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Storing, Navigating, and Printing Your User Guide

Opening the LEX User Guide

You can access the LEX User Guide using one of two resources:

- **LEX Online Help:** You can also access the current version of the LEX User Guide through the online help built into the LEX application. This allows you to quickly access the most up-to-date information.
- **CLEC Online Web site:** The CLEC Handbook section of the CLEC Online Web site provides many instructional documents and reference materials, including the LEX User Guide. Past and current versions are available. You choose the version to review.

Opening the guide using the LEX Online Help system

For additional information about LEX online help, see the section *LEX Online Help* in Chapter 2, *Introduction*.

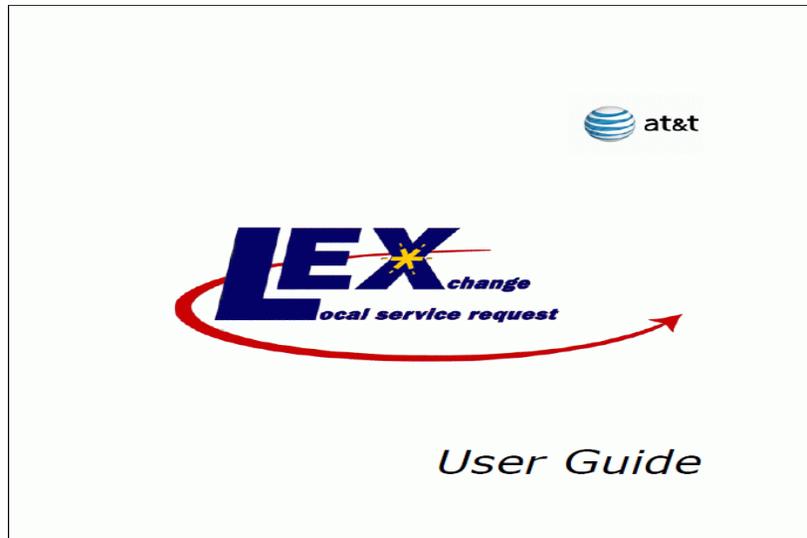
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2. **Click the User Guide button, depicted by the book at the top of the window.**

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Opening the guide using the CLEC Online Web site

1. **Using your Web browser, open the CLEC Online Web Site, located at <https://clec.att.com/clec>.**
2. **In the button menu on the left side of the window, click CLEC Handbook.**
3. **Select the Handbook option for your state.**
4. **Select User Guides/Tech Pubs, Ordering, Local Service Request Exchange (LEX).**
5. **Click the current User Guide you want to review.**

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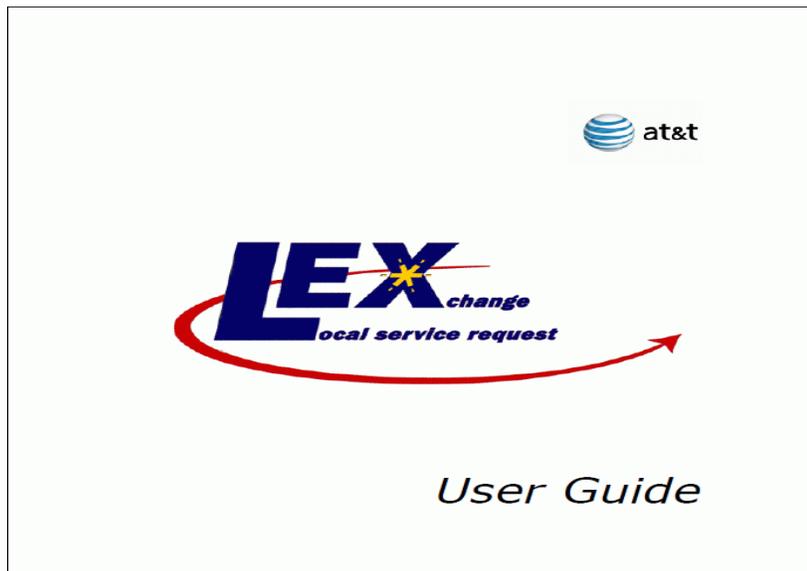


Note:

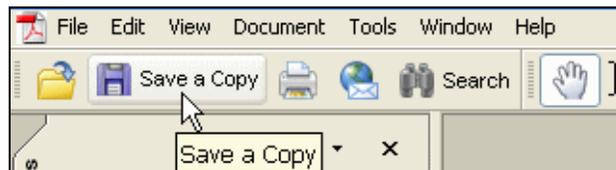
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1. **Open the version of the LEX User Guide you want to save to your hard drive using one of the two methods described in *Opening the LEX User Guide*.**

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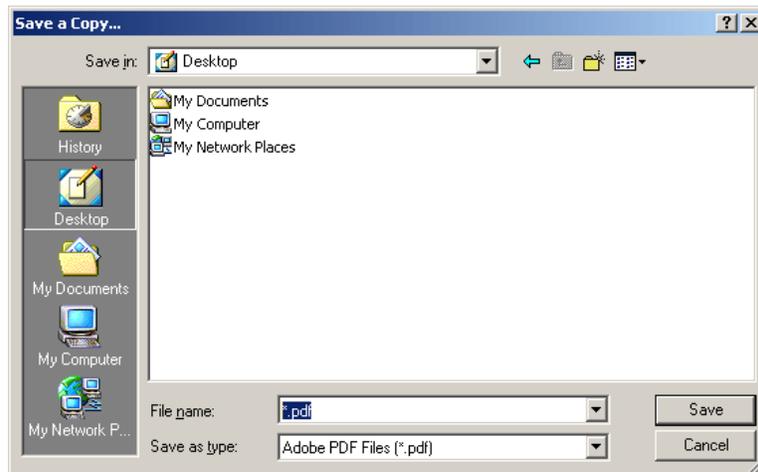


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— This Adobe icon is labeled on your desktop with the user guide name.

- 5. To access the document, double-click the icon on your desktop.**



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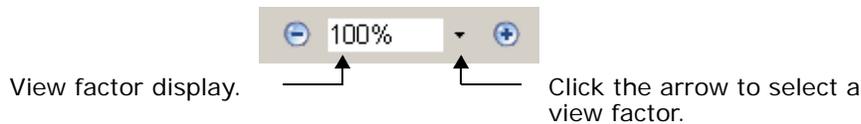
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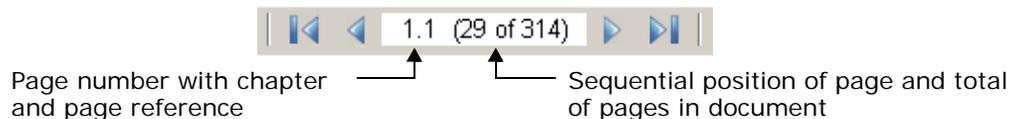
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Links



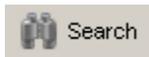
In the Table of Contents and the Index, you will find each item is a hyperlink that takes you to the referenced text. Click the **Tools** menu, **Basic, Hand Tool** option to activate the Hand tool, or click the Hand tool on the toolbar. Using the Hand tool, move it until the hand changes to a pointing finger, then click. The document will open to the page where the referenced text is located.

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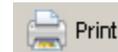
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Search

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User Guide

Volume I

Issued 03/09/15

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Revision History

LEX User Guide issue date 03/09/15

The following list summarizes changes to the LEX user guide for the March 21, 2015 release. It incorporates all revisions since the last issue released on July 20, 2013.

Chapter or Appendix	Section	Page #’s	Detail on Revision(s)
	Cover Sheet		Modify release date to March 21, 2015. Update issue date as needed.
	Table of Contents		Modify to incorporate revisions.
	Revision History		Modify to incorporate revisions made to User Guide between issue dates 05/31/13 and 03/09/15.
	Global Documentation Update		Global documentation update to remove/revise all references to the SNET Region: Change all references to ‘13-States’ to ‘12-States’ and ‘22-States’ to ‘21-States’; Remove all references to ‘Connecticut’.
Chapter 1	Related Information	1.7	In “Additional Resources,” add note regarding Telcordia® and Common Language® as registered trademarks of iconectiv, etc.
Chapter 2	System Requirements	2.2 - 2.3	Remove Hardware Requirements and Software Requirements sections.
Chapter 2	Browser Tips	2.17	In “Browser Compatibility,” remove reference to Software Requirements section, as this section is being removed from the documentation.
Chapter 2	LEX Online Help	2.26	In “Search Panel,” replace illustration depicting Hardware Requirements screen in the LEX Online Help, as this section is being removed from the User Guide and Online Help.



Revision History

LEX User Guide issue date 03/09/15

Chapter 3	Getting Started	3.3	In “Accessing LEX,” replace illustration of the regional map to reflect removal of the AT&T Connecticut option.
Appendix E	LEX Forms - Directory Listings Form	E.11	In “Directory Listings Form,” replace illustration to reflect removal of the DNO field (East Region only field).
Index		I.1 - I.10	Modify to incorporate revisions.

About This Guide

This chapter describes the purpose and content of the LEX user guide and directs you to related information that will assist you in processing LSRs.

A large, white, sans-serif numeral '1' is centered within a vertical gray bar that runs down the right side of the page.

CHAPTER

Purpose

The purpose of the guide is to assist you in learning to use the Local Service Request Exchange (LEX) application to process Local Service Requests (LSRs). Both experienced and inexperienced users can use it. New users may want to read the entire manual; experienced users may just need to look up specific functionality using the comprehensive index.

Throughout the guide, you'll find illustrations of LEX data-entry areas. These illustrations are intended to help you learn how to use the LEX application and to demonstrate how to perform LEX procedures. For business rules associated with using LEX, consult the most current AT&T Local Service Ordering Requirements (LSOR) for business requirements.



Note:

AT&T regularly publishes Accessible Letters to provide information about LEX and other AT&T OSS applications. Information in Accessible Letters may supersede the content of this User Guide, even when distributed after the issue date of this Guide. Accessible Letters are available on the CLEC Online Web site.

Organization

This User Guide is divided into the following parts:

Revision History

Provides details on all changes and additions to the user guide since the last update.

Chapter 1, About This Guide

Explains the purpose of this guide, details its organization; discusses any special notes, warnings, or conventions; and directs you to related information that will aid you in processing LSRs.

Chapter 2, Introduction

Discusses LEX and its installation requirements, how to connect to LEX, what the system hours and availability are, specific questions about Microsoft Windows®, and procedures for accessing LEX's online help.

Chapter 3, Getting Started

Discusses the Toolbar, logging on and logging off the Toolbar and LEX, and LEX application's graphical user interface (GUI).

Chapter 4, Pre-Order Integration

Discusses the interaction of Verigate (Pre-Order inquiries) during the create LSR process within LEX.

Chapter 5, Processing Local Service Requests

Provides you with step-by-step task-based instructions to perform procedures in LEX (e.g., Copying LSRs).

Chapter 6, Bulk Order Processing

Discusses the Bulk Order process for the AT&T Southeast Region.

Chapter 7, Data Reports

Explains how to generate reports using LEX and describes the selection criteria and the content provided with each report.

Appendix A, Glossary

Defines many of the terms used in LEX's application, online help, or this guide with which you may not be familiar.

Appendix B, Administrator IDs

Explains how to obtain an Administrator ID and details how to reassign LSRs from one user ID to another.

Appendix C, CLEC Profile Utility

Discusses the CLEC Profile Utility to allow information associated with a Company Code to be updated by the user.

Appendix D, LEX NPA Split Conversions

Provides details relevant to database conversions for NPA splits.

Appendix E, LEX Forms

Provides illustrations and descriptions of all LEX forms, including service forms and notifications.

The Index at the end of this guide helps you locate information which you may have trouble finding. An effort was made to include several different index entries for each section (e.g., Copying LSRs is indexed under both "LSRs, copying" and "Copying LSRs"). By scanning both the Index and Table of Contents you can familiarize yourself with the documentation available when you begin using LEX.

Conventions Used in This Guide

This user guide is intended to provide the information that you need to effectively submit LSRs using the LEX system. Information is presented in an easy-to-read format using predefined information types—such as steps, notes, and warnings—and conventions designed to clarify meaning and foster understanding.

Among these conventions, the LEX application and this user guide, for the convenience of discussion, refer to certain AT&T incumbent local exchange companies (ILECs) using pseudonyms when referring to them collectively:

AT&T West Region	<ul style="list-style-type: none"> • Nevada Bell Telephone Company, d/b/a AT&T Nevada • Pacific Bell Telephone Company, d/b/a AT&T California
AT&T Midwest Region	<ul style="list-style-type: none"> • Illinois Bell Telephone Company, d/b/a AT&T Illinois • Indiana Bell Telephone Company Incorporated, d/b/a AT&T Indiana • Michigan Bell Telephone Company, d/b/a AT&T Michigan • Ohio Bell Telephone Company, d/b/a AT&T Ohio • Wisconsin Bell, Inc. d/b/a AT&T Wisconsin
AT&T Southwest Region	<ul style="list-style-type: none"> • Southwestern Bell Telephone, L.P., d/b/a AT&T Oklahoma, AT&T Missouri, AT&T Kansas, AT&T Arkansas and AT&T Texas
AT&T Southeast Region	<ul style="list-style-type: none"> • AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee, collectively referred to as the "AT&T Southeast Region".

Other conventions employed throughout this user guide include:

- Keyboard keys and the names of LEX icons, fields, windows, folders, tabs, buttons, menus, and options appear in **bold, sans serif type**.
- Tasks you perform using LEX are presented as numbered, step-by-step procedures.
- Steps in task-based procedures are in **bold, sans serif type**.
- Procedures use illustrations to depict what you will see in LEX. Illustrations always follow the steps with which they correspond.

- Information that is of special significance to a topic, but is nonessential is presented as notes in *italic type*. Notes are preceded by this icon:



- Information critical to the operation of the system or that alerts you to potential problems is presented as warnings in ***bold, italic type***. Warnings are preceded by this icon:



- Page numbers are comprised of the chapter number followed by a period and the number of the page within the chapter. For example, this page is *1.5* because it is page 5 of chapter 1.
- The terms *LSR Workspace*, *LSR Tree*, *form*, *section*, *tab*, *dialog screen*, and *dialog* are used to describe data-entry areas and screen organization. For descriptions of these data-entry areas, see the sections *LSR Tree* and *LSR Workspace* in *Chapter 3, Getting Started*.

Related Information

Questions?

- Please direct all questions about specific order requests to your Service Representative in the Local Service Center (LSC).
- Direct all CLEC inquiries involving ordering activity, system navigation, and business rules via LEX to the Mechanized Customer Production Support Center (MCPSC) at **877-681-2271**. When calling, select Option 2. Then, on the ACD menu choose the region in which you are doing business.
- All system questions (i.e., access trouble, user ID and password assistance, problems with your remote connections, and so forth) should be directed to the IS Call Center at **314-235-7225**.
- Questions can also be directed to your Account Manager and OSS Support Manager.

Additional resources

The following additional resources are available to assist you in issuing LSRs to an AT&T Incumbent Local Exchange Carrier:

- **Local Service Ordering Requirements (LSOR)**
Contains Local Service Requests (LSR) field definitions and usage requirements.
- **CLEC Online Web Site**
Located at <https://clec.att.com/clec>, this Web site provides online access to the LEX User Guide and the LSOR.

■ **Accessible Letters**

Located on the CLEC Online Web site, these documents provide the most current information about business rules and changes to LEX and other AT&T OSS applications. In some cases, these documents may supersede information found in this User Guide.



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1

About This Guide

Related Information

Introduction

This chapter provides general information about LEX and the system environment.

2

CHAPTER



Overview

Affiliate companies of AT&T Inc. offer competitive local exchange carriers (CLECs) an online system to create and submit Local Service Requests (LSRs). That system is the Lsr EXchange System or LEX. A CLEC can order both Resale and Unbundled Network Element (UNE) services through LEX.

Today, online capture of LSRs simply makes good business sense. It creates more accurate documents and shortens the implementation time for orders. AT&T undertook this software development because some CLECs do not have the information systems infrastructure to do it on their own. LEX can also be an interim solution for CLECs who are developing their own software.

LEX uses graphical user interface (GUI) windows modeled after existing LSR forms. For detailed information about form and field usage, refer to your Local Service Ordering Requirements (LSOR).

While LEX retains all the information from the existing paper LSR forms, that information extends over several onscreen data-entry areas, which are referred to as forms and sections. For example, individual sections exist for the detail, service, and end user portions of an LSR. You can view forms and sections in the LSR Workspace by clicking them in the LSR Tree.

LEX is part of the AT&T Operational Support Systems (OSSs). As such, it works together with other components to distribute service requests to the necessary business units, coordinates installation and provisioning of activities, and provides tracking throughout the service order process. LEX sends the LSRs you've issued to the downstream AT&T OSSs.

System Requirements

LEX is a browser-based application designed for use in the Windows® environment. Launched from the AT&T Web Toolbar, LEX is accessible through secure HTTP (HyperText Transport Protocol) over the extranet direct LAN (Local Area Network) or dial-up connection and the Internet.

Your Web browser must be set to check for new versions of stored pages at every visit to a page. Instructions for setting this option are provided in *Browser Tips, Checking for newer versions of stored pages*. For more information about Internet Explorer versions and 128-bit encryption, visit the Microsoft Internet Explorer Download Web page:

<http://www.microsoft.com/Windows/ie/downloads/recommended/128bit/default.asp>

Specific versions are required for LEX to operate properly. For a complete list of supported software versions, refer to the table in *Appendix 6 of the Competitive Local Exchange Carrier Operations Support System Interconnection Procedures*, located on the CLEC Online Web site. Follow the steps below to access the document:

1. **Using your Web browser, open the CLEC Online Web Site, located at <https://clec.att.com/clec>.**
2. **In the button menu on the left side of the window, click CLEC Handbook.**
3. **Select the Handbook option for your state.**
4. **From the menu, select OSS, then Operations Support Systems.**
5. **In the OSS Documentation list, click General.**
6. **Click AT&T OSS Interconnection Procedures to open the document.**

2.2

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Connecting to LEX

Before you as a CLEC can access the OSSs of any AT&T Incumbent Local Exchange Carrier (ILEC) company, you must complete a 21-State CLEC Profile. Your Account Manager will supply you with this form. After completing the form, return it to your Account Manager, who will then authorize access by signing the form and forwarding it to the Information Services Call Center (IS Call Center). Your Account Manager will also facilitate the assignment of your user ID and password.

After you've been assigned a user ID and password, you will be able to connect to LEX through the Toolbar using the following URL (Uniform Resource Locator), commonly known as Internet address. Your Account Manager can instruct you about dial-up and direct-connect access alternatives.

Access method

URL

If you're reaching the AT&T network via one of the AT&T RAFs (Remote Access Facility) or via the internet:

<https://osstoolbar.att.com>

Contact your Account Manager for any issues encountered during the logon procedure.

Password Procedures

The AT&T Toolbar serves as a point of “common access” to AT&T applications. After entering your user id and password to logon to the Toolbar, you may access all applications on the Toolbar without logging on again. In order to obtain a user id and password, contact AT&T Customer Support and request a Toolbar User Id Request Form.

Logging onto the Toolbar

In order to access the Toolbar through your web browser, go to the web address provided to you by your account representative. When the logon screen is displayed, type in your user id and password. For security reasons the password is not displayed on the screen. Select the OK button to initiate the logon process.

If you enter the password incorrectly, a message will be displayed and you may try again. If three (3) consecutive attempts fail, then the Toolbar exits automatically and your user id will be revoked. If you do not remember your password, you may call the AT&T Customer Support group for assistance.

If your password has expired, a message will be displayed and the change password window will appear to allow you to change your password.

If your user id has been revoked, a message will be displayed and the Toolbar will exit. In this event, call the AT&T Customer Support group to have your user id reinstated.

After you have logged on successfully, a toolbar will be displayed with buttons for each AT&T application to which you have been granted access. On the main login page, you will be displayed application news items (if any) for each AT&T application to which you have been granted access. You will also be displayed system status items (if any) related to system availability, outages, etc.

Changing Password

The Change Password window is displayed at logon when your password has expired or when change password is selected from the Options menu. In order to change your password, enter your old password and then enter the new password twice in order to verify that it was entered as intended. For security reasons the

2.4

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passwords will not be displayed on the screen. If an invalid password format is entered, a message will be displayed, and you may attempt to change your password again.

Password Format

- A valid password must be 6-8 characters in length and contain at least one letter.
- It must also contain at least one digit (0-9) in a position other than the first or last character; it may additionally contain a number in the first and/or the last position if desired.
- A valid password cannot contain a space or a tab character and may not be completely blank.
- It must not contain the user's complete user id.
- The same character cannot occur in three consecutive positions in the password.
- The password must differ from the user id by at least three positions.
- The new password must differ from the previous password by at least two positions.
- Passwords may not be reused for at least six (6) months.
- A user cannot change their password within seven (7) days of the last change.
- The new password must not contain a sequence of three (3) or more characters from the previous password.

Expired Password

The Toolbar requires that you change your password at least once a month. If it has been at least 60 days since you changed your password, you will receive a message when you log in requesting that you change your password before continuing.

Revoked User ID

If you do not logon to the Toolbar for at least 90 days, your user id will be revoked. In this event, please call the AT&T Customer Support group to have your user id reinstated.

System Availability and Support

Hours of Business

During the hours listed below, LEX is available for business. Each morning, LEX is unavailable while system maintenance is performed. On the first Sunday of each month, LEX will have an extended downtime for regular Toolbar maintenance.



Note:

Be sure to complete your work in LEX before system maintenance begins. LEX will log out all logged-in users during the maintenance period. If you are logged in during this time, you may lose unsaved work.

LEX Weekly Schedule	LEX Hours - Central Time (CT)
AT&T 12 State	
Monday through Friday	5:00 a.m. - 1:00 a.m. Next Day
Saturday	5:00 a.m. - 12:00 a.m. Midnight
Sunday	4:00 a.m. - 1:00 a.m. Monday
First Sunday of the Month	8:00 a.m. - 1:00 a.m. Monday
AT&T Southeast Region	
Monday through Friday	3:00 a.m. - 12:00 a.m. Midnight
Saturday	3:00 a.m. - 9:00 p.m.
Sunday	9:00 a.m. - 11:00 p.m.
AT&T 21 State	
Monday through Friday	3:00 a.m. - 1:00 a.m. Next Day
Saturday	3:00 a.m. - 12:00 a.m. Midnight
Sunday	4:00 a.m. - 1:00 a.m. Monday
First Sunday of the Month	8:00 a.m. - 1:00 a.m. Monday
<i>Hours may vary due to holiday and other OSS availability issues. See "Holiday and other OSS availability" for more details.</i>	

2.6

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Note:

LEX Pre-Order issuing will be bound to Verigate, LASR availability and other back end systems.

CLECs will be able to create LSRs and launch the Verigate pre-order system, but any transaction done in the Verigate screens will be bound to its availability timings. Verigate will display messages to let the user know that the pre-order system is unavailable.

CLECs users will be able to issue but any transaction done in LASR will be bound to its availability timings, business as usual, transactions will be held until LASR is available.

To view a list of the business hours of other OSS applications, follow these steps:

1. **Using your Web browser, open the CLEC Online Web Site, located at <https://clec.att.com/clec>.**
2. **In the button menu on the left side of the window, click CLEC Handbook.**
3. **Click the Handbook option for your state.**
4. **From the menu, select OSS, then Operations Support Systems.**
5. **In the OSS Documentation list, click Operating Hours.**
6. **Click OSS Hours of Operation to open the document.**

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Introduction System Availability and Support

IS Call Center

The IS Call Center is the single point of contact to assist in answering questions and resolving issues such as expired passwords, application and network problems, and the installation and configuration of software.

IS Call Center Contact Information	
Phone Number	314-235-7225
Fax Number	314-331-1577
Hours	Monday through Friday 7:00 a.m. - 5:00 p.m. Central Time (CT)
<i>Hours may vary due to holiday and other OSS availability issues. See "Holiday and other OSS availability" for more details. Off-shift hours are covered by pager.</i>	

Mechanized Customer Production Support Center

The Mechanized Customer Production Support Center (MCPSC) assists CLECs with questions about order activity, system navigation, and business rules.

MCPSC Contact Information	
Phone Number	877-681-2271
Hours	Monday through Friday 8:00 a.m. - 5:30 p.m. Central Time (CT)
<i>Hours may vary due to holiday and other OSS availability issues. See "Holiday and other OSS availability" for more details. Off-shift hours are covered by pager.</i>	

Customer Care Center Responsibilities

Are you unsure which AT&T Customer Care Center you should call? A document to help you decide is available on the CLEC Online Web site. This document describes the responsibilities of the IS Call Center, the Mechanized Customer Production Support Center, and the Local Service Center (LSC). Follow the steps below to access the document.

1. Visit CLEC Online at <https://clec.att.com/clec>.
2. From the button menu on the left side of the window, select Getting Started, then CLEC Customer Service Contacts.
3. Scroll to the section "Overview of the MCPSC, IS Call Center and LSC Customer Care Centers," where you'll find a link to the document.

Holiday and other OSS availability

The most up-to-date holiday and other OSS availability will be announced in CLEC accessible letters. It is also posted on the AT&T CLEC Online Web Site. Follow these steps to view the document that lists the hours when the OSS applications and Local Service Centers are available:

1. Using your Web browser, open the CLEC Online Web Site, located at <https://clec.att.com/clec>.
2. In the button menu on the left side of the window, click CLEC Handbook.
3. Click the Handbook option for your state.
4. From the menu, select OSS, then Operations Support Systems.
5. In the OSS Documentation list, click Operating Hours.
6. Click OSS Hours of Operation to open the document.

Graphical User Interface Tips

LEX, like other Web-based applications, is built upon the principles of Windows and GUI systems. Microsoft® Windows® is a Graphical User Interface (GUI), which means you can work with your computer by clicking buttons and dragging icons. You can also understand how the computer works by looking at its graphical display.

In the Windows environment, applications and documents open in rectangular areas on the screen known as “windows.” Because LEX works under the Windows environment, it runs in a window opened by your Web browser, allowing you to switch back and forth between LEX and other applications. Another benefit of the Windows environment is that once you’ve learned how to work with menus and buttons in one Windows application, you can use that knowledge in LEX.

The LEX documentation assumes you have some familiarity with Microsoft® Windows®. The intention of this tips section is to cover a few basic principles. Please see the user guide or online help of your Microsoft Windows software for more detailed instructions and documentation.

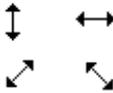
Using the mouse

In Windows applications, you use your mouse to maneuver your pointer around the application. You may use your mouse to:

Point	Move the pointer to a specified place on your screen.
Click	Press and release your mouse button.
Drag	Hold down your mouse button, move the mouse while holding button down, then release the mouse button.
Double-click	Press and release your mouse button twice in rapid succession.

Your primary mouse button is the left button on your two-button mouse. If you are left-handed, you may switch your mouse buttons in Windows Control Panel and then move your mouse to the left side of your workstation.

Your mouse pointer displays differently depending upon where it is in a window.

-  The standard selection pointer displays as an arrow pointing up and slightly to the left.
-  When you move your pointer close to the edge of the browser window or a column, it changes to a two-headed resize arrow.
-  A blinking I-beam indicates you've entered a text area, such as a field in the LSR Workspace of LEX, in which you can type or select text.
-  An hourglass denotes that the program is busy processing data.

Working with list boxes

Drop-down lists

In a list box, you enter information by selecting from a list of choices. In LEX, a list box is a field with a drop-down arrow attached that when clicked opens the list. It also represents an area containing many records that you may need to scroll through to view completely.

Fields that use drop-down list boxes have a downward-pointing arrow. When you click the arrow, known as the drop-down arrow, you can view the contents of the list box. The list box displays choices defined in the LEX database tables. By providing a list box, LEX enables you to scroll through a list of values and choose the correct value without having to remember what values go in specific fields.



Note:

*In LEX, drop-down choices for fields which are not required include (**BLANK**) which allows you to “deselect” a value after one has already been selected.*

Although you can scroll through a list of choices, you often know the information you want in the field. In this case, you want the quickest possible means of entering the information. Instead of clicking the drop-down arrow to open the list box, you can type directly into the field. As you type characters the list box scrolls. For example, if you want to select the state of Missouri from the list box, type **M** and the list box will scroll to Maine, the first state beginning with the letter M. Then, when you type **M** again, the list box scrolls to the next state beginning

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Introduction

Graphical User Interface Tips

with M. Continue to type **M** and when the field displays Missouri, you can tab to the next field. This is particularly helpful on longer lookup fields where you only need to type your first character one or two times and the value you need will display.

List boxes

A second type of list box exists in LEX. It resembles a table or grid, providing tabular information. You can sort by the different columns in this type of list box. Clicking the up or down arrow beneath a column heading sorts the list-box items by the value for that column. For example, if you are searching for an LSR and you click the up arrow in the **PON** column, it will sort by **PON** in ascending order. Clicking the down arrow in the **PON** column heading sorts by **PON** in descending order.

Click the up arrow in a column header to sort in ascending order.

Status	PON	VER	User ID	Last Activity D/T	End User Name	Service Type	Activity Type
New	AR5426-2	01	ar5426	01-12-2001 01:15 PM	John Doe	E-Resale	C-Change

Click the down arrow to sort in descending order.

Entering dates

In LEX, fields you use to enter dates are displayed as three boxes: month (**mm**), day (**dd**), and year (**yyyy**). Each box is a drop-down list that provides date-component selections. Using these boxes, select the month, day, and year of the date you need. All three boxes require a selection for a date to be valid. If any one date box is blank at the time the LSR is saved, that entire date field will be cleared, allowing you to correctly enter the date.

A LEX Date Field

Month, Day, and Year drop-down lists

mm dd yyyy

04 20 2002

Calendar button

You'll notice when you click the year drop-down arrow, the field contains few values. It only provides year choices that are within the eligible date range, generally as much as two years in the past or two years in the future. For example, when you conduct a search based on an LSR's **Last Activity Date**, you can only select the current year, the previous year, or the year two years before.

When you move the cursor from any of the boxes in a date field, LEX checks that the date you selected is valid. To be valid, a date must be an actual calendar date and must also meet the requirements of the particular field you're completing. Actual calendar dates are those in which the selected day exists in the selected month. For example, the dates February 30 and June 31 do not exist and are, therefore, invalid. Similarly, some fields prohibit past date. Therefore, in such fields, past dates are invalid. Should you select an invalid date, LEX will prompt you to choose a different date. To help you choose valid dates, date fields also provide an interactive calendar, which is described in the next section.

Calendar

 Adjacent to each LEX date field is a calendar button. Clicking this button opens an online, interactive calendar you use to select dates. The calendar displays one month at a time. Select a month and year, or click the >> (Next Month) and << (Previous Month) buttons to see different months.



Click the Refresh Date button to return to the calendar page of the selected date.

Click the Previous Month button to go back one month.

Click the Next Month button to go forward one month.

Choose a month using the drop-down list.

Choose a year using the drop-down list.

Ineligible dates are crossed out.

Selected date is highlighted.

Today's date is displayed.

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Today's Date : 04-20-2002

The calendar offers these interactive features:

- **Today's date is displayed at the bottom of the calendar.**
Availability of this feature is dependent upon the version of Internet Explorer you're using.
- **The selected date is highlighted in yellow.**
When you open the calendar, any previously selected date is highlighted in yellow. If you have not yet selected a date, today's date is highlighted.
- **Ineligible dates are crossed out.**
These dates are invalid selections for the date field that is currently active. For example, you can conduct a search based on **Last Activity Date**, but **Last Activity Date** must be today's date or a past date. This is because it is impossible for an LSR to have past activity that occurs in the future. For this reason, all dates beyond today's date are crossed out.
- **A full month is displayed on each page of the calendar.**
Change the displayed month by selecting a month and year from the drop-down lists at the top of the calendar. Alternatively, you can page through the calendar one page at a time by clicking the >> (Next Month) and << (Previous Month) buttons. If your mouse is equipped with a scroll wheel, you can page through the calendar by positioning the cursor over the month drop-list and rolling the scroll wheel.
- **The Refresh Date button returns the calendar to the selected date.**
After you've opened the calendar and viewed different pages, you can return to the page of the selected date by clicking <> (Refresh Date) at the top of the calendar. If you have not yet selected a date, you return to today's date.

Using the calendar to enter a date

1. **Click the calendar button adjacent to the date field to be completed.**
The calendar opens. The highlighted date is today's date or the date that was previously entered in the date field.
2. **Find the date.**
Choose a month and year by selecting from the drop-down lists at the top of the calendar or by turning the calendar pages, clicking the arrow buttons until you reach the correct month and year.
3. **Click the desired date to highlight and select it.**
4. **Click the X button on the calendar to close it and place the selected date in the date field.**

Entering telephone numbers

Like date fields, fields you use to enter telephone numbers are typically displayed as three boxes in LEX. Telephone number fields that accept ranges appear as four boxes. In each box, you type the correct numbers and other characters, if applicable. Some telephone number fields accept only numbers. Entering letters and other non-numeric characters in these fields will produce a data validation message when you exit the telephone number field.

As you type in each telephone number box, LEX counts the characters you type. It automatically advances the cursor to the next box when the box that you're completing reaches its maximum length. For example, in the **NPA** box, you can type three characters. Upon typing the third character, LEX advances the cursor to the **NXX** box. In the case of the final telephone number box, LEX will not advance to the next field when its maximum length is reached. Instead, the cursor remains in the last box until you press **Tab** to advance to the next field.

Example LEX Telephone Number Fields



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Introduction

Graphical User Interface Tips

Using a check box

The use of a check box is an alternative to a drop down list that would contain two values, “Yes” and “Blank”. If the check box is clicked, a check mark will appear within the box, which equates to a value of “Yes”. If the check box is not clicked, this equates to a blank and no value is attached to that field.

Example of a Check Box:



Example of a Check Box checked:



Browser Tips

LEX documentation assumes you have some basic knowledge of the Internet. The intention of this tips section is to cover a few fundamental principles. It also includes information about settings that provide optimum LEX performance. For more detailed instructions and documentation, please refer to your Web browser's online help.

Browser compatibility

To access a Web site or Web-based application on the Internet or the World Wide Web, you must have a browser. A browser is software that interprets HTML (hypertext markup language) code. It retrieves the content of a Web site, downloads it to your PC for translation, and sends your responses back to the Web site's server.

Many browsers are available, each providing different functionality. Some browsers are text-based. They can only interpret text and, as a result, only display text. Images contained in Web sites cannot be viewed using text-based browsers. Other browsers can interpret text and images, but are based on early HTML standards and provide minimal functionality. Still other browsers make use of the latest advances in Web technology and incorporate functionality not supported by other browsers. These variations among browsers mean that any Web site or Web-based application is interpreted and viewed many different ways across the Internet.

LEX has been designed for use with Microsoft Internet Explorer, employing functionality that's unique to the browser and provides optimum LEX usability. Internet Explorer is the only LEX-supported browser. Although it might be possible to access LEX using other browsers, the best, most reliable results are achieved using Internet Explorer.

Communication errors

While accessing LEX, like other Web sites and Web-based applications, you may periodically receive communication errors from your browser. Browsers return communication errors (known as HTTP Status Codes) for many reasons. The most common errors occur when there are problems with how a page is requested or with how the server processes a page request. These errors are numbered 4xx or 5xx, where xx is a number between 00 and 99. If you receive a browser communication error, log off LEX, close your browser, and log on to LEX again. If the problem persists, contact the IS Call Center.

Checking for newer versions of stored pages

To ensure you always connect to the most up-to-date LEX software, you must set your Web browser to check for newer versions of pages that you previously viewed. In Internet Explorer, the option that controls this behavior is known as **Check for Newer Versions of Stored Pages**. To view or change the option:

1. **Open Internet Explorer.**
2. **From the Tools menu, select Internet Options.**
3. **In Temporary Internet Files, click Settings.**

Settings for the **Check for Newer Versions of Stored Pages** option control how frequently Internet Explorer checks for newer pages. LEX requires that the option is set to one of the following choices. Choose the setting that best suits your needs:

- **Every visit to the page:** This setting causes Internet Explorer to check every time you view a page whether or not the page has changed since the last time you viewed it. If it has changed, Internet Explorer displays the new version of the page.
- **Automatically:** Rather than check a page each time you visit it, this option tells Internet Explorer to check for and display a newer version of a page only when it is a page you viewed during a different work session or on a different day. Because the system checks pages less frequently, this option may provide faster response time.

For more information about this and other temporary Internet file settings, refer to your Internet Explorer online help.

Display settings

Web browsers let you customize the appearance of Web pages by changing display options such as the font and font size of text. While such changes might make a Web page easier for you to read, particularly if you have limited or low vision, they also cause the page to display differently than the Web author or designer intended. In some cases, the results may be undesirable. Similarly, browser customization can affect the display of your LEX browser windows.

LEX windows have been designed to accommodate Internet Explorer's default text settings. At these settings, the windows will be optimally displayed. If your browser has been configured to display a different font or font size, you may notice that field labels are not properly aligned or that some fields are missing labels or parts of labels. If you experience difficulties such as these, your browser's display settings have been changed. Restore the default display settings to correct the problem. For a list of topics relating to fonts and display settings, go to your Internet Explorer Help Index and type *font*.

Configuring Internet Explorer Pop-up Blocker



Note:

This topic applies only to users of the Windows® XP operating system.

Pop-up Blocker is a security feature offered by Microsoft® Internet Explorer for the Windows® XP operating system. It helps protect your PC by blocking most pop-up windows. Since you may need to see the pop-up windows of certain Web sites, the feature allows you to name Web sites for which you want to allow pop-ups. To successfully launch LEX, you must configure Pop-up Blocker to allow pop-ups from the AT&T Web Toolbar. AT&T recommends using the following steps. For more information about Internet Explorer Pop-up Blocker, see your Internet Explorer online help or visit www.microsoft.com.

1. **Open Internet Explorer.**
2. **From the Tools menu, select Internet Options.**
The **Internet Options** window opens with the General tab displayed.
3. **Click the Privacy tab.**
4. **In the Pop-up Blocker section, verify whether or not Block Pop-ups is checked.**

If the option is not checked, Internet Explorer will permit AT&T Web Toolbar to send data to your PC. No further action is required. Please be aware, however, that other Web sites may also open pop-up windows that you do not want.

5. **If Block Pop-ups is checked, click the Settings button.**
The **Pop-up Blocker Settings** window opens.
6. **In the box "Address of Web site to allow," type *https://oss.att.com* and then click Add.**
The AT&T Web Toolbar URL, *https://oss.att.com*, is added to the list of allowed sites.
7. **Click Close to close the Pop-up Blocker Settings window.**
8. **In the Internet Options window, click Apply. Then, click OK to close the window.**
Your new settings should now be in effect for the current and subsequent work sessions.

LEX Online Help

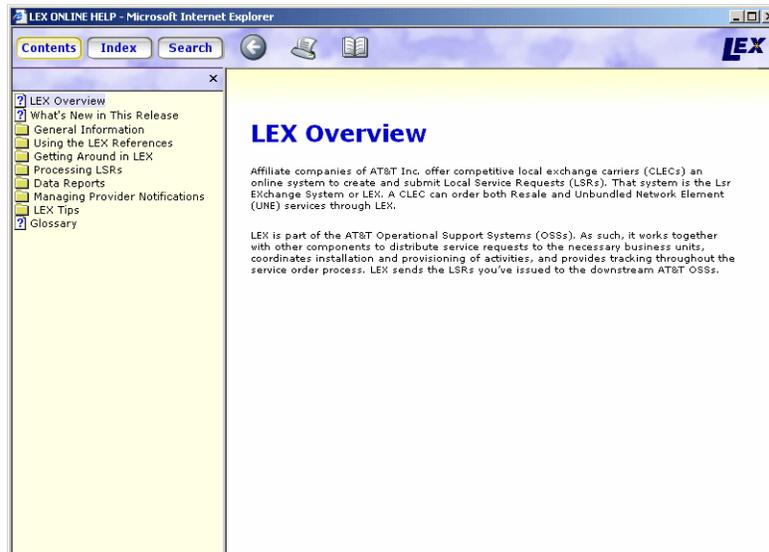
There are three levels of online help in LEX:

- **Help topics:** Provides instructions, definitions, and general LEX information.
- **Field-level help:** Describes all fields, both active and inactive (grayed out).
- **Micro-level help:** Displays the full name of a field in the LEX Desktop status bar with the field's data characteristics and usage.

Each of these help levels is discussed over the following pages.

Help topics

To access the LEX help topics, you select **Help Topics** from the **Help** menu. The system then opens the **LEX Online Help** browser window.

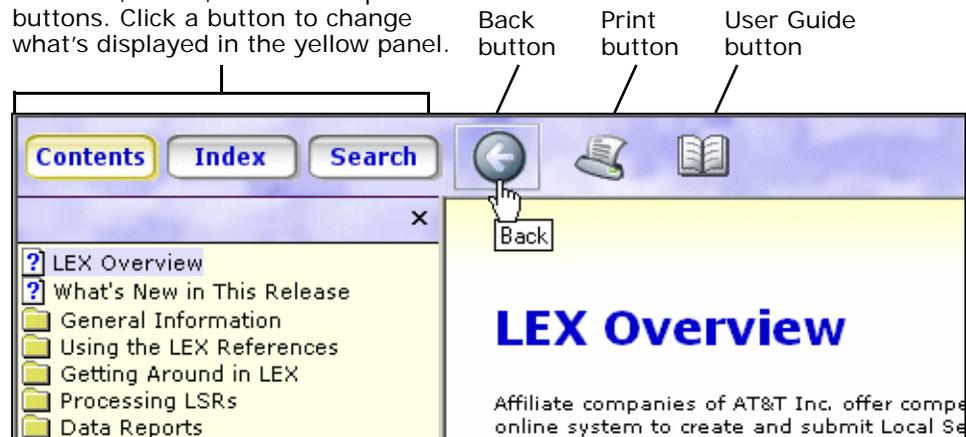


At the top of the LEX Online Help window, you'll find two sets of buttons. The panel buttons—**Contents**, **Index**, and **Search**—are used to explore the Help Topics. They control what is displayed in the yellow panel, on the left side of the browser window. When you click a button, it is highlighted in yellow to show it is the selected button. When you click a different button, the display changes. By again clicking the button that you first selected, you can return the yellow panel to its original display.

The other three buttons, when clicked, perform actions depicted by the button icons. When you hold your cursor over each icon, the button name appears to help you remember the action it performs, as illustrated in the picture below.

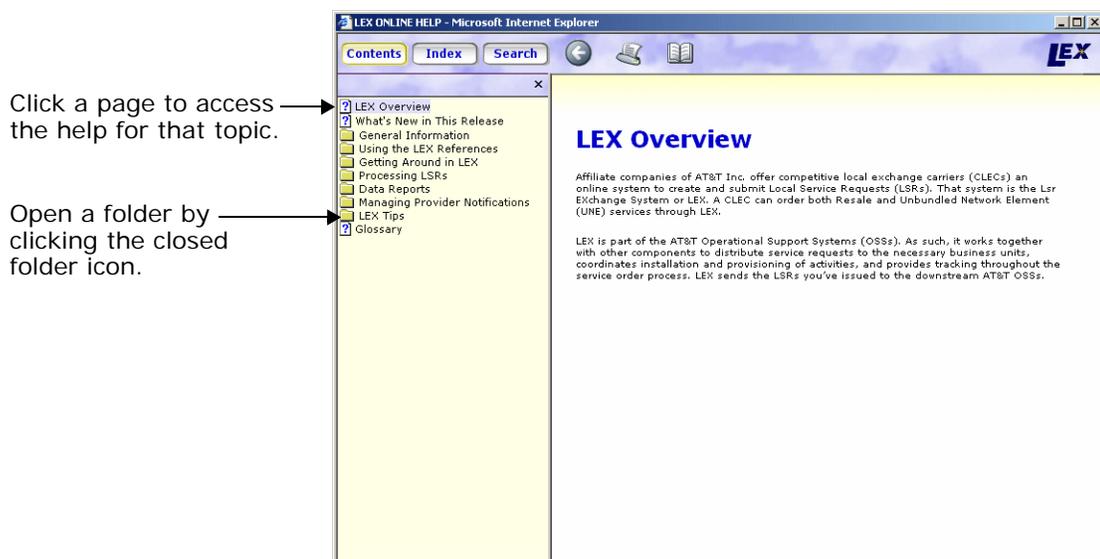
- The **Back** button returns you to the last topic you viewed.
- The **Print** button sends the displayed topic to your printer.
- The **User Guide** button opens an online copy of the LEX User Guide in Adobe's Portable Document Format (PDF).

Contents, Index, and Search panel buttons. Click a button to change what's displayed in the yellow panel.



Contents panel

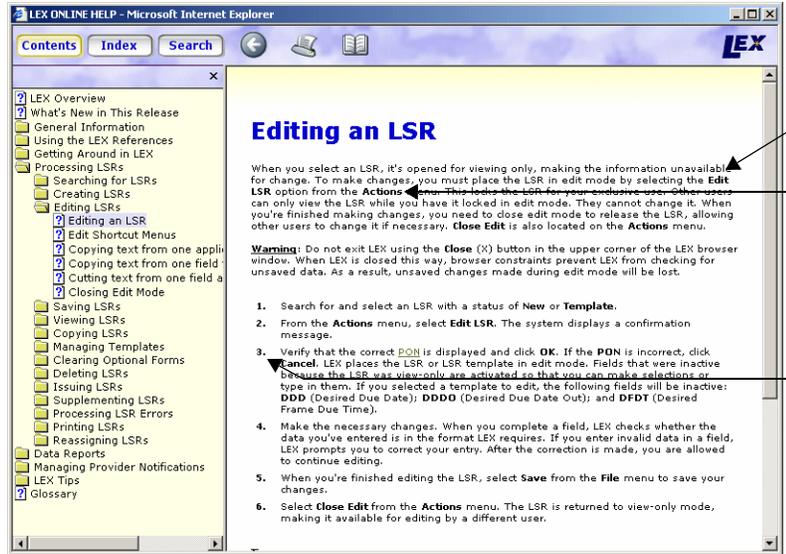
When you open the **Help Topics** option on the **Help** menu, the **Contents** panel is displayed. This panel contains general LEX information and step-by-step instructions that describe how to complete workflow tasks. Related topics are grouped together in folders and sub-folders. Click a folder to see what topics and sub-folders it contains. Topics are depicted as pages with turned-down corners. When you click a topic, it is presented in the adjacent panel, like the topic “LEX Overview” in the following illustration.



In topics that provide task-based instructions, the instructions are presented as numbered steps. Keyboard keys and the names of LEX icons, fields, windows, folders, tabs, buttons, menus, and options appear in **bold type**. In the following example, the “Editing LSRs” folder contains six topics related to editing. The topic “Editing an LSR” has been clicked so that it is visible. Notice the numbered steps and bold type.

2 Introduction

LEX Online Help



Bold type depicts LEX buttons, menus, and menu options.

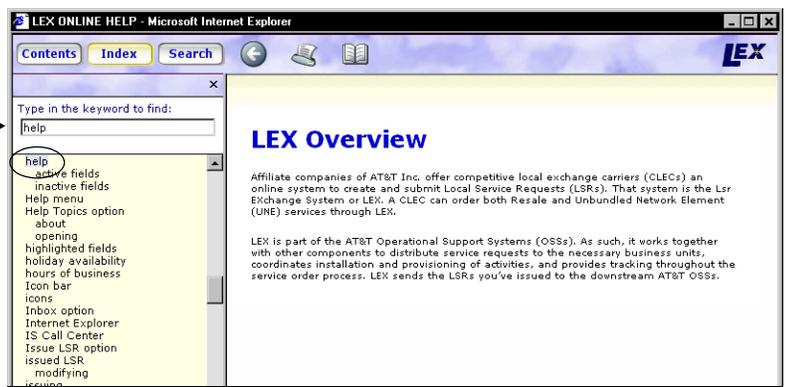
Steps are numbered.

Index panel

To search for specific subjects or topics of interest, click the **Index** button. The LEX **Index** displays a list of keywords related to LEX help topics. You can scroll through the list of keywords to make your selection, or you can type a word or phrase in the keyword box. As you type, the index scrolls to and selects the entry that most closely matches what you type. To view the topic, click the selected keyword. The topic will be displayed in the adjacent panel. At any time, you can click any keyword to view the related topic.

Type a topic of interest or keyword here.

The index scrolls to and selects the closest match.



Search panel

Click the **Search** button to display the LEX **Search** panel. This panel allows you to perform a complete search of the LEX help system using keywords, phrases, or field names. In the keyword box, type the word you want to find and press the **Enter** key on your keyboard. The help system begins searching all topics for the word. If the word is located, the **Search** panel lists all the topics in which the word was found. Click a topic to view it in the adjacent panel. If the word is not located, the **Search** panel displays the message, “No Topics Found.”

Type a keyword or topic of interest here. →

A list of topics displays here. →



Field-level Help

Finding help for active fields

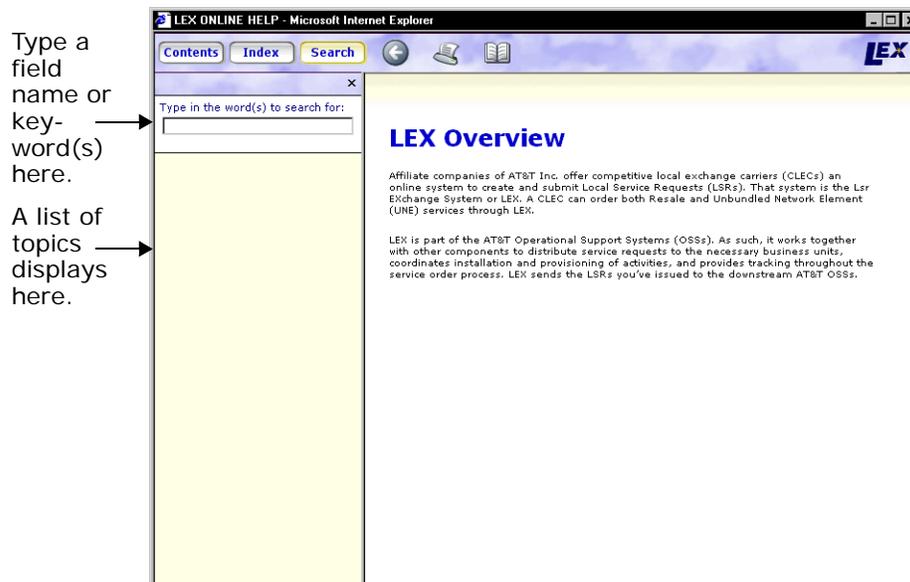
To access LEX field-level help for active fields (fields not grayed), place the cursor in the data field and press **F1**. LEX then displays a help topic that defines the field. It also lists data characteristics, valid entries for the field, one or more examples, and any notes that might be useful in entering data. Field-level help matches the LSOR fields and is modified with the LSOR updates.

Finding help for inactive fields

LEX contains help for all fields, both active and inactive (grayed out), although help for inactive fields is not accessed using **F1**. To view help for an inactive field, open **Help Topics** on the **Help** menu and conduct a search for the field, as described in the following steps. You can also use these steps to find help for any active field or topic containing the keywords you provide.

1. **From the Help menu, choose Help Topics.**
The LEX Online Help window opens with the **Contents** panel displayed.
2. **Click the Search button to display the Search panel.**
3. **In the keyword box, type a field name or other keyword(s). If the field name or keyword consists of more than one word, type *and* between each word.**

The **Search** panel lists all the help topics containing the field name or all the keywords you typed.

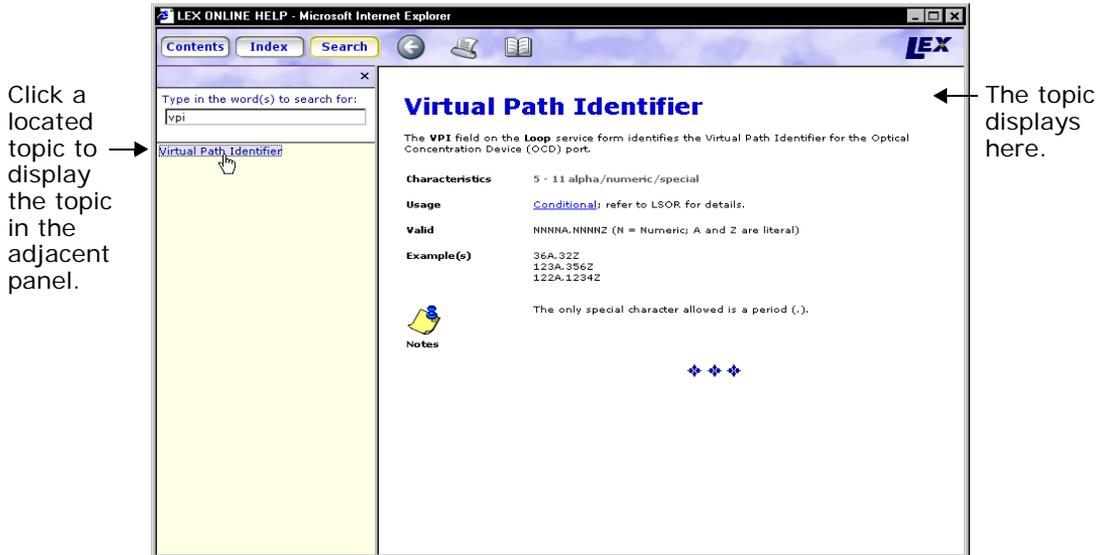


Note:

When you type “and” as part of a series of keywords, you tell the Help system to generate a list of topics in which each topic contains all the keywords. For example, if you were to type “white and blue” only topics containing both the words “white” and “blue” would be displayed.

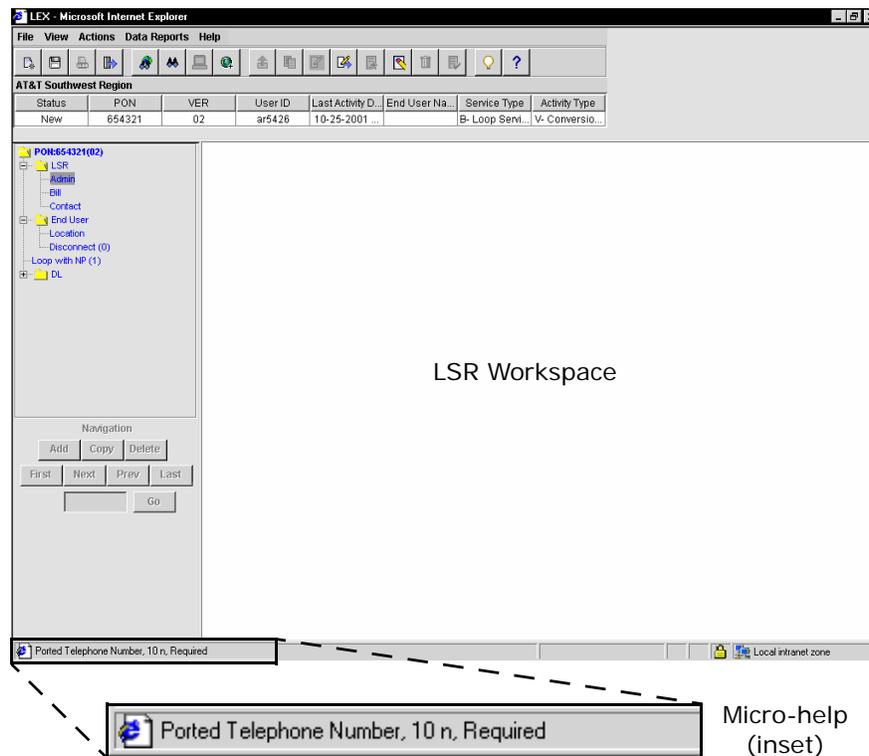
You may also choose to include “or” in your keywords. Using “or” tells Help to generate a list of topics in which each topic contains at least one of the keywords. Using the previous example, you might type “white or blue”. This example would display topics containing either the word “white” or the word “blue” or both.

4. Click the topic that you want to view.
The selected topic is opened in the adjacent panel.



Micro-level Help

When you place your mouse pointer in a data field, micro-help displays in the status bar of your LEX Desktop window. This micro-help is an expansion of the acronyms you see as headings for the fields on the various forms. It also lists the data characteristics and usages of each field. For example, if the mouse pointer is in the **PORTED NBR** field on the **NP Service** form, you will see “Ported Telephone Number, 10 n, Required” displayed in the status bar.



When you click in a field, LEX displays micro-help in the status bar of your LEX Desktop window.

Read Me file

Each time a new version of the LEX application is released, a Read Me file is issued as part of the release. This file contains a recap of the most significant changes included in the release. You'll also find links to other useful information, including summaries of past releases, system requirements, and information about how to access and use the LEX online help and user guide.

To view the Read Me file, select **View Read Me File** from the **Help** menu. The file is then opened and displayed in a separate browser window, as depicted in the following example. You can scroll through the content or click the links to jump to particular areas of interest.

Read Me Contents

This Readme file provides general LEX information. It supplements the LEX online help provided with the system and the user guide available through the CLEC Web Site. Click the links below to view the information.

[Release Highlights](#): Lists new and enhanced features and performance improvements available with this release.

[Request Types](#): Lists the request types available in LEX.

[Activity Types](#): Lists the activity types available in LEX.

[System Requirements](#): Lists hardware and software requirements.

[Online Help](#): Describes the LEX Online Help system.

[Online User Guide](#): Describes the LEX User Guide.

[Past Releases](#): Summarizes the features made available in previous LEX releases.

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Release Highlights ↑

With the July 20, 2013 Release, any enhancements and modifications to the LEX application for all regions (AT&T 13-State and AT&T Southeast Regions) are identified in the applicable Accessible Letters for that release and will no longer be identified in this section. Accessible Letter numbers and any applicable information will be found in the LEX TIPS under the HELP MENU. Accessible Letters can also be found on CLEC ONLINE at <https://clec.att.com/clec>, and click on the Accessible Letter Search link.

Request Types available in LEX ↑

Code	Description	Abbreviation
A -	Loop	LS
B -	Loop Service with Number Portability	LSNP
C -	Number Portability	NP
E -	Resale	RS
F -	Unbundled Local Switching Port	PS
J -	Directory Listings	DL
K -	Resale Private Line	RPL
M -	Port with Loop Port	PS
P -	Centrex Resale Service	CRS
R -	Digital Trunking Resale	DTR
S -	Digital Trunking Port with Loop	DTU
T -	DID/PBX Resale	DPR
U -	DID/PBX Port	DPU

Getting Started

*This chapter discusses how to
log on and off LEX and provides
an overview of the LEX graphical
user interface.*

3

CHAPTER



Accessing LEX

Toolbar on the Web

LEX is accessed through the AT&T Web Toolbar application after you have established an account with your Account Manager and requested user IDs for the application. You will then receive instructions to access Toolbar via a URL (Uniform Resource Locator) so that you can log on to access LEX. Talk with your Account Manager about access alternatives.

Access method	URL
If you're reaching the AT&T network via one of the AT&T RAFs or via the internet:	https://osstoolbar.att.com

If you encounter any problems during the logon procedure, contact the IS Call Center at 314-235-7225.

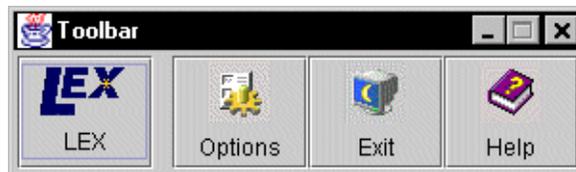
Launching LEX



Warning:

Clicking the LEX icon while LEX is running causes the application to be restarted. This can result in the loss of unsaved LSR data. If LEX is running and you have an LSR selected, be sure to save before restarting LEX.

1. **Log on to Toolbar.**
For instructions, refer to your Toolbar documentation.
2. **Click the LEX icon on the Toolbar.**



The operating system launches your Web browser, opening a separate browser window. This window serves as the LEX Desktop. Like your main browser window, you can resize the LEX browser window so that you can switch between

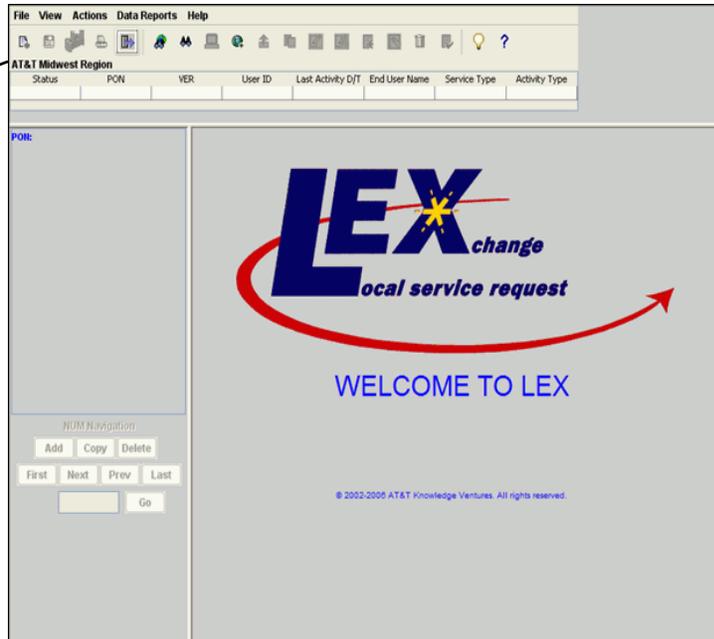
3

Getting Started

Accessing LEX

LEX and other applications. The LEX window does not, however, provide the menus and other navigational tools that you might be accustomed to seeing in your Web browser. Instead, LEX provides menus and icons specific to LEX functionality.

LEX displays the current region here.



If, however, your user ID has been defined to allow access to more than one region, you are first prompted to select the region in which you would like to work. In this instance, the **Select Region** dialog, pictured in the following illustration, displays in the LEX browser window in place of the LEX Welcome.

3.2

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As you move the cursor across the map, pop-up text, like this, displays the states in each region.



Select Region

Click a region on the map or a button that corresponds to the region. Then, click Submit.

AT&T Midwest Region AT&T Southwest Region
 AT&T West Region AT&T Southeast Region

3. **If you are a multi-region user, select a region for this work session.**
You can select a region in one of two ways. Click the button adjacent to a region name, or click a region on the map. As you move the cursor across the regions of the map, pop-up text displays the states that belong to each region.
4. **Click Submit.**
The LEX Welcome displays, showing the selected region in the LSR Header. When you've completed all work in the current region, you can switch to a different region without logging off and logging in to LEX again. Instead, use the **Change Region** option, located on the **View** menu, to change regions. For more information regarding changing regions, see *Changing Regions of Operation* in Chapter 5, *Processing Local Service Requests*.



Note:

Only one LEX browser session is allowed per user ID. If you attempt to log in to a workstation while logged in at a different workstation, the system will prompt you to choose whether or not to continue the session. If you continue, problems with editing and/or saving PONs may occur.

LEX application time-out

**Warning:**

Regularly save your work, as unsaved changes are lost if a LEX application time-out occurs.

If you've had LEX open but inactive for an extended period of time, generally two hours, LEX ends your work session, automatically logging you out of the system. This is referred to as a *time-out*. If after receiving a time-out you attempt to work in the system, you will receive a message prompting you to log in again: "Your session has timed out. Click OK to close all LEX windows, then login to LEX again." LEX also displays this message if you left a PON displayed in the LSR Workspace and LEX receives an update to the PON from another user or a downstream system. When you receive a time-out, you will not be able to process LEX transactions until you log in again.

A work session may also terminate (or time out) if your network connection is lost. Possible causes are interruptions in your company's internal network or a sudden change to your IP (Internet protocol) address, a number assigned to your PC for the purpose of locating it on the Internet. If you receive a time-out, exit the application and log in again to establish a new connection. If you are routinely logged out of LEX after a short duration, you may be experiencing a network connectivity issue. Contact your network administrator or the IS Call Center.

Exiting LEX

To exit LEX, you can select **Exit** from the **File** menu or click the **Exit** icon.

- 1. From the File menu, select Exit.**
The LEX application prompts you with the Exit confirmation message.
- 2. Click OK to end the LEX session or click Cancel to continue working.**
If you were editing an LSR and did not save your changes, the system will prompt you to save prior to closing. The LEX Desktop and all other browser windows, such as the **Search Results** window, are closed.

**Warning:**

Do not exit LEX using the Close (X) button in the upper corner of the LEX browser window. Although the LEX window will be closed, closing in this way can result in the loss of data, as browser constraints prevent LEX from checking for unsaved data prior to closing.

LEX Desktop

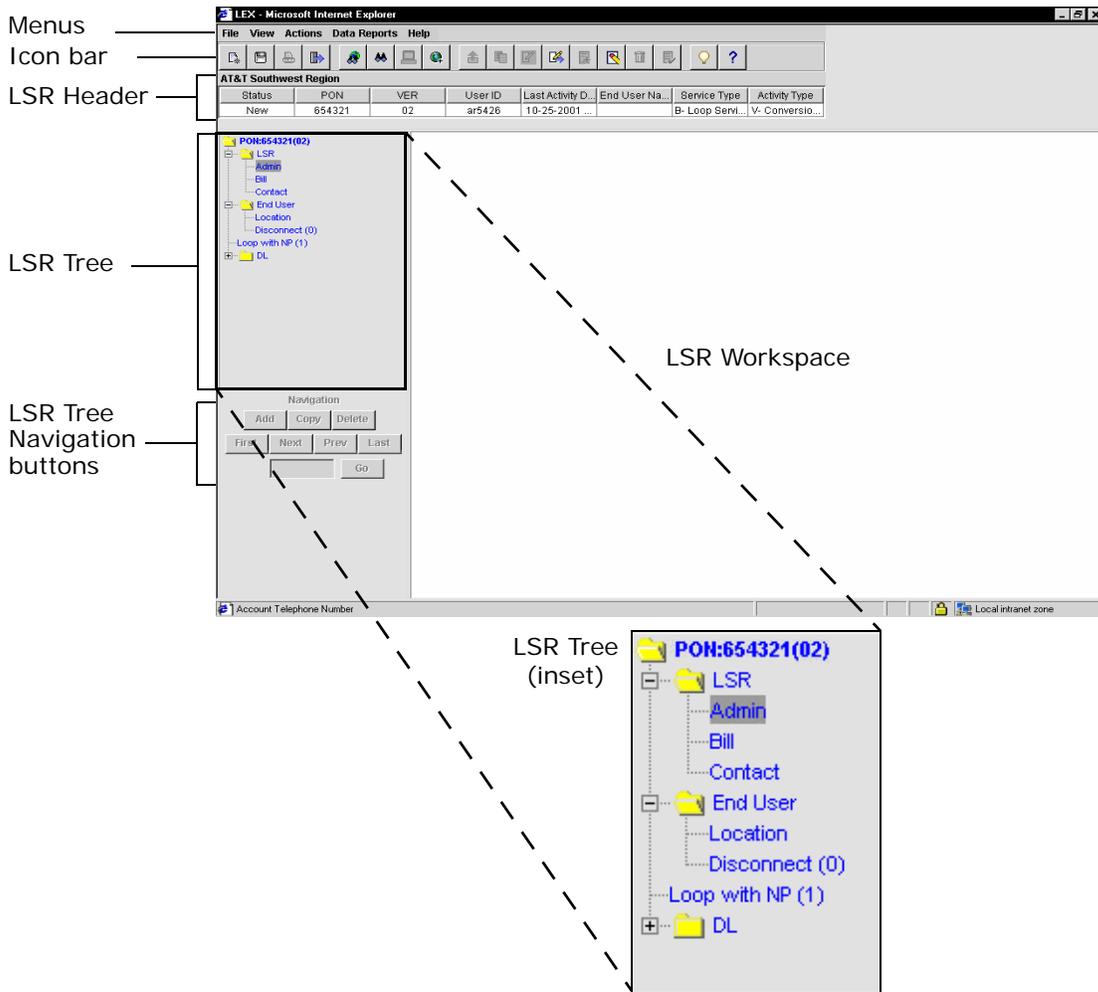
The LEX Desktop opens as a window in your Internet browser software. At the top of the LEX browser window, you'll find the title bar, which shows the name of the application. The window itself is partitioned into a number of areas. These areas are described below. Review the illustration on the next page to see where each one is located.

Menus	The pull-down menus File , View , Actions , Data Reports , and Help allow you to create and save documents, view and edit them, and perform various ordering and desktop activities. For more information about menu options, see the next section, <i>Menus</i> .
Icon Bar	The icon bar provides shortcut buttons to most menu options. See the section <i>Icon Bar</i> in this chapter for more details.
LSR Header	In the LSR Header, you'll find general information about the selected LSR—its status, PON, version, user ID, last activity date and time, end user name, service type, and activity type. For more information about the Header content, see <i>LSR Header</i> later in this chapter.
LSR Tree	The LSR Tree shows the various forms and sections that make up the selected LSR. You use the Tree to navigate these areas as you create and modify the LSR. For more information, see <i>LSR Tree</i> in this chapter.
LSR Tree Navigation buttons	Use these buttons to add, copy, delete, and navigate among forms and sections associated with line numbers (such as LNUMs, HNUMs, and DLNUMs). For more information about line numbers, see <i>Line number navigation</i> in the <i>LSR Tree</i> section of this chapter.
LSR Workspace	The LSR Workspace displays the form or section you select in the LSR Tree. The Workspace is the primary work area where you enter LSR data. For details, see <i>LSR Workspace</i> in this chapter.

3

Getting Started LEX Desktop

The LEX Desktop



3.6

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Menus

At the top of the LEX Desktop are the pull-down menus **File**, **View**, **Actions**, **Data Reports**, and **Help**. These menus allow you to create and save LSRs, view them, generate reports, and perform various desktop functions.



← The menu bar is located at the top of the LEX Desktop.

To view menu options, click a menu's name. The menu opens, showing its contents. With this menu open, you can move your cursor left and right over the other menus to view their options without having to click them. The last menu you open remains open until you close it. To close a menu, click it a second time, or click anywhere else on the menu bar.

File menu options



New LSR

The **New LSR** option allows you to create new LSRs. See *Chapter 5, Processing Local Service Requests, New LSRs* for more information.

Save

The **Save** option allows you to save changes to the selected LSR or a new LSR. See *Chapter 5, Processing Local Service Requests, Saving LSRs* for more information.

3

Getting Started

Menus

Print Forms

LEX's **Print Forms** option allows you to print one, several, or all of the forms of an LSR. See *Chapter 5, Processing Local Service Requests, Printing your LSR forms* for more information.

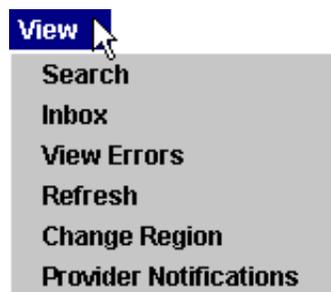
Bulk Ordering

The Bulk Ordering process allows for multiple LSRs to be created based upon a set combination of Service Type and Activity Type. This functionality is for the AT&T Southeast Region only.

Exit

You may close the LEX application by selecting the **Exit** option. See *Chapter 3, Getting Started, Exiting LEX* for more information.

View menu options



Search

This option provides you with the ability to use a specific set of criteria to initiate a search for matching LSRs throughout your company. See *Chapter 5, Processing Local Service Requests, Using LEX's Search Option* for more information.

You can save the results of your search. See *Chapter 5, Processing Local Service Requests, Saving your search results* for more information.

3.8

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Inbox

Selecting this option allows you to view and work your own LSRs under your user ID. It acts as a shortcut to conducting a search in which your user ID is the search criterion. All LSRs currently assigned to your user ID with a **Last Activity Date** during the previous seven days will be included. See *Chapter 5, Processing Local Service Requests, Inbox* for more information.

View Errors

This option provides a list of errors associated with an LSR. It is available when the selected LSR or its previous version contains errors. Errors occur when you attempt to issue an LSR and LEX determines that required data is missing or after an LSR has been issued and a downstream system determines it contains errors. For more information about using **View Errors** to see a list of fields that must be completed, see *Chapter 5, Processing Local Service Requests, Issuing LSRs*. For information about using **View Errors** to process Fatal or Super Fatal errors returned by the OSSs, see *Chapter 5, Processing Local Service Requests, Processing LSR Errors*.

Refresh

Use this option to update the onscreen content of a selected LSR. Choosing **Refresh** tells LEX to retrieve any new information that's been added to an LSR by other users or by OSSs since you opened it. This option is only available for LSRs not in edit mode. See *Chapter 5, Processing Local Service Requests, Refreshing an LSR* for more information.

Change Region

Use the **Change Region** option to switch among AT&T regions of operation during a work session. The active region displays in the LSR Header of the LEX Desktop. For more information about regions and how to change which one is active, see *Chapter 5, Processing Local Service Requests, Changing Regions of Operation*.

Provider Notifications

This option generates a list of all provider notifications received. You can view the list onscreen or print it. Using this option, you can also delete from the list notifications that are no longer needed. See *Chapter 5, Processing Local Service*

3

Getting Started

Menus

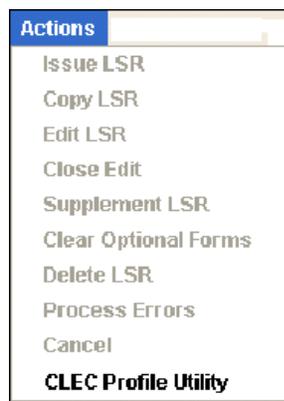
Requests, Managing Provider Notifications (AT&T 12-State Only) for more information.



Note:

Not applicable for the AT&T Southeast Region.

Actions menu options



The **Actions** menu contains all the options that allow you to make changes to existing LSRs. Only the options available for the selected LSR will be active.

Issue LSR

The **Issue** action allows you to issue an LSR. Issuing an LSR means you are releasing it for transmission to the OSSs to be processed and worked. See *Chapter 5, Processing Local Service Requests, Issuing LSRs* for more information.

Copy LSR

The **Copy LSR** action allows you to create a copy of another LSR or an LSR template. This menu option is useful when you have LSRs for multiple customers who, with a few exceptions, have identical information. Also, you may take this action when an LSR was created under the wrong **Activity Type**. This allows you to copy an LSR and change the **Activity Type** without retyping the LSR. You can also choose to copy only the administrative details of an LSR. See *Chapter 5, Processing Local Service Requests, Copying LSRs* for more information.

LSR templates are also created using the **Copy LSR** option. See *Chapter 5, Processing Local Service Requests, Creating an LSR template* for more information on templates.

Edit LSR

Use the **Edit LSR** action to update LSRs or template LSRs in your company. When you select **Edit LSR**, LEX locks the selected LSR so that other users cannot modify or delete the LSR while you're working with it. While an LSR is in edit mode, you can type data, change existing data, and copy, cut, and paste data from field to field. See *Chapter 5, Processing Local Service Requests, Editing LSRs* for more information.

Close Edit

Use the **Close Edit** action to finish editing an LSR. By selecting **Close Edit**, you tell LEX to unlock the LSR so that you can perform other actions on it, such as print or issue. Closing edit mode also makes the LSR available to other users so that they too can make changes to it. See *Chapter 5, Processing Local Service Requests, Closing edit mode* for more information.

Supplement LSR

The supplement feature allows you to make changes to a previously issued LSR. The **Supplement LSR** action can only be performed on LSRs with the status of Issued, Processed, Jeopardy, and FOC. The supplement process copies the LSR, records the supplement type, and increments the version number by one. The LSR is then available for updating. See *Chapter 5, Processing Local Service Requests (LSRs), Supplementing LSRs* for more information.

When you select **Supplement LSR**, you're presented with the following options:

- **Other Changes:** Allows you to modify any information on an LSR. See *Chapter 5, Processing Local Service Requests, Modifying an issued LSR* for more information.

- **Change Due Date/APPTIME Data:** Allows you to modify the following LSR fields: Desired Due Date (**DDD**), Desired Due Date Out (**DDDO**), Appointment Time DDD (**APPTIMEDDD**), Response Identifier (**RESID**), and Remarks. See *Chapter 5, Processing Local Service Requests, Changing due date and appointment data* for more information. (Fields may vary by AT&T Region.)
- **Cancel LSR:** Allows you to notify the OSS that work requested on an LSR that's been issued is no longer required. Subsequent versions of the LSR remain unchanged. See *Chapter 5, Processing Local Service Requests, Canceling an LSR* for more information.
LSRs in LEX not awaiting response from downstream OSSs, such as those in Post to Bill status, can be deleted. Deleting an LSR completely removes it from the system, preventing users from accessing it. If you want to delete a PON, use **Delete LSR** under the **Actions** menu. See *Chapter 5, Processing Local Service Requests, Deleting an LSR*, for step-by-step instructions.

Clear Optional Forms

The **Clear Optional Forms** action allows you to clear all data from one or more optional forms. Which forms are optional is determined by the **Service Type** and **Activity Type** of the selected LSR. **Clear Optional Forms** is enabled on the **Actions** menu when you attempt to do one of the following actions:

- Edit a new LSR that has never been issued.
- Update an existing template LSR.
- Make changes to an LSR during a supplement (supplement type 3).
- Process errors.

See *Chapter 5, Processing Local Service Requests, Clearing Optional Forms* for more information.

Delete LSR

LSRs in LEX not awaiting notification or confirmation from AT&T OSSs, such as those in Post to Bill status, can be deleted. Deletion removes it from the system so that it cannot be retrieved by users. If you want to delete an LSR, use the **Delete LSR** option under the **Actions** menu. See *Chapter 5, Processing Local Service Requests, Deleting LSRs* for more information.

LSRs awaiting response from AT&T OSSs, such as those in Issued status, can be canceled. Canceling an LSR notifies AT&T OSSs to cancel all provisioning. If you want to cancel a PON, use the **Supplement LSR** option on the **Actions** menu. **Supplement LSR** provides a secondary option to **Cancel**. See *Chapter 5, Processing Local Service Requests, Canceling an LSR* for more information.

Process Errors

The **Process Errors** action lets you correct LSR errors in LEX. LEX displays two types of error statuses: Fatal Error and Super Fatal. These error statuses on an LSR represent LSRs that have been returned to LEX from AT&T OSSs. For each error, an OSS provides LEX with the error code and a message that explains the error. LEX displays this information in the View Errors window. When it's received from the OSS, LEX will also provide the line number on which the error resides, the LEX field name, and the LEX form where the field is located.

Super Fatal errors are errors resulting from invalid data or the absence of key data that prevents further processing of the request. For instructions for processing errors for both error status codes (Fatal Error or Super Fatal), see *Chapter 5, Processing Local Service Requests, Processing LSR Errors*.

Cancel

The **Cancel** action is only available when LEX is displaying a dialog in the LSR Workspace. Like the **Cancel** button in any dialog, it allows you to discontinue a selected action and return to the previous data-entry area. For example, when you create a new LSR, LEX opens the **Create LSR** dialog so you can type a PON and select a service type. If you decided not to continue creating the LSR, you would click the **Cancel** button in the dialog. Or, you could instead select **Cancel** from the **Actions** menu.

Periodically, you will receive errors from your Internet browser due to communication problems. **Cancel** is especially helpful when this occurs. When a browser error is received, it will be displayed in the LSR Workspace so that you cannot continue. To continue working, select **Cancel**. The error will be cleared, returning the LSR Workspace to its previous state.

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Getting Started

Menus

CLEC Profile Utility

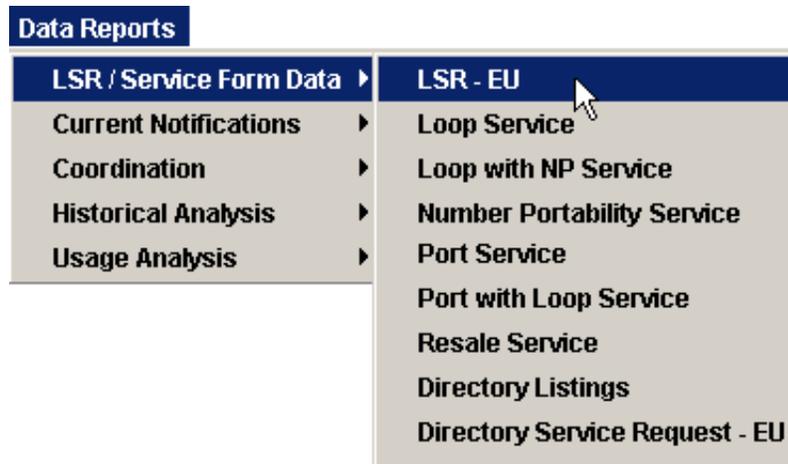
This function allows data associated with a company code to be updated by the user and used in the Create LSR process for pre-population of fields.



Note:

Browsers return communication errors (known as HTTP Status Codes) for many reasons. The most common errors occur when there are problems with how a page is requested or with how the server processes a page request. These errors are numbered 4xx or 5xx, where xx is a number between 00 and 99. If you receive a browser communication error, log off LEX, close your browser, and log on to LEX again. If the problem persists, contact the IS Call Center.

Data Reports menu options



The **Data Reports** menu is used to generate reports from LEX. When you open the menu, you are presented with a list of report categories. Each category is a sub-menu that contains related data reports. Place your cursor on a sub-menu to see the reports that are available. A complete list of reports is provided in *Chapter 7, Data Reports, How the reports are organized*. Detailed descriptions of reports as well as instructions to generate the reports are also included in *Chapter 7*.

LSR/Service Form Data

The **LSR/Service Form Data** sub-menu lists reports that provide data from the LSR and End User forms as well as various service forms, such as Loop or Port.

Current Notifications

The **Current Notifications** sub-menu lists reports that provide data from notification forms, namely, the FOC, SOC, Error, Jeopardy, and Post to Bill notifications.

Coordination

The **Coordination** sub-menu lists reports that provide data associated with transactions that may require coordination between your company and AT&T.

Historical Analysis

The **Historical Analysis** sub-menu lists reports that provide information that can be used to analyze and compare LSR and company data.

Usage Analysis

The **Usage Analysis** sub-menu lists reports that provide data summarizing the activities of LEX users.

Help menu options



LEX Tips

The LEX Tips option provides helpful hints and other information useful to operating the LEX application. See *Chapter 5, Processing Local Service Requests, Viewing LEX Tips* for additional information.

3

Getting Started

Menus

Help Topics

The **Help Topics** option opens the LEX Online Help browser window where you'll find two sets of buttons. The panel buttons—**Contents**, **Index**, and **Search**—are used to explore the Help Topics. The other three buttons, when clicked, perform actions depicted by the button icons. When you hold your cursor over each icon, the button name appears to help you remember the action it performs. See *Chapter 2, Introduction, LEX Online Help* for additional information about LEX's online help.

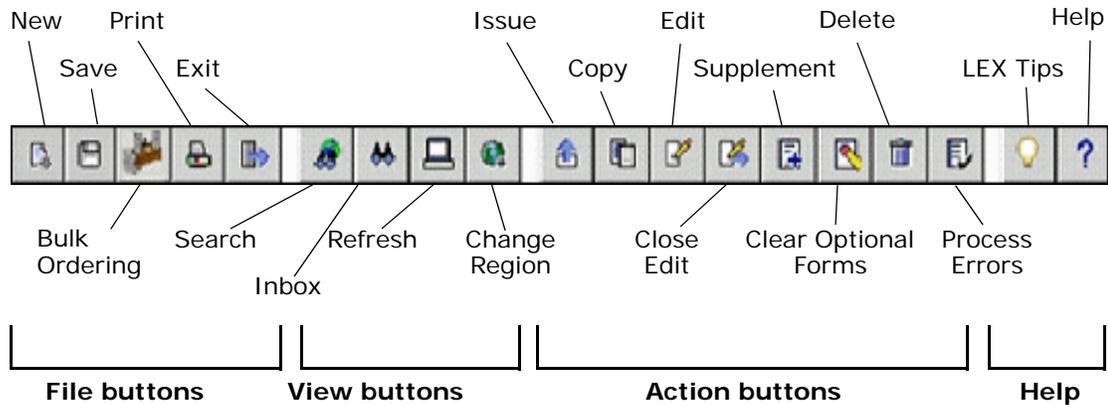
View Read Me File

The **View Read Me File** option provides all the details on application enhancements and corrections to the version of LEX you are currently running.

About

The **About** option provides the phone number and hours for the IS Call Center and the Mechanized Customer Production Support Center.

Icon Bar



Just below the pull-down menus at the top of the LEX Desktop is the Icon bar. The LEX Icon bar, pictured above, is made up of buttons that are shortcuts to menu options. Throughout this user's guide, procedures are described using the menu options, although you can use the buttons if you prefer.



To help you remember how each button is used, a tooltip appears when you move your cursor over it. The tooltip shows the name of the button's menu option. Notice, too, the placement of the buttons. They are grouped by the menus on which their options are located, as indicated in the illustration. Together, these visual cues tell you exactly which option on which menu you're choosing when you click a button.

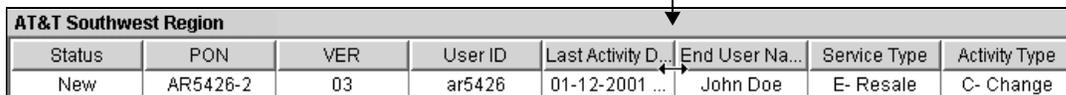
For more information about how to use each option, see *Chapter 3, Getting Started, Menus*. In this section, the menu options are listed and their functionality described. You'll find them listed in the order they appear on the menus.

LSR Header

At the top of your desktop window, below the menu bar, is the LEX LSR Header. The LSR Header provides details about the LSR you've selected.

All columns in the LSR Header are sizable. When you move your mouse pointer close to the edge of a column heading, it changes to a two-headed arrow and you can resize the column. This change is not permanent, however. The next time you logoff and re-enter LEX, all columns return to their original proportions.

When you move the pointer to a column's edge, it becomes a two-headed arrow, indicating that the column can be resized.



AT&T Southwest Region							
Status	PON	VER	User ID	Last Activity D...	End User Na...	Service Type	Activity Type
New	AR5426-2	03	ar5426	01-12-2001 ...	John Doe	E- Resale	C- Change

Status field

The **Status** field in the LSR Header identifies the current status of an LSR. As an LSR moves through the LEX order process, its status automatically changes. LEX sends the LSRs you've issued to the AT&T OSSs. If the LSR passes edits, you will receive a status of Processed. If not, you will receive a status of Fatal Error or Super Fatal, at which time you can choose to process your errors and resubmit the LSR.

Each time you select a PON, the status for that PON in the LSR Header changes to the current status. A list of LSR statuses follows.

Status	Description
New	An LSR that has not been issued to the OSSs for order processing.
Template	A read-only, reusable copy of an existing LSR created by using the Actions menu, Copy option.
Supplement	LSR for which a supplement has been created. Supplements include LSR cancellations as well as modifications to an LSR due date, appointment data, or other information.

Pending	An LSR for which the Issue action has been executed in LEX, but which has not yet been successfully transmitted to nor picked up by the downstream OSSs.
Issued	LSR that has been picked up for processing by the OSS.
Processed	An LSR that has been returned to LEX from the OSSs, has passed initial edits, and is awaiting confirmation of the due date. <i>Note: Requests in Processed status may be manually rejected by the Local Service Center (LSC). Also, they may yet receive initial edits as a result of downstream system failures.</i>
Fatal Error and Super Fatal	Errors AT&T downstream systems have returned for correction. The OSS provides LEX with an error code and error message for each error. When possible, it provides the line number, field name, and location. Super Fatal errors are errors resulting from invalid data or the absence of key data that prevents further processing of the request.
Worked	Version of LSR for which errors have been processed.
FOC	Confirmation of the LSR's requested due date by the OSSs. A FOC may be contingent upon LSC activity, which is recorded as Provider Initiated Activity. See <i>LSR Workspace, Notifications, FOC notification</i> in Appendix E, <i>LEX Forms</i> for more information.
Complete	Confirmation that the work associated with the LSR has been completed by AT&T. Also known as a Service Order Completion (SOC).
Post to Bill*	Notification provided to the CLEC when all service orders for an LSR have been posted to the billing system. Post to Bill is the final status for LSRs, excluding Requisition Type J LSRs or LSRs with Activity Type R.
Cancel FOC	Cancel confirmation on a canceled LSR.
AT&TCancel	Notification provided to the CLEC that AT&T has canceled an LSR because the CLEC did not respond to a previous jeopardy notification within the required time frame.
Jeopardy	Notification that is returned when an order is in jeopardy as a result of facility problems and/or other type of problems.
* This is for the AT&T 12-State Regions. For the AT&T Southeast Region, the equivalent status is Billing Completion Notice.	

PON field

The **PON** field in the LSR Header identifies the CLEC's unique purchase order or requisition number that authorizes the issuance of this request or supplement.

Getting Started

LSR Header

PONs cannot be reused if they've been issued to the OSSs. If you use a PON and delete it before issuing it, you may reuse the PON.

VER field

The **VER** field in the LSR Header identifies the version of the request or supplement for the selected LSR. All LSR re-issuance version numbers are sequentially numbered by LEX to uniquely identify each LSR version. LEX allows up to 99 versions of an LSR. If you need to continue processing the LSR beyond version 99, you will need to use the **Copy LSR** action to create a full copy of the LSR.

User ID field

The **User ID** field in the LSR Header identifies the person who last updated information for the LSR.

Last Activity D/T field

The **Last Activity D/T** field the LSR Header shows the creation date or the last modification date of the LSR.

End User Name field

The **End User Name** field in the LSR Header identifies the CLEC's customer name. This field displays the information entered in the **Name** field on the **LSR** form, **End User Location** section.

Service Type field

The **Service Type** field identifies the type of service requested for the LSR. Each **Service Type** is preceded by the one-character Requisition Type value. The service types available are:

- 2- ISDN PRI Port
- 3- Digital Trunking Port *
- A- Loop
- B- Loop Service with Number Portability
- C- Number Portability
- E- Resale Service

- F- Unbundled Local Switching (Port)
- J- Directory Service Request
- K- Resale Private Line
- M-Port with Loop
- P- Centrex Resale Service
- R- Digital Trunking Resale
- S- Digital Trunking Port with Loop
- T- DID/PBX Resale
- U- DID/PBX Port
- V- Centrex Port *
- W- DID/PBX Port with Loop
- X- Centrex Port with Loop
- Y- ISDN PRI Port with Loop
- Z- ISDN PRI Resale

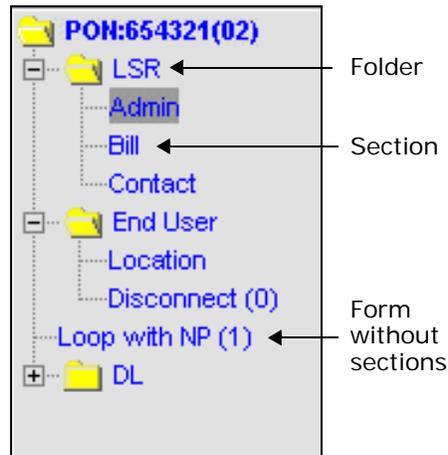
* Not applicable for the AT&T Southeast Region.

Activity Type field

The **Activity Type** field identifies the type of activity requested for the LSR. The types of activity available are:

- B - Restore Service
- C - Change
- D - Disconnect
- L - Suspend Full Account (AT&T Southeast Region)
- N - New Install
- R - Record Change
- S - Suspend Service
- T - Outside Move
- V - Conversion with Change
- W- Conversion As Is
- Y - Deny/Short Term Suspension

LSR Tree



The LSR Tree, pictured to the left, is a navigation tool that works like Windows Explorer. It is used to view the many forms and sections that make up an LSR. Forms and sections are generally comprised of other subordinate components—line numbers, tabs, and detail lines—that altogether make up a complete request. Each level of an LSR is, therefore, hierarchically subordinate to the level that precedes it, much like the branches of a tree, as illustrated on the following page.

The forms and sections you see in the LSR Tree vary by LSR. When an LSR is selected, LEX checks the type of service and activity for that LSR. Based on these, it builds the contents of the LSR Tree starting with the PON at the top. Following the PON, the version number of the LSR appears in parentheses. In the example of the Tree pictured above, the displayed PON is version 2, as indicated by (02).

Forms are at the highest level in the LSR Tree. In the example on this page, LSR, End User, Loop with NP, and DL are all forms. Some forms, such as LSR and End User, are made up of multiple sections. The sections are grouped together in a folder, just as a collection of papers and documents is grouped together in a paper file folder. Other forms, such as Loop with NP, do not include sections and, thus, reside at the highest level without a folder.

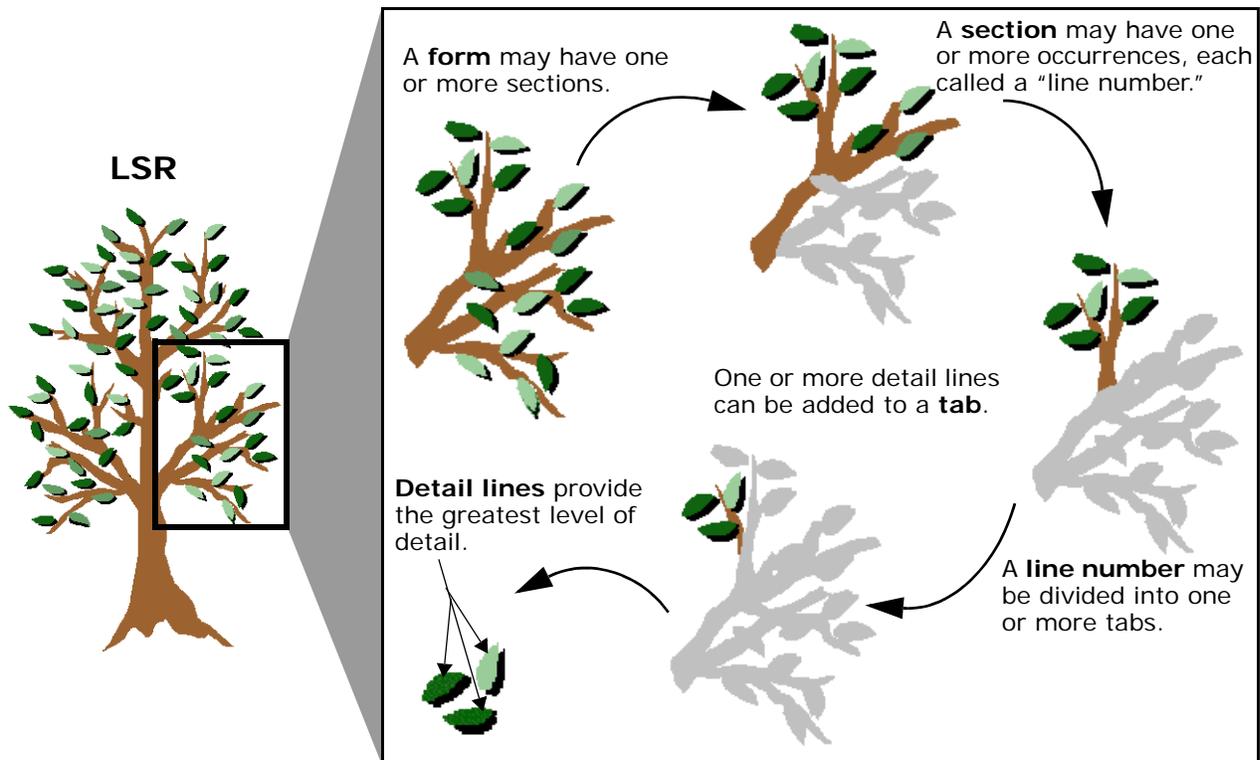
Preceding a form folder you'll find a plus or minus sign. The plus sign (+) indicates that there's more to see, and thus, that the folder is closed. To see what sections the folder contains, click the plus sign. Conversely, a minus sign (-) indicates the folder is open. Click the minus sign to close the folder.



Click the plus sign to open a folder.



Click the minus sign to close a folder.



An LSR is comprised of many subordinate components, like a tree is comprised of many increasingly smaller branches. The first level, or branch, of the LSR tree is the form. In its simplest state, a form is comprised of a number of data-entry fields.

Here, the most complicated tree structure is depicted: A form that contains two or more sections, each section having multiple occurrences (line numbers). Each line number in the section has several tabs for entering data. In a tab, one or more detail lines provide the greatest level of detail on the form.

Forms, sections, and tabs

All data entry is done in the LSR Workspace using forms, sections, and tabs. These data-entry areas provide fields that you use to make selections and type information. You can see what fields a form or section contains by clicking it in the LSR Tree. When you click a form or section in this manner, it is displayed in the LSR Workspace so you can enter the necessary information.

In the LSR Workspace, some forms and sections are subdivided into tabs. A tab is a collection of related fields that belong to a form or section. Tabs group together related fields, enabling you to find information more easily and to more efficiently create LSRs. To view the contents of a tab or enter information in a tab, simply click the tab in the LSR Workspace. The tab and the fields it contains are displayed in the foreground, sending the previously displayed tab to the back.

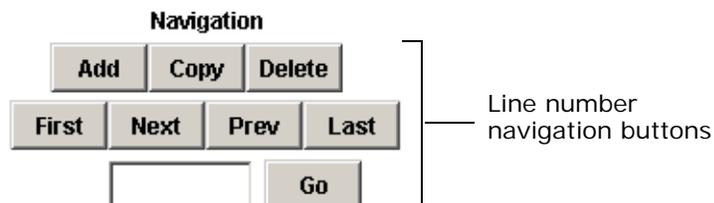
As an example, in the LSR Tree you can click the **Admin** section in the **LSR** folder to open the **Administration** section of the **LSR** form in the LSR Workspace. This section, pictured below, contains three tabs: **Admin**, **RPON**, and **Account Features**.

Click **Admin** to open the section in the LSR Workspace.

The **Admin** section contains three tabs.

Line number navigation

Just below the LSR Tree, you'll find a series of buttons. These buttons are used to add, copy, and delete multiple occurrences of a form or section. Each occurrence is referred to as a *line number*. The **First**, **Next**, **Prev**, **Last**, and **Go** buttons let you navigate the line numbers of forms and sections of an LSR and navigate multiple FOC notifications, too.



To demonstrate how these buttons are used, the **HGI** (Hunting Group Information) form will be used as an example. The concepts discussed here for HGI line numbers (HNUMs) apply to all other forms and sections having line numbers, such as LNUM, TGLNUM, TNNUM, CNUM, DIDNUM, FNUM, LEGNUM, and so forth.

Like other LSR forms and sections, the **HGI** form allows you to add one or more line numbers. In the case of **HGI**, this means you can add one or more hunt groups (HNUMs) to a single LSR. You can find out how many line numbers already exist in a form or section by looking at the number (in parentheses) that follows it. Until a line number is added, this number remains set to (0).

To begin working with a form, such as **HGI**, you click the form in the LSR Tree. It then opens in the LSR Workspace so that you can begin entering data for the line numbers. The number in the LSR Tree is incremented to (1), indicating the new line number quantity.

Quantity is displayed in the LSR Workspace, where you'll also find the current line number. You'll find these numbers in the line number indicator in the upper right-hand corner of the Workspace.

3 Getting Started

LSR Tree

Upon clicking **HGI**, the quantity is incremented from 0 to 1.

The line number indicator shows the current NUM and the total NUM quantity (QTY).

The screenshot shows the LSR interface. On the left, a tree view shows a hierarchy: PON:123456(01) > LSR > Admin > Bill > Contact > **HGI (1)** > End User > Resale (0) > DL. The 'HGI (1)' node is selected. The main area is titled 'Hunting Group Information'. At the top right, a status bar shows 'HNUM:1 HTQTY:1'. Below this, there are input fields for HA (value: C), HID, TLJ (value: 123), HTN (value: 456), and HTQTY (value: 7890). There are 'Add' and 'Delete' buttons. Below the form, there is a table with columns: Delete, HLA, HTSEQ, HTN (NFA, NXX, XXXX, XXXX). The table has three rows, each with a checkbox and a dropdown menu set to '<BLANK>'. At the bottom left, there is a 'Navigation' section with buttons: Add, Copy, Delete, First, Next, Prev, Last, and a 'Go' button with an input field.

Click **Add** to add an HNUM (hunt group) to the LSR.

Enter the hunt group information in the LSR Workspace.

LEGNUMs

Line number quantities are displayed somewhat differently for Resale Private Line requests, as Resale Private Line is the only service form that includes two levels of line numbers. The top level on the Tree, represented by the form folder, uses LNUMs as line numbers. The second level, consisting of the **Primary** and **Secondary Location** sections, uses LEGNUMs as line numbers. Each LNUM can have multiple LEGNUMs associated with it—one primary LEGNUM and multiple secondary LEGNUMs. Because LNUMs are the higher level of line numbers, the LNUM quantity is displayed in the LSR Tree, next to the **Resale Private Line** folder, as well as in the LSR Workspace. LEGNUM quantities, on the other hand, are only displayed in the LSR Workspace for the Primary Location or Secondary Location.

To view the LEGNUMs of the Primary or Secondary Location, you must first select the LNUM with which it's associated. Click the **Resale Private Line** folder and use the navigation buttons to locate the LNUM you need. Once the correct LNUM is displayed, click **Primary Location** or **Secondary Location** in the LSR Tree to open the section in the Workspace. There, you'll find LNUM and LEGNUM indicators. At this point, using the navigation buttons applies to the LEGNUMs. Use the navigation buttons to locate the correct LEGNUM. Illustrations of the Resale Private Line sections and their line number indicators are provided in *Appendix E, LEX Forms, Resale Private Line form*.

Adding a line number

As you add line numbers (also known as NUMs) to forms or sections of an LSR, LEX sequentially numbers them. NUM names differ by section or form. In the case of **HGI**, each NUM is an HNUM.

1. **If you're adding to an existing LSR, place the LSR in edit mode. Otherwise, if you're creating a new LSR, the LSR is already in edit mode; go to Step 2.**
See [Editing an LSR](#) in [Chapter 5, Processing Local Service Requests](#).
2. **In the LSR Tree, click the form or section to which you need to add a line number.**
LEX responds by opening the form in the LSR Workspace. If the fields of the form do not contain data, you can begin entering the appropriate information to create the first line number.
3. **If the opened form contains data, click Add in the Navigation panel of the LSR Tree to add a new line number.**

The new form then opens in the LSR Workspace. LEX updates the quantity in the LSR Tree, updates the quantity (QTY) in the LSR Workspace, and increments the line number, assigning it the next sequential number.

Click **Add** in the LSR Tree to add line numbers.



Note:

Add buttons in the LSR Workspace add detail lines to a line number. They do not add line numbers to a form or section of a form. For example, the **Add** button in the LSR Workspace for **HGI** adds telephone or terminal numbers to the sequence of a hunt group. To add a detail line to a line number, click the **Add** button in the LSR Workspace. Detailed instructions are available in “Adding a detail line” on page 3.32.

4. **Begin entering the line item information.**
5. **If you need to add a detail line, click Add in the LSR Workspace, which is active if the line number is one that uses detail-level line numbers.** For example, if you need to add a telephone number to the sequence of a hunt group, click **Add** in the LSR Workspace when the **HGI** form is displayed.
6. **If you need to delete a detail line, click Delete in the LSR Workspace.**

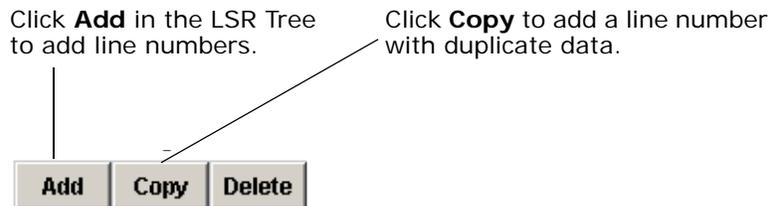
Copying a line number

What if you want to add a new line number with the same information as an existing NUM? You use the **Copy** button to add a new line number that has the same information as one that already exists.

1. **If you’re working with an existing LSR, place the LSR in edit mode. Otherwise, if you’re creating a new LSR, the LSR is already in edit mode; go to Step 2.**
See *Editing an LSR* in Chapter 5, *Processing Local Service Requests*.
2. **In the LSR Tree, click the form or section to which you need to add another line number.**
3. **Display the line number you want to copy using the navigation buttons: First, Next, Prev, Last, and Go.**
For information about how to use these buttons, see *Viewing line numbers*.

4. Click Copy in the Navigation panel of the LSR Tree.

A new line number with the same information is then created and assigned the next available number. For example, if you were to copy HNUM 3, the new line number would be HNUM 4. It would have the same information as HNUM 3, until you make changes.



Deleting a line number

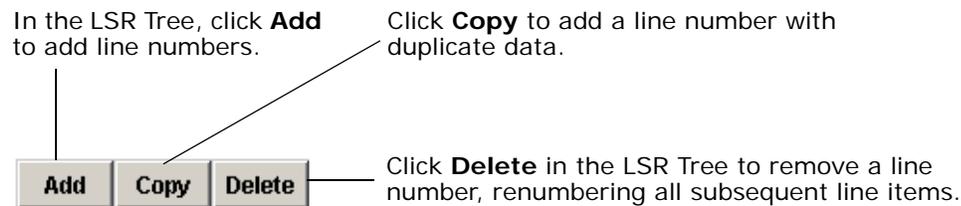
What if you realize that a line number is an incorrect duplicate or needs to be removed from the LSR for some other reason? LEX allows you to delete line numbers, completely removing them from the system. When you delete a line number, its data is removed from the system. All of the subsequent line numbers are renumbered so that the next item in the sequence takes the place of the deleted one. For example, if you had a total of four HNUMs and deleted HNUM 2, HNUM 3 would become HNUM 2 while HNUM 4 would become HNUM 3. If another HNUM were then added to the LSR, it would fill the next available number, HNUM 4.

- 1. If you're working with an existing LSR, place the LSR in edit mode. Otherwise, if you're creating a new LSR, the LSR is already in edit mode; go to Step 2.**

See *Editing an LSR* in Chapter 5, *Processing Local Service Requests*.

- 2. In the LSR Tree, click the form or section from which you need to delete a line number.**
- 3. Display the line number you want to delete using the navigation buttons: First, Next, Prev, Last, and Go.**
For information about how to use these buttons, see the next section, *Viewing line numbers*.
- 4. Click Delete in the Navigation panel of the LSR Tree.**

The line number is completely removed from LEX. Any subsequent line items are renumbered so that the next item in the sequence takes the place of the deleted one. For example, if you were to delete number 2, number 3 becomes number 2.



Note:

Delete buttons in the LSR Workspace remove detail lines from a line number. They do not delete line numbers from a form or section of a form. For example, the **Delete** button in the LSR Workspace for **HGI** deletes telephone numbers from the sequence of a hunt group. Detailed instructions are available in “Deleting detail lines” on page 3.33.

Viewing line numbers

How do you view a particular line number? The line numbers of forms and sections in LEX are sequentially ordered. Much like the pages of a book, you can page through the line numbers one after another, forward and backward, until you find the one you want. If, however, you know the assigned number of the line number you need, you can go directly to it by typing the number and clicking **Go**.

If you need to view a LEGNUM of a Resale Private Line request, you will perform these steps at the LNUM level and then at the LEGNUM level. Begin by clicking the **Resale Private Line** form in the LSR Tree and locate the correct LNUM. Once you’re viewing the correct LNUM, click the **Primary** or **Secondary** section. If you choose **Primary**, you will be viewing LEGNUM 1. If you choose **Secondary**, you will be viewing LEGNUM 2. To view a different secondary LEGNUM, repeat the steps to locate the correct LEGNUM.

1. **In the LSR Tree, click the form or section that contains the items you want to view.**

The form or section opens in the LSR Workspace, and you’re positioned at the first line number. To see which line number you are viewing, check the line number indicator in the upper, right-hand corner of the Workspace.

2. If you know the assigned number of the line number you want to view, type the number in the Go box and click the Go button.

The assigned number is the NUM that displays in the line number indicator in the upper, right-hand corner of the LSR Workspace.

The line number indicator is in the upper, right corner of the LSR Workspace. It shows the current NUM and the total NUM quantity (QTY).

LNUM:2 RSQTY:3

To go to LNUM 2 from any other line number, you would type 2 in the Go box and click Go.

3. Use the First, Next, Prev, and Last buttons to page through the items.

- To go forward, click **Next** or **Last**. **Next** advances you to the next line number as if you were turning the page of a book. **Last** takes you to the very last line number, like going directly to the last page of a book.
- To go backward, click **First** or **Prev**. **First** takes you to the very first line number. **Prev** takes you to the line number that precedes the one you're viewing.

Click **First** to view the first line number.

Click **Previous** to view the line number that precedes the current line number.

First Next Prev Last

Click **Next** to view the line number that follows the current line number.

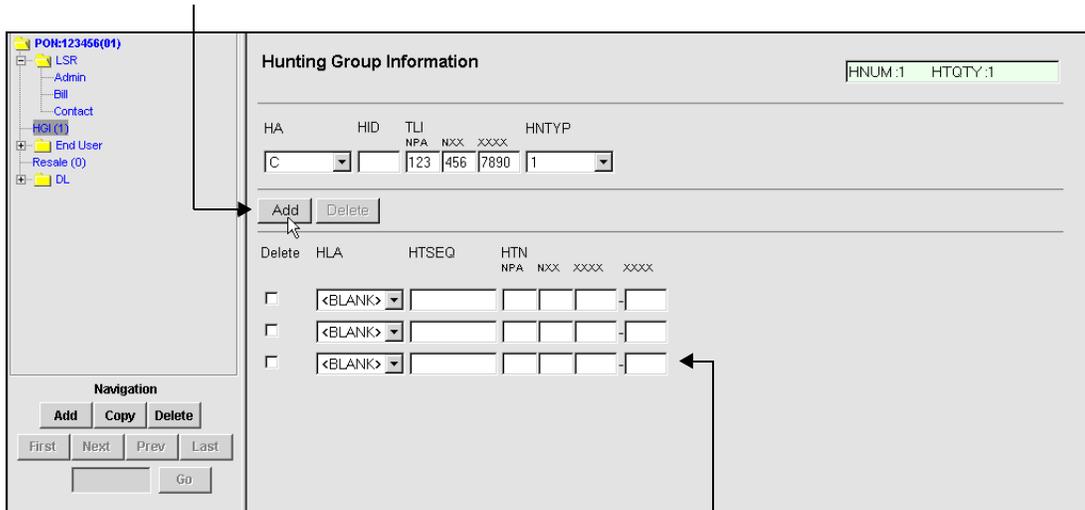
Click **Last** to view the last line number.

Adding a detail line

When you're adding a line number to a form or section or viewing a line number in edit mode, you can add detail lines to the line number. Detail lines provide additional information about a line number. For example, in the **HGI** form, each line number is a hunt group. Each hunt group is comprised of a sequence of telephone numbers. The telephone numbers are detailed information that completes the hunt group definition. Phone numbers are added to a hunt group as detail lines of the hunt group line number.

- 1. If you're adding to an existing LSR, place the LSR in edit mode. Otherwise, if you're creating a new LSR, the LSR is already in edit mode; go to Step 2.**
See [Editing an LSR](#) in [Chapter 5, Processing Local Service Requests](#).
- 2. Display the line number to which you need to add a detail line.**
Navigate to the line number by selecting the form or section and tab, if applicable, to which it belongs. Then, use the buttons in the navigation panel of the LSR Tree to display the correct line number. For more information about viewing a line number, see [Viewing line numbers](#).
- 3. Click the Add button in the LSR Workspace.**
Add is available only if the line number is one that requires detail lines and the maximum number of detail lines hasn't been reached. Many line numbers allow up to 99 detail lines. If a line number already contained 99 detail lines and you were to attempt to add another, the **Add** button would be dimmed (grayed out).

Click the **Add** button in the LSR Workspace to add a detail line to a line number.



When you click **Add**, a new detail line is added to the bottom of the list in the LSR Workspace.

4. Begin typing the required data to complete the detail line.

Deleting detail lines

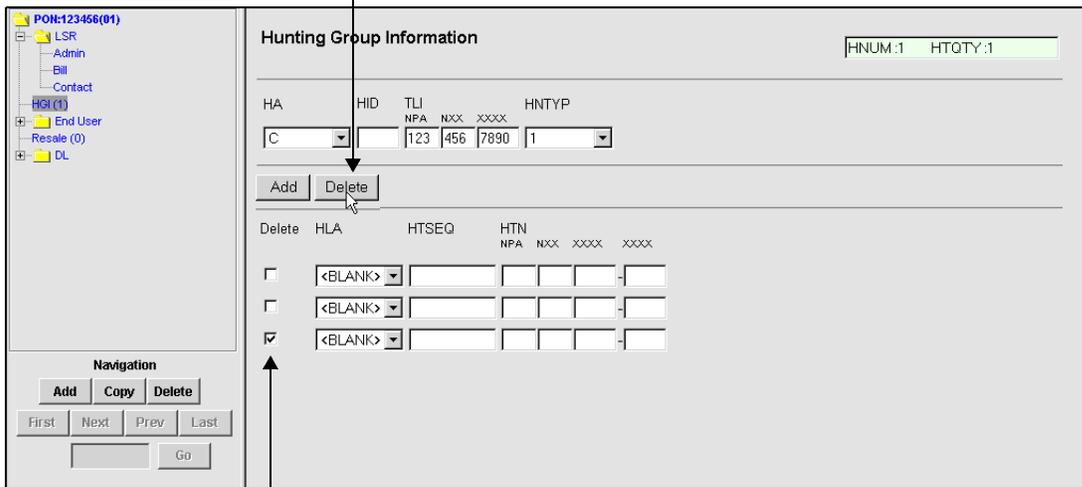
1. **If you're modifying an existing LSR, place the LSR in edit mode. Otherwise, if you're creating a new LSR, the LSR is already in edit mode; go to Step 2.**
See *Editing an LSR* in Chapter 5, *Processing Local Service Requests*.
2. **Display the line number from which you need to delete one or more detail lines.**
Navigate to the line number by selecting the form or section and tab, if applicable, to which it belongs. Then, use the buttons in the navigation panel of the LSR Tree to display the correct line number. For more information about viewing a line number, see *Viewing line numbers*.
3. **Locate the detail line(s) you want to delete in the list in the LSR Workspace.**
If the line number contains many detail lines, you may need to scroll down the page to locate the ones you want.

3

Getting Started LSR Tree

4. In the Delete column, click the checkbox next to each detail line to be deleted.
5. Click the Delete button in the LSR Workspace.
All detail lines you checked are removed from the list.

Click the **Delete** button in the LSR Workspace to remove selected detail lines.



Click the checkbox next to line items you want to remove to select them for deletion.

LSR Workspace

The main work area of the LEX application is the LSR Workspace. You use the Workspace to enter and view LSR information and to make changes to information using LSR forms. To display a form in the Workspace, you click the form in the LSR Tree, as described in the previous section. While an LSR is made up of multiple forms, some forms, in turn, are made up of multiple sections, which are secondary input areas.

Throughout this guide, you'll find illustrations of LEX data-entry areas. These illustrations are intended to help you learn how to use the LEX user interface and to demonstrate how to perform LEX procedures. For information regarding the use and availability of the illustrated forms and the fields they contain, consult the most current AT&T LSOR for business requirements.

LEX contains the following forms. Sections that make up a form are listed with their corresponding forms. Where applicable, tabs are also listed with the service forms and/or sections with which the tabs are typically affiliated.

Form	Section	Tabs in the form or section
LSR	Admin	Admin, RPON, { Account Features (AT&T 12-State Regions only) }
	Bill	Bill
	Contact	Contact
HGI	<i>No sections</i>	Hunting Group Information
End User	Location	Location
	Disconnect	Disconnect

LEX Forms, Sections, and Tabs

Form	Section	Tabs in the form or section
Loop	<i>No sections</i>	Loop, Transfer of Calls, {IW Jacks (AT&T Southeast Region only)}
Loop with NP		Loop with NP, {Transfer of Calls (AT&T 12-State Regions only)}, {IW Jacks (AT&T Southeast Region only)}
NP		NP
Port		Port, Transfer of Calls, Features, {IW Jacks (AT&T Southeast Region only)}
Port with Loop		Port with Loop, Transfer of Calls, Features, {IW Jacks (AT&T Southeast Region only)}
Resale		Resale, Transfer of Calls, Features, IW Jacks
Centrex Resale	Common Block	Common Block
	Centrex Details	Centrex Details, Location, Transfer of Calls, Features, IW Jacks
Centrex Port (REQTYP V is for AT&T 12-State Regions only)	Common Block	Common Block
	Centrex Details	Centrex Details, Location, Transfer of Calls, Features
Centrex Port with Loop	Common Block	Common Block
	Centrex Details	Centrex Details, {Location (AT&T 12-State Regions only)}, Transfer of Calls, Features
DID/PBX Resale	Trunk Details	Trunk Details, Transfer of Calls, Features, IW Jacks
	DID Trunk Groups	DID TG Details, {NBANKS (AT&T 12-State Regions only)}, {DTNS (AT&T 12-State Regions only)}, Transfer of Calls
DID/PBX Port	Trunk Details	Trunk Details, Transfer of Calls, Features
	DID Trunk Groups	DID TG Details, {NBANKS (AT&T 12-State Regions only)}, {DTNS (AT&T 12-State Regions only)}, Transfer of Calls

LEX Forms, Sections, and Tabs

Form	Section	Tabs in the form or section
DID/PBX Port with Loop	Trunk Details	Trunk Details, Transfer of Calls, Features
	DID Trunk Groups	DID TG Details, {NBANKS (AT&T 12-State Regions only)}, {DTNS (AT&T 12-State Regions only)}, Transfer of Calls
Digital Trunking Resale	DS1	Circuit Details, Location, Features
	Trunk Groups	TG Details, Features
	DID TNS	DID TNS Details, {NBANKS (AT&T 12-State Regions only)}, {DTNS (AT&T 12-State Regions only)}, Transfer of Calls
	Trunks	Trunk Details, Transfer of Calls, Features, Line Side Details, {IW Jacks (AT&T Southeast Region only)}
Digital Trunking Port (REQTYP 3 is for AT&T 12-State Regions only)	DS1	Circuit Details, Location, Features
	Trunk Groups	TG Details, Features
	DID TNS	DID TNS Details, NBANKS, DTNS, Transfer of Calls
	Trunks	Trunk Details, Transfer of Calls, Features, Line Side Details
Digital Trunking Port with Loop	DS1	Circuit Details, Location, Features
	Trunk Groups	TG Details, Features
	DID TNS	DID TNS Details, NBANKS, DTNS, Transfer of Calls
	Trunks	Trunk Details, Transfer of Calls, Features, Line Side Details, {IW Jacks (AT&T Southeast Region only)}
ISDN PRI Resale	DS1	Circuit Details, Location, Features
	Trunk Groups	TG Details, Features
	B&D Channels	Channel Details, Features
	PRI TNS	PRI TNS Details, NBANKS, DTNS, Transfer of Calls

LEX Forms, Sections, and Tabs

Form	Section	Tabs in the form or section
ISDN PRI Port	DS1	Circuit Details, Location, Features
	Trunk Groups	TG Details, Features
	B&D Channels	Channel Details, Features
	PRI TNS	PRI TNS Details, {NBANKS (AT&T 12-State Regions only)}, {DTNS (AT&T 12-State Regions only)}, Transfer of Calls
ISDN PRI Port with Loop	DS1	Circuit Details, Location, Features
	Trunk Groups	TG Details, Features
	B&D Channels	Channel Details, Features
	PRI TNS	PRI TNS Details, {NBANKS (AT&T 12-State Regions only)}, {DTNS (AT&T 12-State Regions only)}, Transfer of Calls
Resale Private Line	Resale Private Line	Circuit Details
	Primary Location	Location, Features, IW Jacks, {Add'l Data (AT&T Southeast Region only)}
	Secondary Location section	Location, Features, IW Jacks, {Add'l Data (AT&T Southeast Region only)}
Directory Listings	Directory Listings	Listing Control, Listing Indicators, Listing Instructions, SLU Indent
	Delivery	Delivery
	Advertising	Advertising

LEX Forms, Sections, and Tabs

LSR forms are described in Appendix D, *LEX NPA Split Conversions*. Descriptions and illustrations of each form are provided.

In each form, LEX requires a minimum of fields to be input before the LSR can be issued. Fields that require input are indicated by green labels. All other fields fall into one of the following categories (as defined by your LSOR), depending on **Service Type** and **Activity**: required, optional, conditional, or prohibited.

Refer to your LSOR for details about the required field values and conditional usage. It contains *Condition* notes and *Data Entry Conditions* for fields. Microhelp for each active field displays in the LEX status bar at the bottom left of the application window. More detailed field-level help for all fields, whether active or inactive, exists for every LEX field. See *Chapter 2, Introduction, Accessing Online Help* for information on how to access LEX's field-level help.

3

Getting Started LSR Workspace

Pre-Order Integration

*This chapter provides
information relevant to the
Pre-Order functionality available
in LEX.*

4

CHAPTER



Overview

Pre-order Integration is the functionality that during the process of creating an LSR, LEX and Verigate will perform interactive activities that will allow for certain **Pre-order** information to be returned to LEX. This process begins initially at the Create LSR screen, that once certain data is entered on that screen, which is region specific, will allow the user to proceed forward and utilize certain Verigate inquiries while within LEX. These **Pre-order** inquiries are launched from links on specific LSR forms. This integration is limited to the basic core products of Requisition Types A, B, C, E, F, M, and J.

Pre-order functionality within LEX will consist of the following:

- Address Validation - Link contained on the LSR End User (EU) Form.
- TN Reservation - Link contained on the Product Form.
- Feature Inquiry - Link contained on the Product Form/Feature Section.
- PIC/LPIC - Link contained on the Product Form.
- Customer Service Inquiry - Link contained on the LSR End User (EU) Form.
- Due Date Calculation - Link contained on the LSR Admin Form (regional specific).

Pre-order Integration within the firm order process is optional to the user; should the links described above not be selected by the user, the user can manually enter all the necessary information. However, if an address is not validated via the address validation link, other Pre-order links dependent upon a validated address will or may not work.

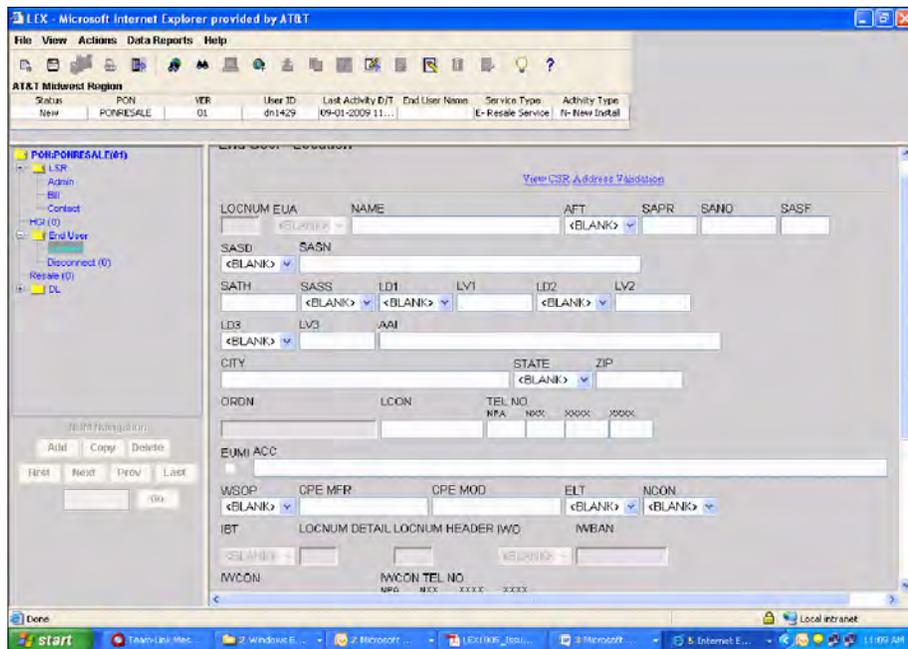


Note:

Pre-order links are available, where applicable based upon the Requisition Type, on both the Firm Order Process and the Supplement LSR functionality. Where links are present, and active (blue colored) on a form, this indicates usage is available to the user.

Address Validation

The address validation link is accessed from the End User form as shown below:



If the address validation is for the AT&T 12-State Regions, Verigate will display the following links on an interim screen to validate the address:

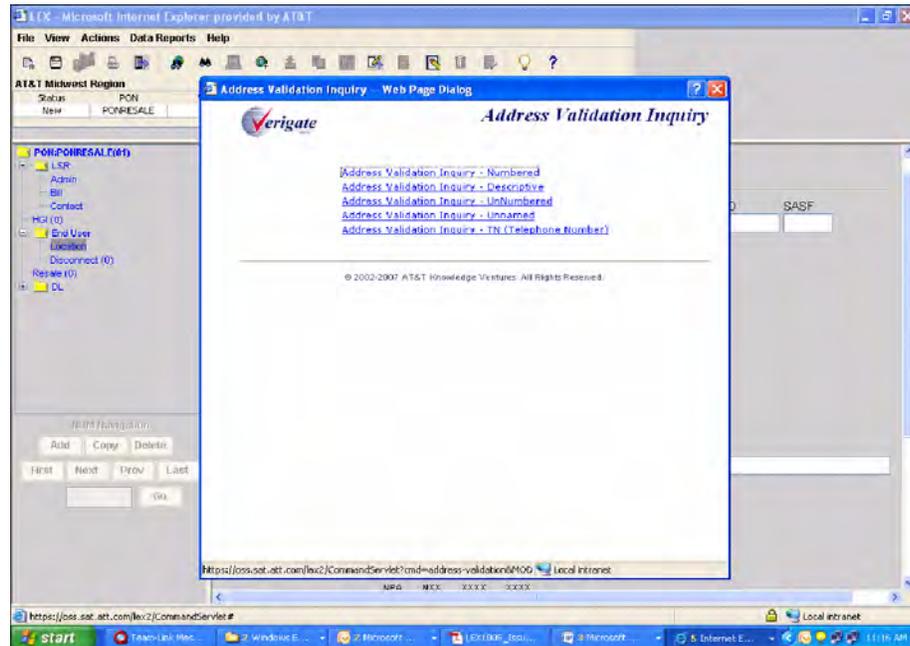
- Address Validation Inquiry - Numbered
- Address Validation Inquiry - Descriptive
- Address Validation Inquiry - Unnumbered
- Address Validation Inquiry - Unnamed
- Address Validation Inquiry - TN (Telephone Number)

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Address Validation - Output Screen with the Applicable Links

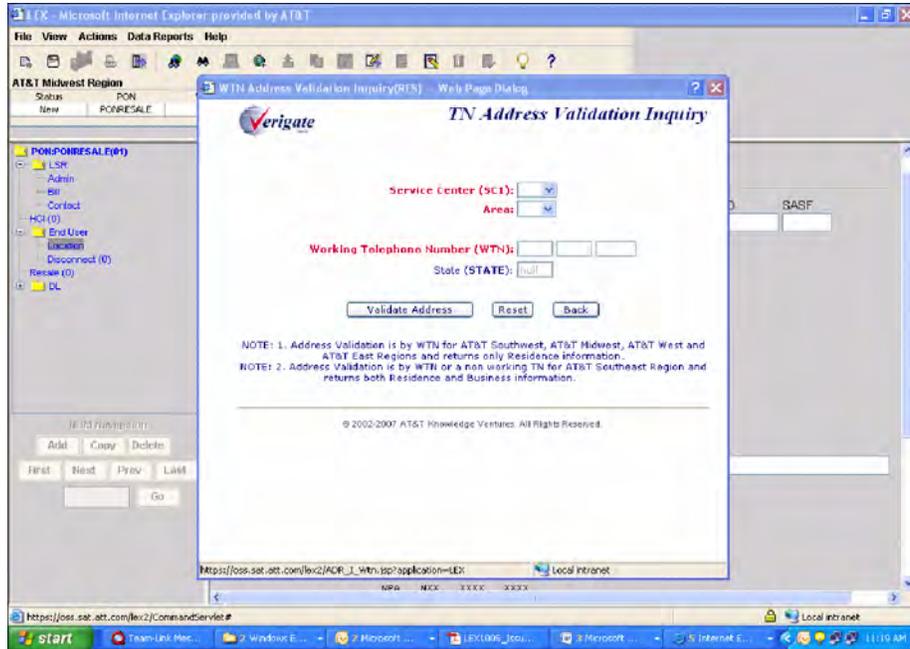


4

Pre-Order Integration Address Validation

Upon selection of one of the above links, the user will then receive the following screen:

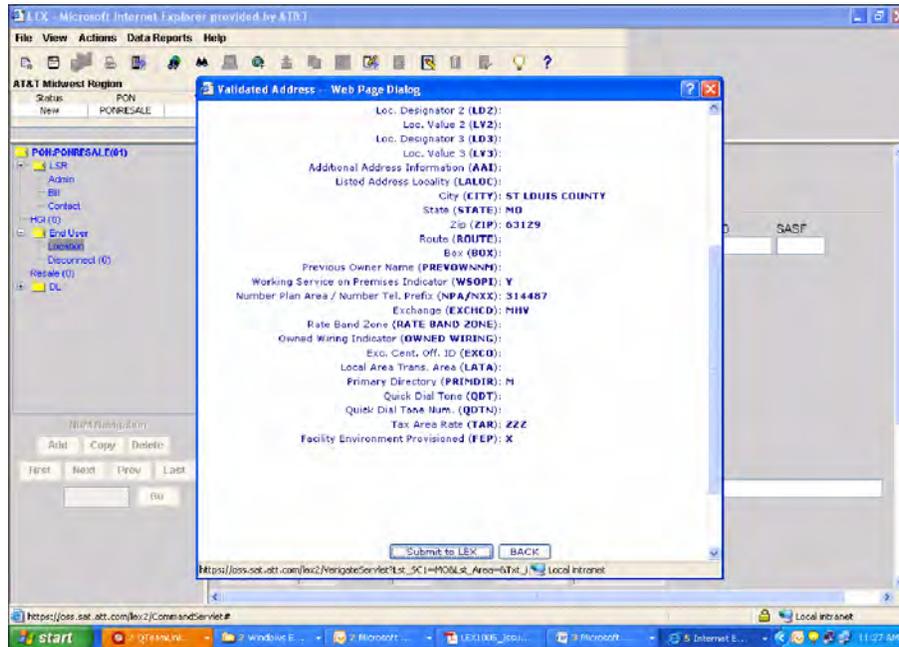
Address Validation by TN used as an Example



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After the user enters the applicable information and clicks on Validate Address, the following screen will be returned if it is a successful validation.



The user will then hit the Submit to LEX button, which will close the Verigate screen and send the validated address information to LEX, which will populate the applicable End User address fields, which are:

- SANO
- SASN
- SATH
- SASF
- SASD
- SASS
- LD1
- LV1
- LD2
- LV2
- LD3
- LV3
- AAI
- CITY
- STATE
- ZIP



Note:

Definitions of these fields may be found in the Appendix Fields and Descriptions of the Verigate User Guide.



Note:

All of these fields that are populated by the Address Validation Inquiry are editable and the values can be changed by the user. However, it is highly recommended that these fields not be changed as they represent the validated address and other Pre-order inquiries will or may be dependent upon this information.

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4

Pre-Order Integration

Address Validation

If the address validation is for the AT&T Southeast Region, Verigate will display the following links on an interim screen to validate the address:

- Address Validation Inquiry - Numbered
- Address Validation Inquiry - Descriptive
- Address Validation Inquiry - Unnumbered
- Address Validation Inquiry - TN (Telephone Number)
 - If this option is clicked on the input screen, Verigate will pre-populate the TN entered by the user on the Create LSR screen in LEX.

The Verigate screens shown for the AT&T 12-State address validation are the same for the AT&T Southeast Region.

The user will then hit the Submit to LEX button, which will close the Verigate screen and send the validated address information to LEX, which will populate the applicable End User address fields, which are the same as the AT&T 12-State Regions, with the addition of the ACTL and LSO fields.



Note:

Definitions of these fields may be found in the Appendix Fields and Descriptions of the Verigate User Guide.



Note:

Both of these fields, as with the other core address fields, are editable and can be changed by the user in overtyping the existing value. These fields are returned as part of the validated address process and caution should be exercised in changing these values.

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For the AT&T Southeast Region, if a value is returned for the QSTN response field, the value will be displayed as a hyperlink. If the user clicks on this link, Verigate will do the following:

- Verigate will store the QSTN value for use if the user initiates a TN Reservation transaction from LEX.
- After the user has initiated the Verigate TN Inquiry transaction from LEX and a list of available TNs has been returned to Verigate, the QSTN originally populated on the address validation response screen will be listed as the first TN available for the user to reserve.

When a value of 'Y' is returned for the QS field, a new hyperlink labeled "Accept Quick Service TN" will be added to the top of the address validation response screen, which, when clicked will initiate the same actions that occur when the user clicks the QSTN as described directly above.

TN Reservation

The TN Reservation link requires an address validation to be done prior to this. It is available for some of the Core Products, Requisition Types E, F and M, and also can be done on a Supplemental Type 2 or 3 or Supplemental Type 4 or 5.

The TN Reservation Link (or Select TN) is accessed from the product form as shown below:

The screenshot displays the LEX web application interface. The main content area is titled "Resale" and contains a form with various fields for data entry. The fields are organized into several rows and columns, with some fields having dropdown menus or checkboxes. The interface includes a navigation pane on the left side and a status bar at the bottom.

Key fields visible in the form include:

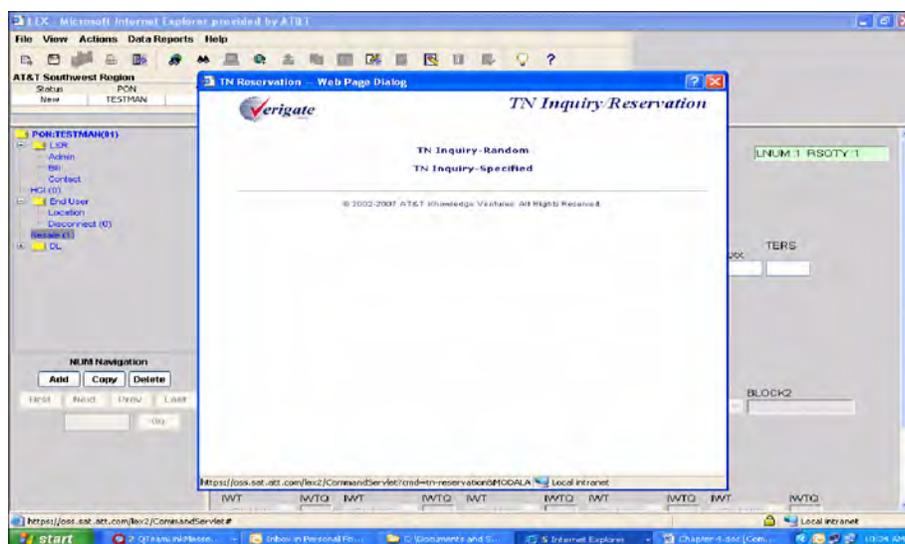
- LEX, LOGNUM, NPI, LST, LNA, LNECLSSVC, TNS, TERS
- S, OTN, ISPID, TSP
- ECCKT
- CFA, FPI
- PIC, LPIC, SSIG, BA, BLOCK, BAZ, BLOCK2
- LEAN, LEATN, SDI, MATN, TLI, NDR
- JKT, JKT NUM, JKT POS, JR, NDR
- IWT, IWTQ, IWT, IWTQ, IWT, IWTQ, IWT, IWTQ, IWT

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If the user clicks on the link titled “Select TN” on the appropriate LEX product form, Verigate will initiate the following process to reserve a TN:

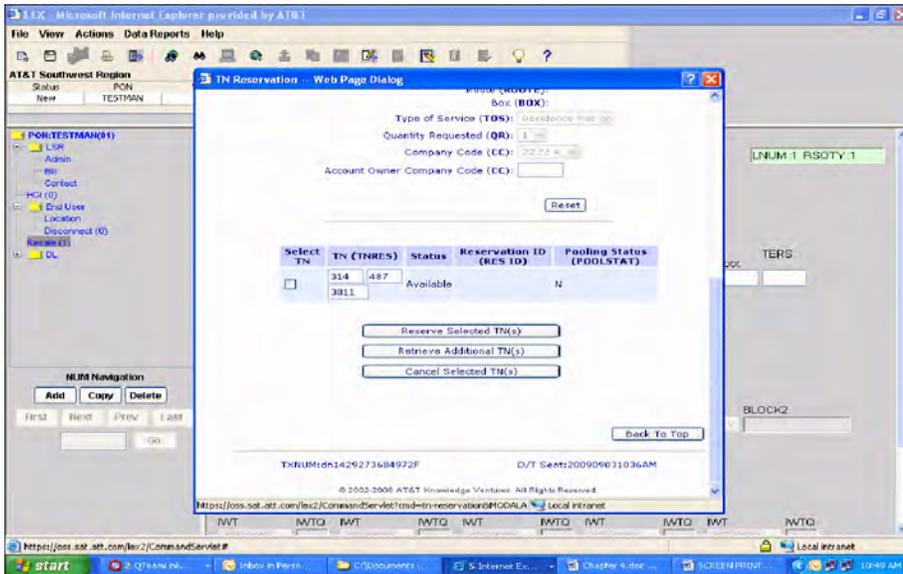
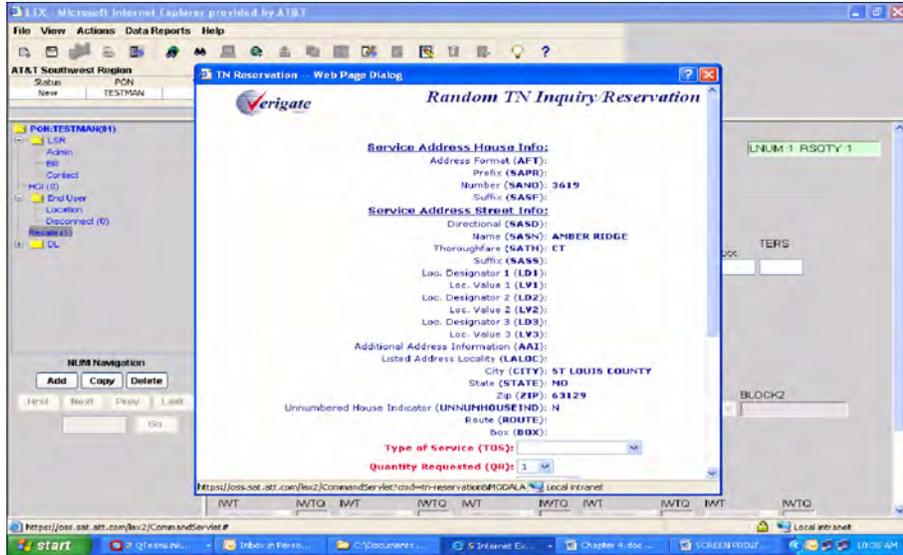
- Verigate will display the following links on a new interim screen regardless of whether the TN inquiry/reserve is for the AT&T 12-State Region or AT&T Southeast Region.
- TN Inquiry - Random
 - If clicked and the request is for the AT&T Southeast Region, Verigate will display the existing Southeast Region random TN inquiry input screen.
 - If clicked and the request is for the AT&T 12-State Regions, Verigate will display the existing 12-State random TN inquiry input screen.
- TN Inquiry - Specified
 - If clicked and the request is for the AT&T Southeast Region, Verigate will display the existing Southeast Region specified TN inquiry input screen.
 - If clicked and the request is for the AT&T 12-State Regions, Verigate will display the existing 12-State specified TN inquiry input screen.

TN Reservation Inquiry - Output screens

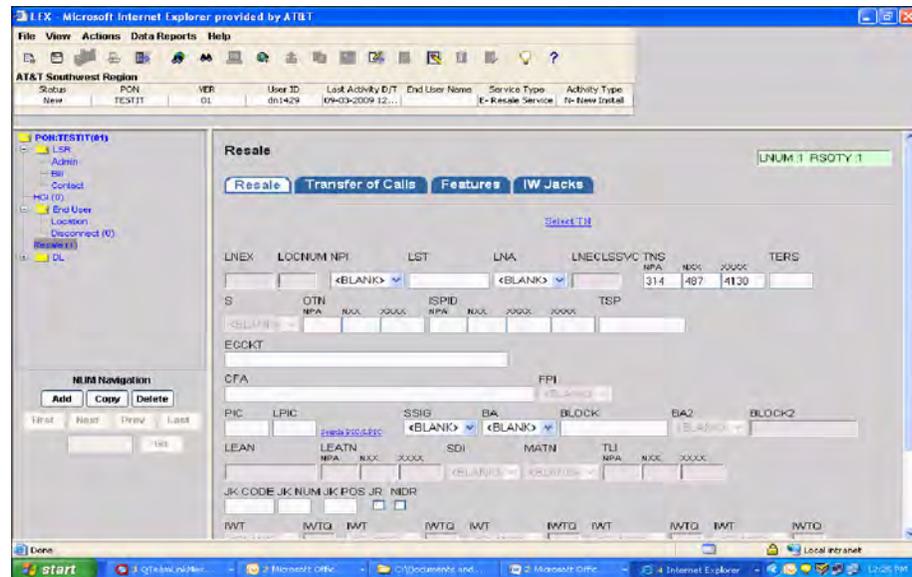
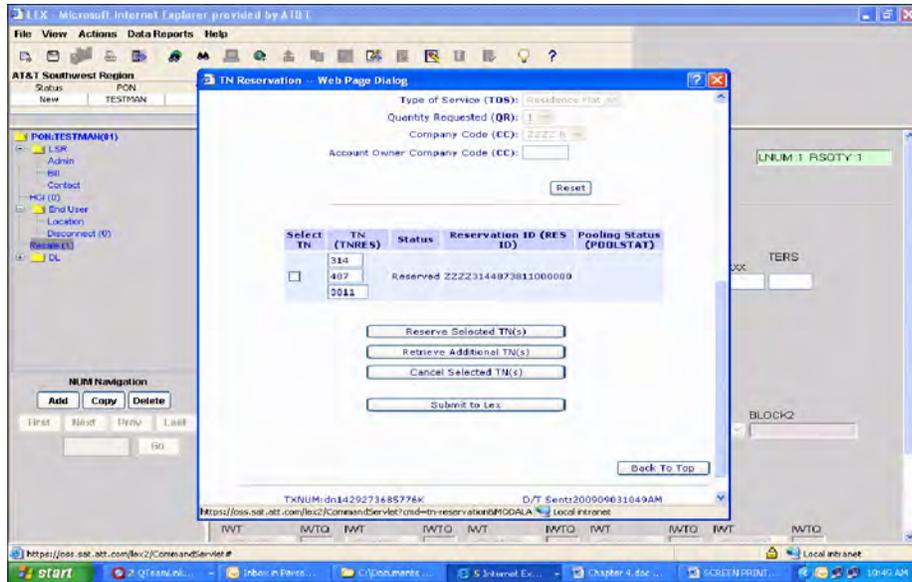


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Pre-Order Integration TN Reservation



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For the AT&T Southeast Region, there are additional functions that Verigate will provide. Verigate will display the following read-only field below the “Retrieve Available TNs” button.

- Existing Account Telephone Number - This field will be displayed when the ACT passed from LEX is ‘C’ or an ACT/MI combination of ‘V/B’ or ‘V/C’ is passed.

Verigate will display the following fields below the “QR” field.

- Add previously Reserved TNs
 - After the user clicks the “Retrieve Available TNs” button, Verigate will display the TNs entered in this field as the first TNs available to reserve, directly above the TNs returned on the inquiry response. For example, if the user populates 4 TNs in the “Add Previously Reserved TNs” field and chooses a QR of 8, Verigate will display 12 TNs available to reserve, the 8 returned from the inquiry and the 3 entered in this field.
 - This field should be displayed for all activity types and may repeat 25 times.
- Add Other Existing TN
 - Optional text field of data characteristics 10N, which repeats 25 times.
 - After the user clicks the “Retrieve Available TNs” button, Verigate will display the TNs entered in this field as the first TNs available to reserve, directly above the TNs returned from OBF on the inquiry response. For example, if the user populates 4 TNs in the “Add Previously Reserved TNs” field and chooses a QR of 8, Verigate will display 12 TNs available to reserve, the 8 returned from the inquiry and the 4 entered in this field.
 - This field will be displayed for all ACTs.

Verigate will display three radio buttons to the left of each reserved TN and present the value within the screen according to the following rules:

- Select as ATN
 - Allow users to populate this radio button for all ACT/MI combinations passed from LEX.
- Select as NATN
 - Allow users to populate this radio button when the ACT/MI combination is 'V/B' or 'V/D' or the ACT is 'C'.
- Select as NAN
 - Allow users to populate this radio button when the ACT/MI combination is 'V/A' or 'V/B'.

There are four possible sources for the TNs that will be displayed for the user to try to reserve. These sources are the available TNs returned to Verigate from the Pre-order backend on the TN inquiry request, the QSTN optionally selected by the user on the Verigate validated address response screen, the "Add Previously Reserved TNs" optionally entered by the user on the TN inquiry screen, and the "Add Other Existing TNs" optionally entered by the user on the TN inquiry screen. All of these TNs will appear available to reserve, however, only a grand total of twenty-five (25) TNs may be reserved. If the user attempts to reserve more than 25 TNs, Verigate will display the following pop-up message to the user: "Maximum of 25 Telephone Numbers allowed to be reserved".

For all regions, a button labeled "Submit to LEX" will appear as the last button under the table of available TNs on the TN reservation screen, which, if clicked, will pass the reserved TNs to LEX and close the Verigate window. The "Submit to LEX" button will not be enabled until after at least one TN has been reserved by the user. LEX populates the reserved TNs in the appropriate LEX TN field on the LNUM(s) fields. The TN on the LNUM remains editable.

PIC/LPIC

The PIC/LPIC link requires an address validation to be done prior to this. It is available for some of the Core Products, Requisition Types E, F and M, and also can be done on a Supplemental Type 2 or 3 or Supplemental Type 4 or 5.

The PIC/LPIC link is accessed from the product form as shown below:

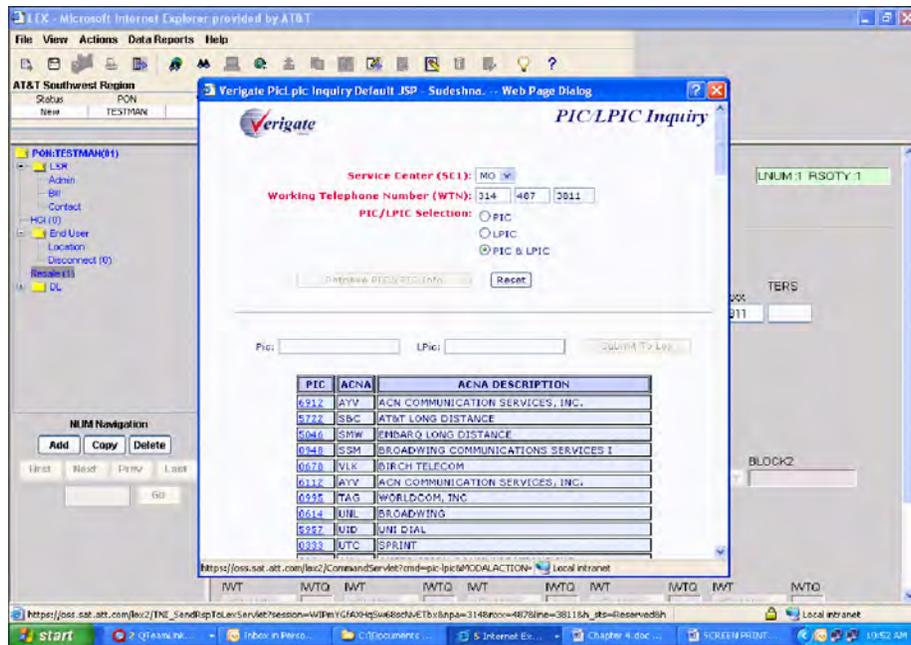
If the TN is in the 12-State Regions, run the 12-State PIC/LPIC transaction to retrieve the PICs and LPICs. If successful, display the 12-State PIC/LPIC response screen.

If the address is in the AT&T Southeast Region, run the Southeast Region PIC/LPIC transaction to retrieve the PICs and LPICs. If successful, display the Southeast Region PIC/LPIC response screen.

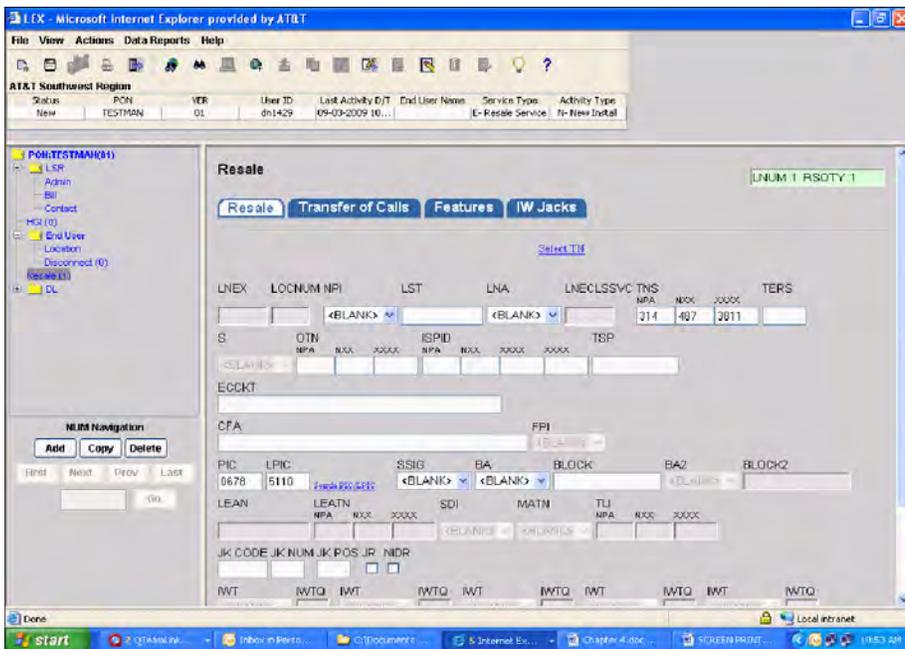
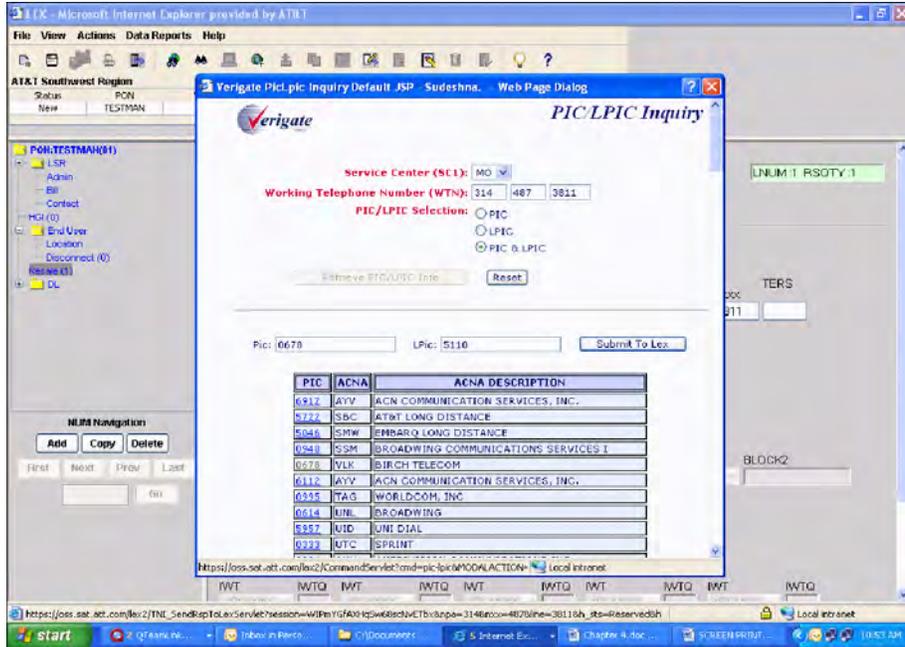
Regardless of whether the successful response is for a 12-State or 9-State transaction, display all PICs and LPICs as hyperlinks, which, if clicked, will cause the chosen PIC or LPIC to be displayed in text fields labeled “PIC” and “LPIC”, respectively. To the right of these two fields, a button labeled “Submit to LEX” will be available, which, if clicked, will send the PIC and/or LPIC value(s) to LEX and close the Verigate window. The two text fields and associated button should appear in two places on the screen, just above the table of PICs and just below the table of LPICs.

The PIC and/or LPIC are then populated within LEX on that LNUM and remain editable.

PIC/LPIC Inquiry - Output Screens



4 Pre-Order Integration PIC/LPIC

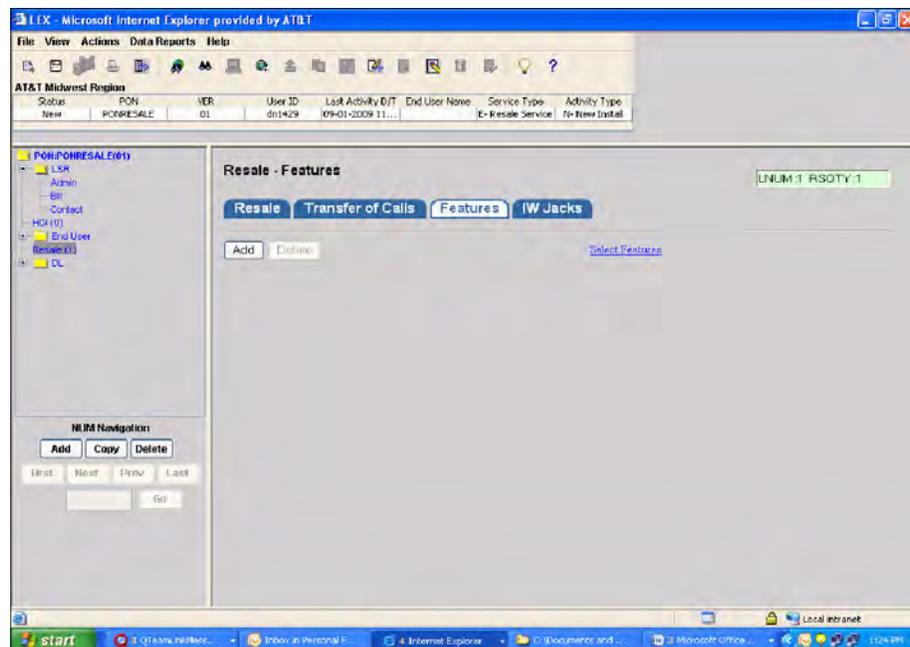


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Features

The Select Features link requires an address validation to be done prior to this. It is available for some of the Core Products, Requisition Types E, F and M, and also can be done on Supplemental Type 2 or 3 or Supplemental Type 4 or 5.

The Features link is accessed from the product form as shown below:



If the TN is in the 12-State Regions, run the 12-State Feature Availability transaction. If successful, display the 12-State Feature Availability response screen.

If the address is in the AT&T Southeast Region, run the Southeast region Feature Availability transaction. If successful, display the Southeast Feature Availability response screen.

Regardless of whether the successful response is for the 12-State or Southeast Feature Availability transaction, display a checkbox next to each row of data in

4

Pre-Order Integration

Features

the Feature Detail table. The user may check as many of the boxes as he or she wishes.

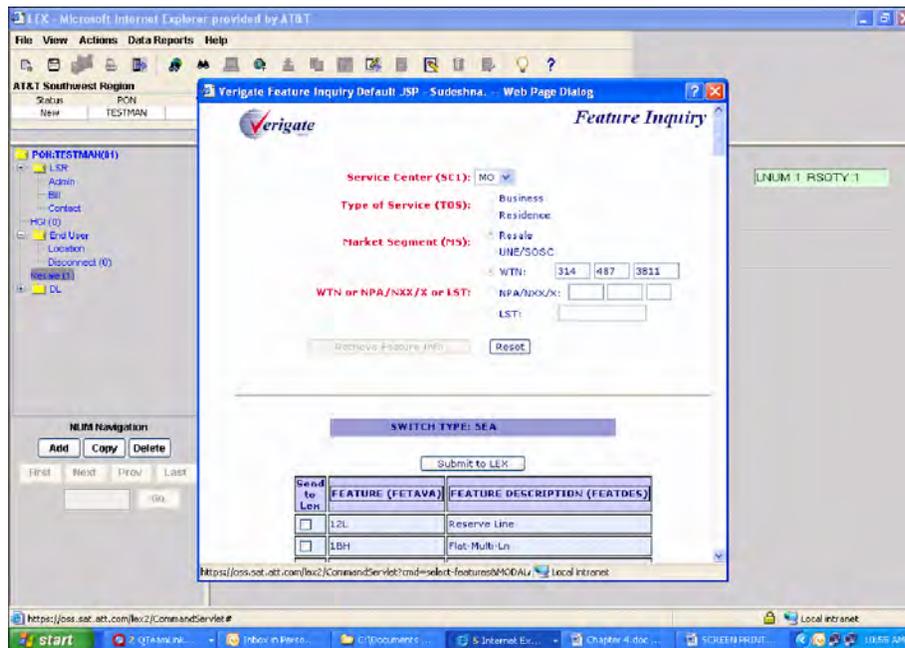
A button labeled “Submit to LEX” should appear directly above and directly below the table of features, which, if clicked, will send the checked features to LEX and close the Verigate window.

LEX will populate the selected features on the service product form for each LNUM.

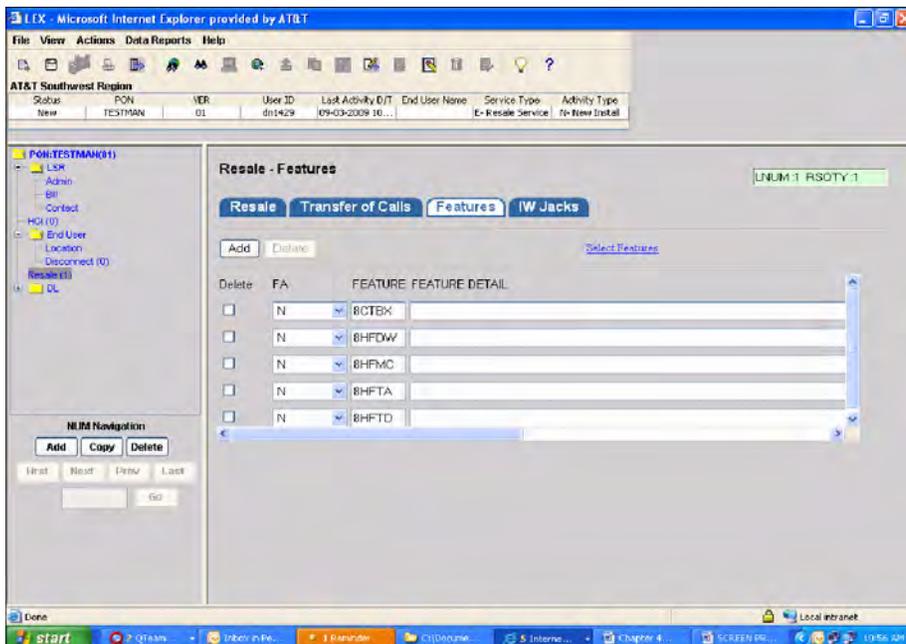
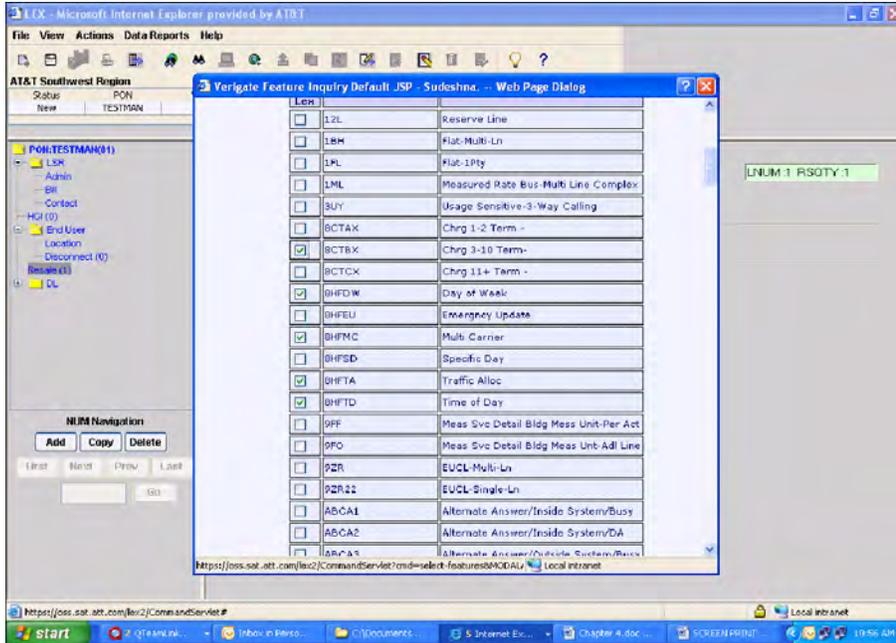
- Populate ‘N’ in the FA field.
- Populate the feature in the Feature field.
- Leave the Feature Detail field blank
- Provide for rows of FA, Feature, and Feature Detail based on the quantity of features selected.

If an error response is returned, Verigate will display the appropriate standard 12-State or Southeast error response screen and will not send the response to LEX to display.

Features Inquiry - Output Screen



4 Pre-Order Integration Features



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View CSR

The View CSR link is located on the End User form. For the AT&T 12-State Regions, the CSR will be retrieved based upon the main Telephone Number from the LSR. For the AT&T Southeast Region, the CSR will be retrieved based upon the Telephone Number entered in the Create LSR screen and/or either the ATN or AN. It is available for all Core Products, Requisition Types A, B, C, E, F, M and J and can also be done on a Supplemental Type 2, 3 or Supplemental Type 4, 5.

The CSR link is accessed from the product form as shown below:

If the user clicks on the link titled “View CSR” on the appropriate LEX form, Verigate will initiate the following process to retrieve a CSR:

Verigate will display the following links on a new interim screen regardless of whether the TN is for the Southeast or 12-State Regions.

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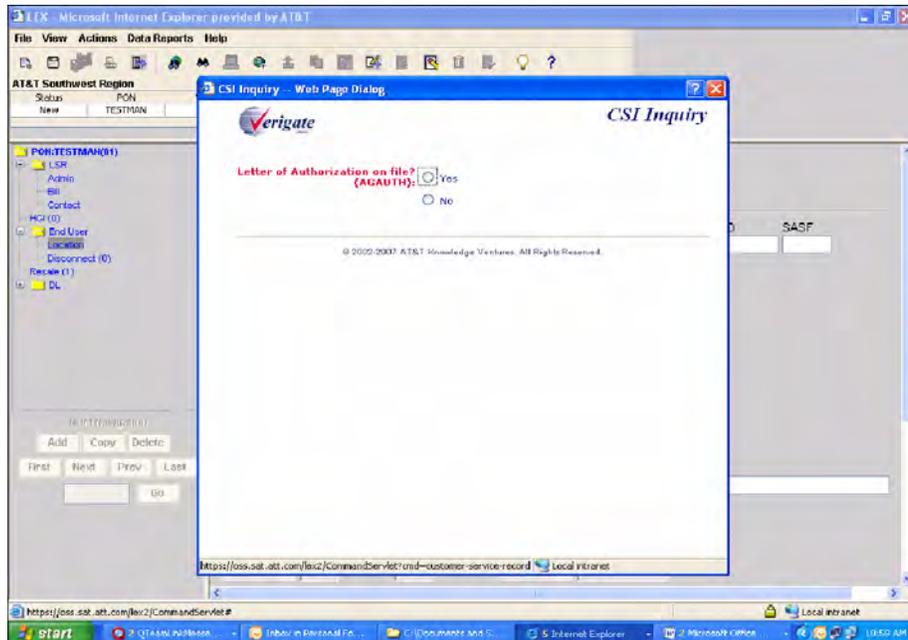
Pre-Order Integration

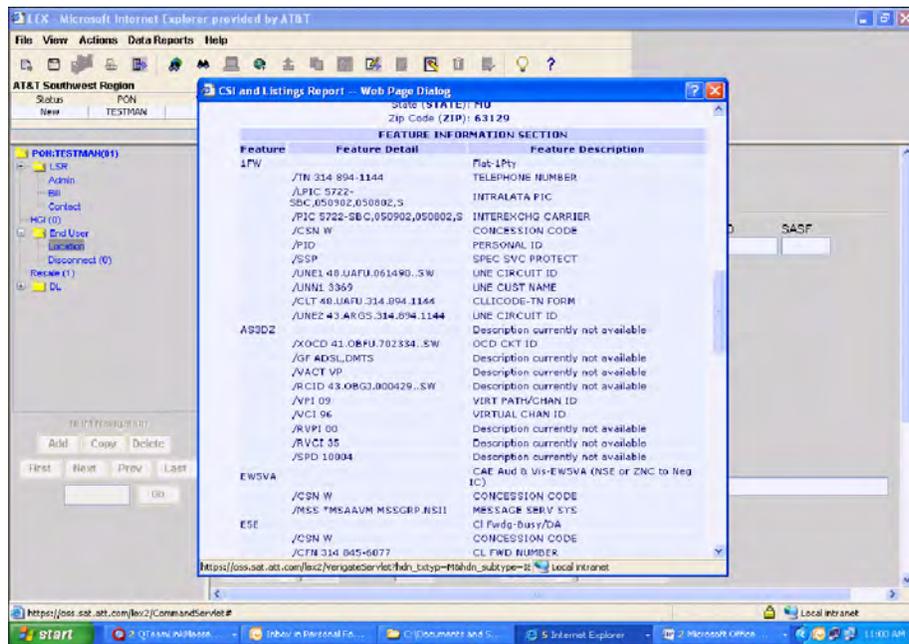
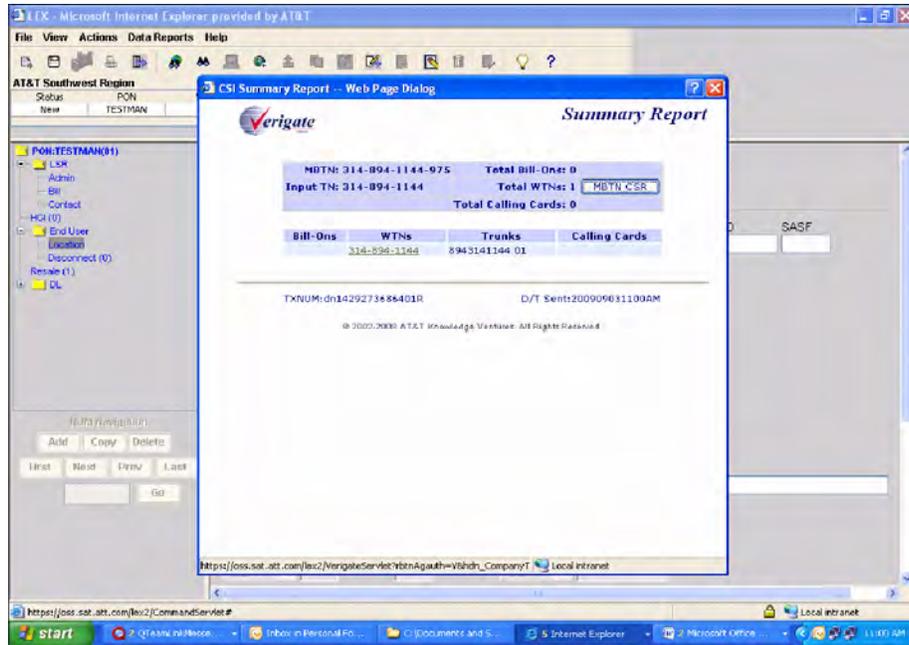
View CSR

Verigate will display the same Letter of Authorization (LOA) field that appears on the existing CSI input screen.

- If the user clicks on the “No” radio button, display the pop-up message, “Not authorized to view data”.
- If the user clicks on the “Yes” radio button, run the CSR transaction using the TN passed to Verigate from LEX. Verigate will not have to pass any of the CSR data to LEX.
 - If the TN is for the 12-State Regions, run the 12-State “Both CSI Plus Listings” CSI transaction.
 - If the TN is for the Southeast Region, run the Southeast “Unparsed CSR by ATN” transaction.

View CSR Inquiry - Output Screens





Due Date Calculation

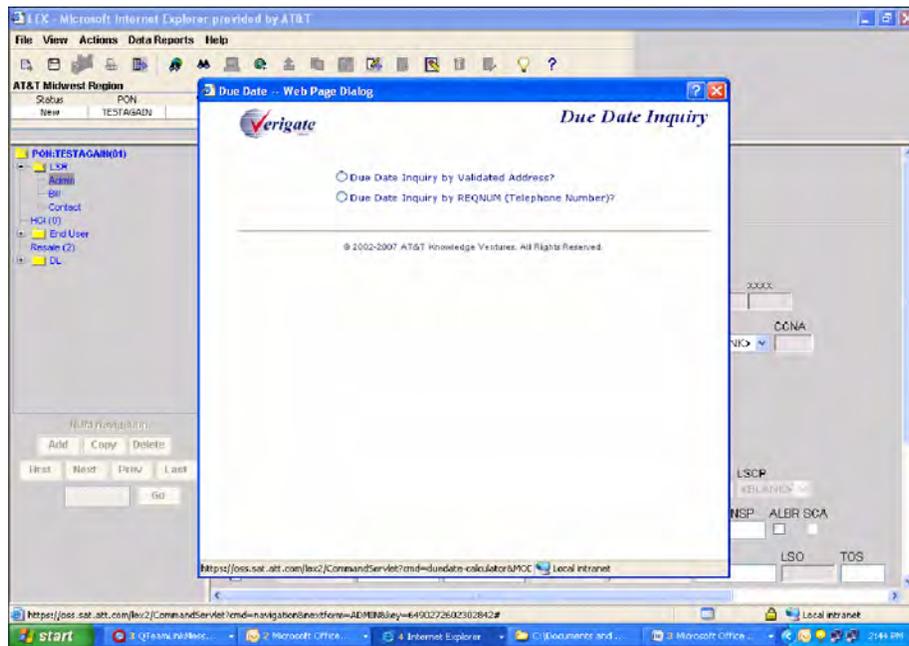
The Due Date Calculation link is located on the LSR Admin form and is only applicable for the AT&T 12-State Regions. This link directly accesses the current AT&T 12-State Verigate Due Date Inquiry, which can be done by either a Validated Address or by REQNUM. This is also available for Supplemental Type 2 and 3. The selected due date is not automatically populated on the LEX screen.

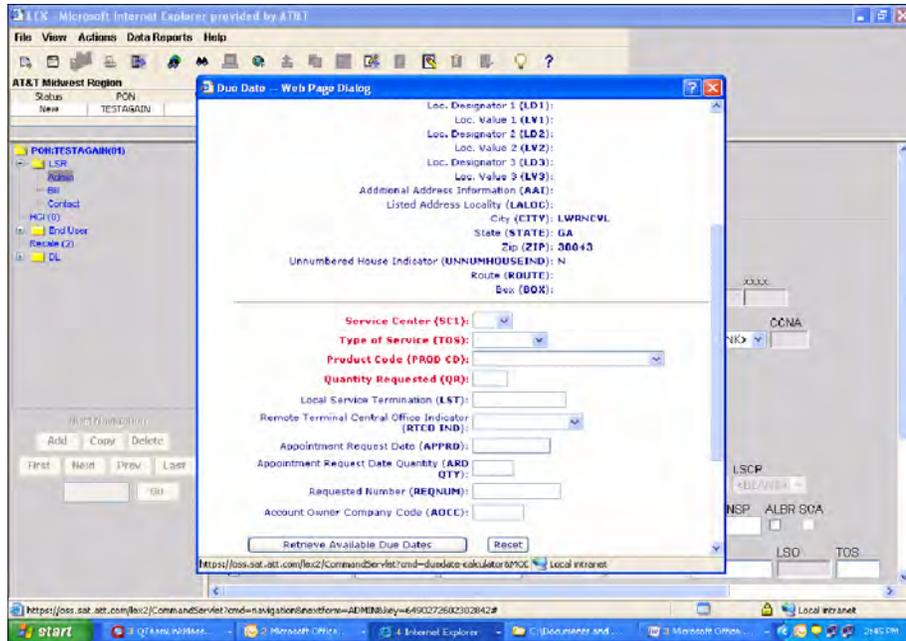
The Due Date Calculation link is accessed from the LSR Admin form as shown below:

The screenshot displays the LEX web application interface. At the top, there is a navigation bar with 'Admin', 'RPON', and 'Account Features' tabs. Below this, the 'Local Service Request - Administration' form is visible. A link labeled 'Due Date Calculation' is highlighted in blue. The form contains numerous input fields for service request details, including AN, ATN, AAN, NATN, NAN, LSR NO, D/T SENT, HTOTY, LOC, SUP, ACTIVITY TYPE, MI, ADET, CCNA, DDD, SCD, APPTIME, DDDO, RESID, NOR, DFDI, DFDTO, PROJECT, PFOUND, LSCP, SC, SLI, CHC, EXP, EXP, RSN, RTR, CC, NNSP, ONSP, ALBR, SCA, AGAULT, PORTTYP, ACTL, SACTL, AI, APOT, LST, LSO, and TOS. The interface also shows a sidebar with a tree view of folders like 'LSM', 'Admin', 'Bill', 'Contact', 'HOLD', 'End User', 'Reserv (2)', and 'DL'. The bottom of the screen shows the Windows taskbar with the start button and several open applications.

If the user clicks on the link titled “Due Date Calculation” on the appropriate LEX form, Verigate will display the existing 12-State Due Date selection type input screen. LEX will pass Verigate the validated address if available. Once the user has been navigated to this screen, the Due Date transaction should function exactly as it currently does.

Due Date Calculation - Output Screens





For the AT&T Southeast Region users, this hyperlink will allow the user to view the tentative due date (Pre-FOC information) when LSR is in Processed status. This information will be displayed in the MSGID and MSGTEXT fields.

4

Pre-Order Integration Due Date Calculation

Processing Local Service Requests

*This chapter provides you with
step-by-step, task-based
instructions to perform
procedures in LEX, such as
creating and issuing LSRs.*

5

CHAPTER



New LSRs

The first time you log into LEX with your user ID, there are no LSRs in the system that match your user ID. You need to either create a new LSR or view the LSRs of other users. You create new LSRs using the **New LSR** option located on the **File** menu. Detailed steps follow. To view the LSRs of another user, use the **Search** option located on the **View** menu and designate the user ID as your search criteria. For more information, see *Searching for LSRs*.

Creating a new LSR



Note:

*In this section, the method of creating LSRs by entering all new information is described. You can also create LSRs by copying templates or existing LSRs and supplying a new PON. To create an LSR using either of these methods, you use the **Copy LSR** action, not **New LSR**. For more information, see “Copying LSRs” in this chapter.*

Each new LSR you create will be added to the region in which you’re currently working. This region is known as the active region and is displayed directly above the **LSR Header**. You cannot create LSRs outside the active region without first changing regions. For more information, see *Changing Regions of Operation* in this chapter.

1. **From the File menu, select New LSR. (AT&T 12-State Regions)**
LEX prompts you to enter information about the request.

The screenshot shows a dialog box titled "Create LSR". It has a light gray background and a thin border. At the top, the title "Create LSR" is displayed in a bold, black font. Below the title, there are two input fields. The first is labeled "PON:" and is followed by a white text box. The second is labeled "Service Type:" and is followed by a dropdown menu with the text "Select One" and a small downward-pointing arrow on the right. At the bottom of the dialog, there are two buttons: "OK" and "Cancel", both in a light gray color with black text.

5

Processing Local Service Requests

New LSRs

2. Type a unique PON.

PONs (purchase order numbers) may not be duplicated in the LEX database. LEX will notify you if you enter a duplicate PON.



Note:

The format of the PON is not restricted by LEX. However, downstream OSSs may have PON-format requirements that determine whether an LSR is successfully processed. Consult your LSOR or LEX's online help for more information about PON requirements.

PONs that include lowercase letters are accepted by LEX. However, LEX converts all lowercase letters to uppercase letters when the PON is saved.

3. Select a Service Type from the drop-down box.

After you make a selection, the **Activity Type** drop-down box displays with a default selection.

The screenshot shows a dialog box titled "Create LSR". It contains three input fields: "PON:" with the value "ar5426-5", "Service Type:" with a dropdown menu showing "A- Loop", and "Activity Type:" with a dropdown menu showing "C- Change". At the bottom are "OK" and "Cancel" buttons.

4. Select a different Activity Type if necessary.

The list of activity types available to you is dependent upon the request type you've selected.

5.2

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5. AT&T Southeast Region Create LSR Screen.

The screenshot shows the 'Create LSR' form with the following fields and their states:

- PON:
- Service Type:
- Activity Type:
- Company Code(CC):
- Type of Service(TOS):
- Area:
- Migration Indicator:
- Loop Type:
- Telephone Account Number:

Buttons: OK, Cancel

The screenshot shows the 'Create LSR' form with the following fields and their states:

- PON:
- Service Type:
- Activity Type:
- Company Code(CC):
- Type of Service(TOS):
- Area:
- Migration Indicator:
- Loop Type:
- Telephone Account Number:

Buttons: OK, Cancel

With the selection of the PON, Service Type and Activity Type, the remainder of the fields will become active, and based upon the combination of the two above types, will need to be completed.

- Company Code - drop down field that contains all of the company codes for that particular userid.
- Type of Service - the TOS values for the Service Type selected will be displayed.
- AREA - drop down field that contains all of the states within the AT&T Southeast Region.

Processing Local Service Requests

New LSRs

- Migration Indicator - drop down field that is contingent upon the selection made in the Service Type.
- Loop Type - drop down field that is contingent upon the selection made in the Service Type (applicable for Requisition Type A and B).
- Telephone Account Number - editable alpha/numeric field for a telephone account number to be entered.

CSR Validation checks at the LSR Create Screen.

At the LSR Create Screen, LEX interacts with Verigate to perform several CSR checks based on the data entered within the fields on this screen. If successful, the user is allowed to proceed forward to the LSR Admin Screen. If not successful, then Verigate will return to LEX the following error messages back to the user and LEX will not allow the LSR to proceed forward.

Error Messages:

- “You are not authorized to perform this action - account not owned by AT&T.”
- “You are not authorized to perform this action on service owned by another CLEC.”
- “Account does not qualify for service requested.”
- “Live account exists - Not LNPBL or LNPRL.”
- “CLEC already owns this account.”
- “Invalid class of service.”
- “You are not authorized to perform this action - account not Coin.”

If the error is returned is believed to be incorrect or not appropriate, the user should (1) confirm the data entered on the LSR Create Screen, and if correct, (2) contact the ISCALLCENTER. When contacting the ISCALLCENTER, the user will need to provide a screen shot of the LSR Create Screen data along with the error message.

6. Pre-population of fields based upon selection of values chosen in the LSR Create process.

With the selection of values during the Create LSR process, LEX utilizes some of those values to pre-populate or system generate certain fields on the LSR ADMIN and LSR CONTACT forms. The fields that are populated by the user are available

for editing and/or re-selection of another value. Field on this entry screen that are applicable are the following:

- **Activity Type:** The value selected here is populated on the ACTIVITY TYPE field of the LSR ADMIN form. As this is a key field that determines what forms to present to the user, this is not editable.
- **Company Code:** The value selected here is used to retrieve information from the CLEC PROFILE utility and populates the applicable contact fields on the END USER CONTACT form. All of these fields that are populated are editable. For a complete list of those fields, please refer to Appendix C, Volume II of this User Guide.
- **Type of Service:** The value selected here is populated on the TOS field of the LSR ADMIN form. This field is editable. When the value of “OTHER” is selected, the TOS field on the LSR ADMIN form will be populated with spaces, allowing the user to enter any TOS value in that field. For Requisition Type C, the default will be “OTHER”, requiring no action by the user to select. For other Requisition Types, the value of “OTHER” will be available as a selection amongst the values.
- **Migration Indicator:** The value selected here is populated on the MI field of the LSR ADMIN form. Although editable, it is not recommended that this field be changed as it may impact some functionality present on the Telephone Number Reservation screen when selected.



Note:

For Requisition Type C, Single Port, the MI field will have a default value of “BLANK”. The value of the default value will be a BLANK. User does not have to select the value as it will be carried forward to the MI field on the LSR ADMIN form.

- **Loop Type:** Applicable for Requisition Types “A” and “B”, the value selected here is used to populate the NC (Network Channel Code), NCI (Network Channel Interface Code), SECNCI (Secondary Network Channel Interface Code), and the SPEC (Service and Product Enhancement Code) fields. Where there is no value for that particular Loop Type, the value is blank. These fields allow the value to be edited and/or re-selected should the value be part of a drop down list. Where the value of “OTHER” is selected as a Loop Type, the values in all four fields mentioned above (NC, NCI, SECNCI, and SPEC) are BLANK and the user can enter the appropriate values in any of these fields.
- **Telephone Account Number:** Once selected, that Telephone Number, under certain scenarios, is used to populate the applicable ATN (Account Telephone Number) on the LSR ADMIN form. It is also used when an Address

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Processing Local Service Requests

New LSRs

Validation is done by Telephone Number. It is not recommended that this TN be changed once entered on the LSR Create screen.



Note:

For Requisition Type C, Single Port, the Telephone Account Number entered on the LSR Create Screen will pre-populate the AN field on the LSR ADMIN form.

As mentioned above, fields that are pre-populated and/or system generated and are in active fields, are subject to be editable or re-selected with another value.

AT&T Southeast Region



Note:

As part of Requisition Type C, Single Port, the Service Center (SC) field on the LSR ADMIN form is optional, defaulted to BLANK, and no longer a Green Label field.

AT&T 12-State Regions



Note:

As part of Requisition Type C, Single Port, the Service Center (SC) field on the LSR ADMIN form and the Initiator Contact (INIT) field on the LSR CONTACT form are now optional and no longer Green Label fields.

7. Click OK.

The LSR form, **Admin** section opens in the LSR Workspace, and the LSR is placed in edit mode. Information is displayed in the LSR Header, and the LSR Tree displays the PON with its required and optional forms. The forms that are displayed are dependent upon the LSR's **Service Type / Activity Type** combination.

5.6

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Local Service Request - Administration

Admin RPON Account Features

[Due Date Calculation](#)

AN ATN AAN NATN NAN
NPA NXX XXXX NPA NXX XXXX NPA NXX XXXX

LSR NO D/T SENT HTQTY LOCQTY SUP ACTIVITY TYPE MI ADET CCNA
D <BLANK>

DDD SCD
mm dd yyyy mm dd yyyy
1 2 1 2

APPTIME/DDD DDDO
mm dd yyyy
1 2

RESID NOR DFDT DFDTO PROJECT PROJNDR LSCP
<BLANK> <BLANK>



Note:
 For the AT&T Southeast Region, the Account Features tab is not applicable.

8. Type the data in the appropriate fields.

Your Local Service Ordering Requirements (LSOR) can assist you in determining required fields to enter in an LSR based on the **Service Type** and the **Activity Type** of your LSR. See *Related Information* in Chapter 1, *About This Guide* for details. If you have a question about how to complete a particular field, locate the field in LEX's online help system. Steps for finding field-specific information are provided in *Field-level Help* of Chapter 2, *Introduction*.

While entering data to create an LSR, you can also copy, add, and delete form and section line numbers using the navigation buttons in the LSR Tree. As you add and delete line numbers, the quantities in the LSR Tree, which are displayed in parentheses, are updated. For more information about adding, copying, and deleting, see the sections *Adding a line number*, *Copying a line number*, and *Deleting a line number* in Chapter 3, *Getting Started*.

9. To save the new LSR, select Save from the File menu.**10. To finish creating the LSR, select Close Edit from the Actions menu.**

Choosing **Close Edit** tells LEX that you're finished entering information. LEX, in turn, releases the LSR from your exclusive use, allowing another user to change it if necessary.

Upon selecting **Close Edit**, LEX prompts you to save the LSR. If you choose not to save, LEX's action is determined by whether or not the LSR has ever been saved. If it has been saved and you choose not to save upon closing, all changes since the last time you saved will be lost and the LSR is placed in view-only mode. If you have never saved the LSR and choose not to save when you close edit mode, the LSR will be discarded, making the PON available for the creation of a future LSR. You are then returned to the Welcome workspace.

If you'd like to issue the LSR, see *Issuing LSRs* in this chapter for instructions.

Editing LSRs

When you select an LSR, it's opened for viewing only, making the information unavailable for change. To make changes, you must place the LSR in edit mode by selecting the **Edit LSR** option from the **Actions** menu. This locks the LSR for your exclusive use. Other users can only view the LSR while you have it locked in edit mode. They cannot change it. When you're finished making changes, you need to close edit mode to release the LSR, allowing other users to change it if necessary. **Close Edit** is also located on the **Actions** menu.

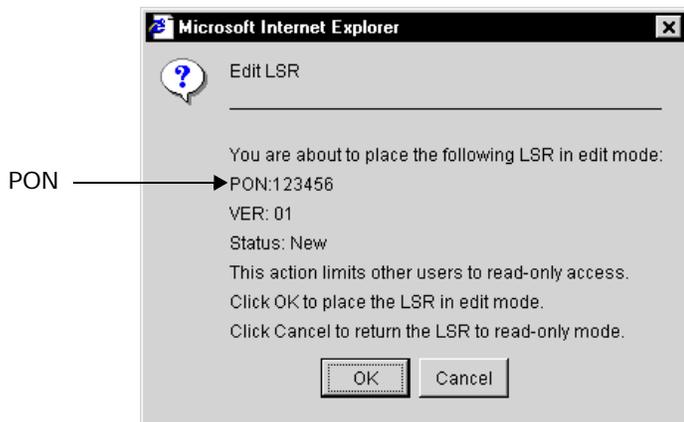
Editing an LSR



Warning:

Do not exit LEX using the Close (X) button in the upper corner of the LEX browser window. When LEX is closed this way, browser constraints prevent LEX from checking for unsaved data. As a result, unsaved changes made during edit mode will be lost.

1. **Search for and select an LSR with a status of New or Template.**
For detailed search instructions, see *Using LEX's Search Option* in this chapter.
2. **From the Actions menu, select Edit LSR.**
The system displays a confirmation message.



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Processing Local Service Requests

Editing LSRs

3. Verify that the correct PON is displayed and click OK. If the PON is incorrect, click Cancel.

LEX places the LSR or LSR template in edit mode. Fields that were inactive because the LSR was view-only are activated so that you can make selections or type in them.



Note:

For the AT&T Southeast Region, the Account Features tab is not applicable.

If you selected a template to edit, the following fields will be inactive:

- DDD (Desired Due Date)
- DDDO (Desired Due Date Out)
- DFDT (Desired Frame Due Time)



Note:

*While you're editing an LSR or LSR template, you can select **Clear Optional Forms** or **Close Edit** from the **Actions** menu. All other actions are unavailable.*

5.10

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4. Make the necessary changes.

You can type in fields, copy/cut and paste data from field to field, make selections from drop-down boxes, and clear optional forms. Copying and pasting text and cutting and pasting text are discussed in the sections, *Copying text from one field and pasting it in another* and *Cutting text from one field and pasting it in another*. For more information about clearing forms, see *Clearing Optional Forms* later in this chapter.

When you complete a field, LEX checks whether the data you've entered is in the format LEX requires. Some phone number fields, for example, accept only numbers as valid data; they do not accept letters. Similarly, date fields accept only legitimate calendar dates. This means an erroneous date such as 2/31/01 will not be accepted. If you enter invalid data in a field, LEX prompts you to correct your entry. After the correction is made, you are allowed to continue editing.

While editing an LSR, you can also copy, add, and delete form and section line numbers using the navigation buttons in the LSR Tree. As you add and delete line numbers, the quantities in the LSR Tree, which are displayed in parentheses, are updated. For more information about adding, copying, and deleting, see the sections *Adding a line number*, *Copying a line number*, and *Deleting a line number* in *Chapter 3, Getting Started*.

5. When you're finished editing the LSR, select Save from the File menu to save your changes.

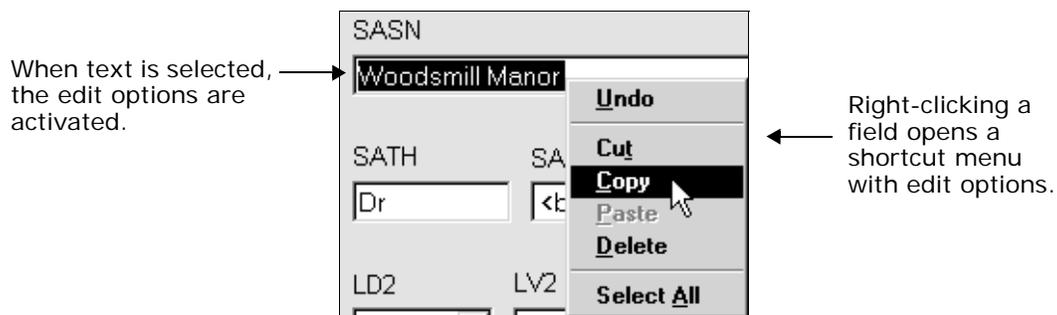
6. Select Close Edit from the Actions menu.

The LSR is returned to view-only mode, making it available for editing by a different user.

Edit shortcut menus

LEX allows you to select, cut or copy, and paste field information from one field to another using shortcut menus. This feature is especially helpful when you are using the AT&T Verigate system and want to copy existing service and address information.

Shortcut menus provide edit options when you right-click in a text-entry field. **Cut**, **Copy**, and **Paste** options are available for fields that contain selected text. Text is selected by double-clicking or using the shortcut menu's **Select All** option. The options are not available for inactive fields.



Note:

*The **Undo** option can be used to reverse your last text-editing action. For example, if you paste data into an incorrect field, immediately selecting **Undo** from the shortcut menu will remove the data from the field. Or, if you type in a field, it will remove the last letter you typed.*

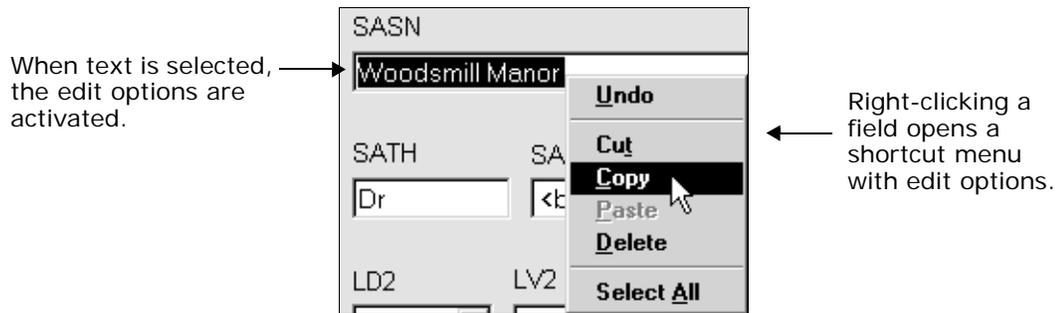
Copying text from one field and pasting it in another

You may copy data from field to field within LEX or from fields outside LEX (e.g., Verigate) to LEX. Be certain the fields represent the same information. For example, if the street address is separated into a field for number and a field for street name, you won't want to paste the entire street number and name in the street name field.

1. **Place your cursor in the field you want to copy.**
2. **Double-click to select all data in the field.**

3. **With your cursor still in the field to be copied, right-click to open the shortcut menu. Then, select Copy.**

This places a copy of the field's data on the Windows clipboard.



4. **Place your cursor in the field where you want to paste the data.**
5. **If the field is not blank, double-click to select all data in the field.**
6. **With the cursor on any selected text, right-click again to reopen the shortcut menu. Then, select Paste.**
This places the data on the clipboard in the field, replacing any selected text in the field. You can paste the data multiple times.



Note:

You may use keyboard shortcuts to copy and paste data. For shortcut key information, go to your Windows help Index and type "Keyboard Shortcuts."

Cutting text from one field and pasting it in another

In LEX, you may remove data from one field to paste into a different field by cutting the data. Use this feature only when you want to move data between fields. If you want to duplicate data, use the previous procedure, *Copying text from one field and pasting it in another*.

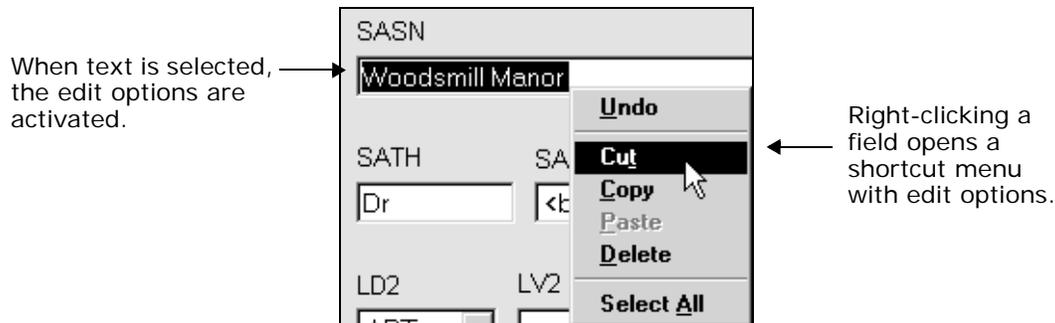
1. **Place your cursor in the field you want to cut.**
2. **Double-click to select all data in the field.**
3. **With your cursor still in the field, right-click to open the shortcut menu. Then, select Cut.**

This removes the data from the field and places a copy of the data on the Windows clipboard.

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Processing Local Service Requests

Editing LSRs



4. Place your cursor in the field where you want to paste the data.
5. If the field is not blank, double-click to select all data in the field.
6. With the cursor on any selected text, right-click again to reopen the shortcut menu. Then, select Paste.
This places the data on the clipboard in the field, replacing any selected text in the field. You can paste the data multiple times.



Note:

You may use keyboard shortcuts to cut and paste data. For shortcut key information, go to your Windows help Index and type "Keyboard Shortcuts."

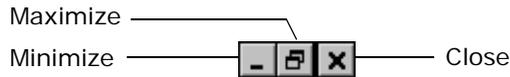
Copying text from one application to another

Like LEX, the AT&T Verigate system is an AT&T OSS. It is used for pre-ordering activities. Using Verigate, you can view existing service records, verify address information, or reserve a telephone number, for example. Using LEX's edit features, you can copy existing service and address information from the Verigate system and paste it into the appropriate fields in LEX. For access to Verigate, contact your Account Manager.

1. Close all Windows applications currently running on your PC.
2. Log on to the Toolbar application.
For instructions, see *Chapter 3, Getting Started, Accessing LEX*.
3. On the Toolbar, click the Lsr EXchange icon to open LEX and the Verification Gateway icon to open Verigate.

4. Maximize both applications.

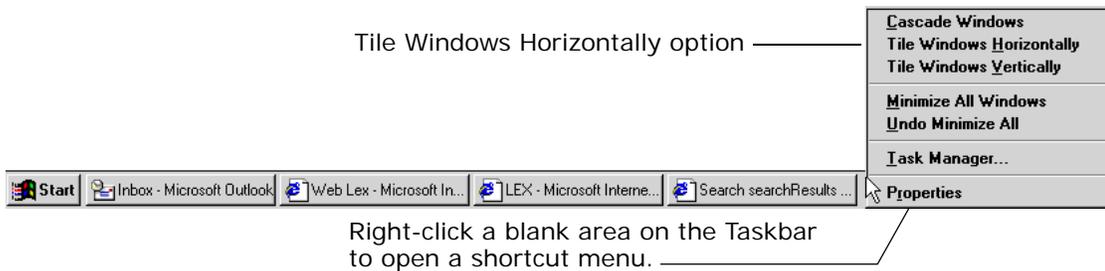
The **Maximize** button is the middle button in the set of three buttons that's in the upper right-hand corner of each window.



5. Close the Toolbar.

6. Right-click a blank area on your Windows taskbar.

The Windows taskbar is the bar at the bottom of your desktop that has the **Start** button on it. Other buttons that represent programs currently running on your computer also appear on this bar. When you click the taskbar, a shortcut menu opens.



7. Select the Tile Horizontally option.

The windows of both applications display one above the other. You may work in either application, copying and pasting data as needed, one field at a time. Refer to the preceding instructions, *Copying text from one field and pasting it in another* for details.



Note:

If you have more than the LEX and Verigate applications open when you perform this step, all open applications will tile horizontally. If this happens, close the other applications and repeat Steps 6 and 7.

Closing edit mode

Only one user at a time can edit an LSR. This means that when you have an LSR in edit mode, other users can only view it. They cannot make changes to it. For this reason, you need to close edit mode when you're finished making changes. By closing edit mode, you release the lock on the LSR so that another user can edit it, and you're returned to view-only mode.

To close edit mode, select **Close Edit** from the **Actions** menu. **Close Edit** is only available when you're editing an LSR.

Saving LSRs

Saving your work

As you work in LEX, you'll need to regularly save your work. As a rule, you should stop to save as soon as you've entered more information than you care to lose to a power outage or other unforeseen difficulty.

To save your work, select **Save** from the **File** menu.

LEX reminders

LEX helps you protect information by reminding you to save your work. When an LSR is in edit mode, certain actions will cause LEX to prompt you to save the LSR so that you don't lose data. LEX reminds you to save when you attempt to perform any of the following actions:

- Close edit mode for the selected LSR.
- Create a new LSR.
- Select the Search option.
- Choose the Inbox view.
- Exit LEX.

Click **OK** to save the LSR. Otherwise, click **Cancel** to discard any changes to the LSR.



Warning:

Browser constraints prevent LEX from checking for unsaved data when the Close (X) button in the upper corner of the LEX browser window is clicked. Attempting to exit LEX via the X button will result in the loss of unsaved changes.

Using LEX's Search Option

Search criteria

LEX's **Search** option allows you to use a specific set of criteria to search for LSRs throughout your company. It provides search fields that correspond to the fields found on LSRs and notifications:

Basic Search criteria	Advanced Search criteria
Status	SPEC
PON	BAN1
User ID	BAN2
Due Date Search	ATN
Last Activity Date (from/to)	AN
End User Name	CKR
Service Type	ECCKT
Activity Type	Order Number
SC	
TN Selection	
TN	

Complete one or more of these fields to specify your search criteria. LEX compares your entries to the data in fields of all LSR forms and notifications (except Provider Notifications) with the same names as the search criteria fields. The PONs of those LSRs or notifications containing matching data are added to the list of LSR Search Results. Thus, the search criteria act as filters, reducing the complete list of LSRs in your system to a smaller, more specific list.

Except in the case of the **Order Number** criterion, LEX checks only fields having the same names as the search criteria. For example, **FECCKT** is not checked when the **ECCKT** criterion is specified. This means if your entry in **ECCKT** does not match the data in an LSR's **ECCKT** field, the LSR will not be added to the Search Results list even if the entry matches the data in **FECCKT**.

By contrast, when you conduct a search using **Order Number**, LEX checks all order number fields, regardless of their exact names, although order number fields generally have names ending in *ORD*. For example, **NPORD** and **RORD** are order number fields. During a search, LEX checks the contents of both these fields against the **Order Number** criterion. If matching data is found in either field, the LSR is added to the Search Results list.

The **Due Date Search** criteria field allows the user to conduct a search using the Desired Due Date (DDD) on the LSR ADMIN form. If the Due Date Search box is “checked”, this indicates that the search is for LSRs based upon the value (date) in the DDD field. When the box is “checked” the user should utilize the Last Activity Date (from/to) fields to designate the desired date range to search for. The Last Activity Date fields become the from and to fields for designating what date range to select LSRs in which the DDD falls within that range. When a date range is selected, all the LSRs that contain the DDD on the LSR ADMIN form within that range will be returned. The operation of the Last Activity Date fields operates in a slightly different fashion to accommodate the DDD search.

Wildcard searches

When you have only partial information as criteria for a search, you can use the asterisk (*) wildcard character to help find potential matches. It is used to replace one or more characters in text-entry fields (fields in which you type instead of make a selection such as **PON** or **End User Name**) to initiate open-ended searches. The wildcard can be placed anywhere in a field, including at its end. Wildcard searches are particularly helpful in cases where **End User Name** is misspelled or you only know part of a PON. The following are some examples of situations in which a wildcard search might be helpful:

- An end user’s name is McMillen but it may have been entered in the system as MacMillen. Type *M*Millen* in **End User Name**.
- You know that the PON you want begins 88855, but are unsure what its final digit is. For this situation, you would type *88855** in **PON**.
- You want to see a list of LSRs in which the service telephone numbers have the same area code and exchanges beginning with the same two digits. To conduct this search, you use the search criteria **TN Selection** and **TN**. **TN** is activated only after you select a type from **TN Selection**. For this example, you would select *TNS*. Then, in the **TN** field, you would type the area code in the **NPA** box and *63** in the **NXX** box, if the digits of the exchange were 63.

		NPA	NXX	XXXX	XXXX
TN Selection	TNS	TN	314	63*	

5

Processing Local Service Requests Using LEX's Search Option

Searching for LSRs



Note:

All PONs with a Last Activity Date greater than two years old are automatically removed from the LEX database during regular monthly maintenance. Removed PONs will not be located by LSR searches.

1. From the View menu, select the Search option.
The Searching for LSRs dialog opens.

Standard Search Criteria

The screenshot shows the 'Searching for LSRs' dialog box. At the top, there are 'Search', 'Clear', and 'Cancel' buttons, and a 'Select Lines per Page' dropdown set to 15. Below this is a note: 'Please specify one or more search criteria. An asterisk(*) may be used as a wild card.' The 'Standard Search' section includes the following fields: Status (dropdown: <---- All ---->), CC (text input), PON (text input), User ID (dropdown: <---- All ---->), Due Date Search (checkbox), Last Activity Date (date range: mm dd yyyy to mm dd yyyy), End User Name (text input), Service Type (dropdown: <----- All ----->), Activity Type (dropdown: <----- All ----->), SC (dropdown: <---- All ---->), and TN Selection (dropdown: <--- Blank --->). The TN field is split into NPA, NXX, XXXX, and XXXX sub-fields.

Advanced Search Criteria

The screenshot shows the 'Advanced Search' section of the dialog box. It includes the following fields: SPEC (text input), BAN1, BAN2, ATN, AN, CKR, ECCKT, and ORDER NUMBER. The BAN1, BAN2, and ATN fields are split into NPA, NXX, XXXX, and XXX sub-fields.

(Use the scroll bar to access additional Advanced criteria.)

2. **Enter your search criteria by specifying one or more fields in Basic Search or Advanced Search, or by completing a combination of fields in both search categories.**

The search criteria you enter will be used to find all matching LSRs, as described in the section, *Search criteria*. Typing a PON in **PON** will result in a list of LSRs having the same PON, that is, a list of all versions of the PON. If you want a list of all Template LSRs, select *Template* from the **Status** drop-down box. The system then checks each LSR and lists those that have *Template* in the **Status** field.

You might choose to further narrow the Template search by locating all Resale Templates. To accomplish this search, you would select *Template* from **Status** and select *Resale* from the **Service Type** drop-down box. The more criteria you supply for a search, the more detailed the search, and generally the fewer LSRs that are returned in the **Search Results** window. Wide-ranging search criteria will return large numbers of LSRs and may affect your response time.



Note:

*You can use wildcards for your search in any text-entry field, such as **PON** or **End User Name**. The **End User Name** field is not case-sensitive. For more information about wildcards, see the section “Wildcard searches.”*

3. **From Select Lines Per Page, select the number of LSRs to appear on each page of the Search Results window.**

The number you select is the maximum number of matching LSRs that will display in the **Search Results** window at one time. As an example, the default selection is fifteen, which means LEX will present LSRs in groups of up to fifteen at a time. If more than fifteen matches (or whatever number you've selected) are found, hyperlinks are added to the **Search Results** window so you can navigate the groups of LSRs.

4. **Click the Search button.**

The **Search Results** window opens. If the system did not find any LSRs matching your criteria, it notifies you by displaying a message in the window. Otherwise, all the LSRs that matched your criteria display. If more LSRs were found than the per-page selection you made in Step 3, navigation links are added to the bottom of the window. Use the navigation links to view different groups of LSRs. For more information, see the section *Navigating search results*.

5. **If you would like to see the search criteria, click Show Criteria.**

See the next section, *Show/Hide Criteria button*, for more information.

5

Processing Local Service Requests

Using LEX's Search Option

6. **Click a PON in Search Results to open the LSR in the LSR Workspace.**
LEX minimizes the **Search Results** window and returns you to the LEX Desktop window, where the LSR is displayed in view-only mode.
7. **If you want to select another LSR from your search results, maximize the Search Results window and click another PON in the list.**
8. **If you want to perform a new search, maximize the LEX Desktop window and return to Step 1.**
The LSRs found by this new search will replace those previously listed in the **Search Results** window.
9. **Once you're finished with the LSRs in the Search Results window, close the window.**

The Search Results window

The **Search Results** window is a separate browser window from the LEX window. This allows you to alternate between the LEX window and the **Search Results** window, selecting different LSRs to view in the LSR Workspace. Because it is a separate window, the **Search Results** window provides additional options. You may:

- Resize the window.
- Navigate and browse pages of search results. See *Navigating search results*.
- View the search criteria used to locate your search results. See *Show/Hide Criteria button*.
- Sort the LSRs by any of the columns. See *Sorting LSRs*.
- Print the results of your search request. See *Printing search results*.



Note:

*If you are logged on to LEX with an Administrator ID, you can also reassign LSRs from the **Search Results** window. See Appendix B for more information.*

The Search Results window

Refresh Save As Print Save Exit									
Show Criteria									
Total of 182 LSRs match the specified Search Criteria. Displaying 1 to 15.									
Status	PON	VER	User ID	Last Activity D/T	LSR DDD	End User Name	Service Type		
Fatal Error	RAJ-IMRT-004-3	01	pp6877	01-29-2010 06:55 AM	02-09-2010	raj	M-Port with Loop N-New		
Fatal Error	RAJ-IMRT-004-2	01	pp6877	01-29-2010 06:55 AM	02-09-2010	raj	M-Port with Loop N-New		
Fatal Error	RAJ-IMRT-004-1	01	pp6877	01-29-2010 06:55 AM	02-09-2010	raj	M-Port with Loop N-New		
New	RAJ-IMRT-004	01	pp6877	01-29-2010 06:55 AM	02-09-2010	raj	M-Port with Loop N-New		
New	TEST-IMRT-004	01	pp6877	01-29-2010 06:54 AM	02-09-2010	raj	M-Port with Loop N-New		
FOC	LGU-RGL-T305	01	rg121g	01-28-2010 08:47 AM	01-31-2010	-	M-Port with Loop B-Res		
New	TEST-90413-FT2	02	ng690x	01-27-2010 06:13 AM	02-03-2010	raj	M-Port with Loop T-Out		
Worked	TEST-90413-FT2	01	ng690x	01-27-2010 06:13 AM	02-03-2010	raj	M-Port with Loop T-Out		
New	TEST-90413-FT1	02	ng690x	01-27-2010 06:02 AM	02-02-2010	-	M-Port with Loop R-Res		
Worked	TEST-90413-FT1	01	ng690x	01-27-2010 06:01 AM	02-02-2010	-	M-Port with Loop R-Res		
AT&TCancel	LGU-RG-T303	01	rg121g	01-25-2010 06:52 AM	01-31-2010	-	M-Port with Loop B-Res		
Post To Bill	LGU-RG-T304	01	rg121g	01-25-2010 06:14 AM	01-31-2010	-	M-Port with Loop B-Res		



Note:

A new column, "LSR DDD" has been added to the Search Results screen and will be included on all search results regardless of search criteria entered. This column displays the due date from the Desired Due Date (DDD) field on the LSR ADMIN form associated with that LSR.

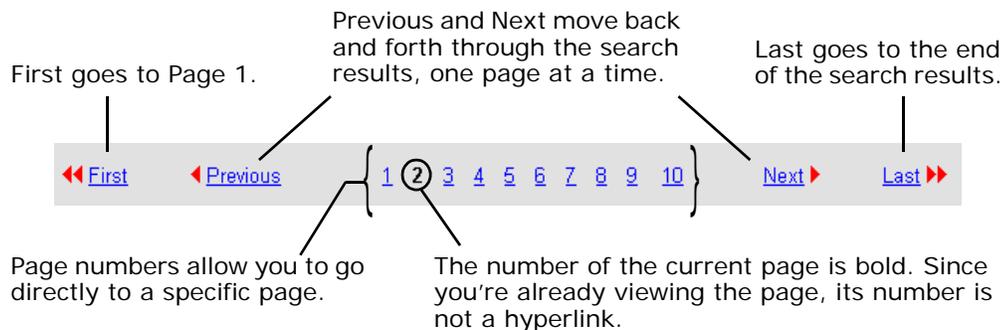
Processing Local Service Requests

Using LEX's Search Option

Navigating search results

When the number of LSRs located by a search request is greater than the number that can be displayed on a single page, LEX adds hyperlinks to the bottom of the **Search Results** window. The lines-per-page selection you make on the **Searching for LSRs** dialog determines how many LSRs LEX can display on a single search results page. Use the hyperlinks, also known simply as *links*, to navigate and browse the list of results.

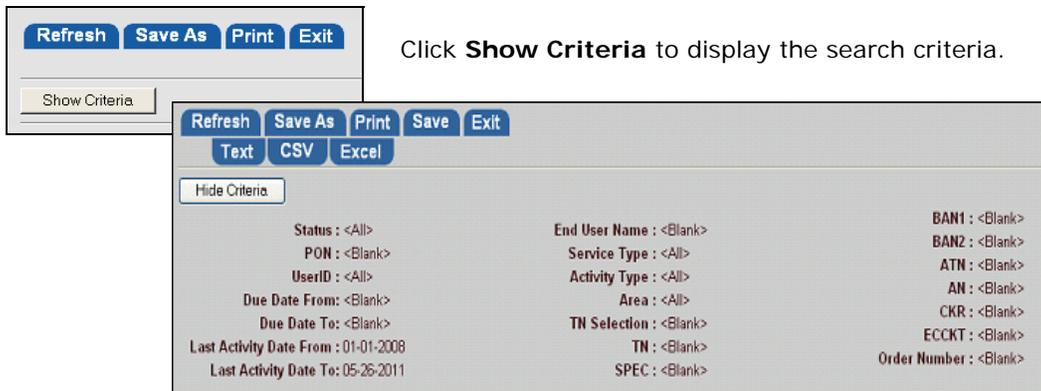
This Link	Displays This Search Results Page
First	Page 1, regardless of which page you're currently viewing.
Previous	The page immediately before the current page. For example, in the following illustration, page 2 is the current page. Clicking Previous would display page 1.
Page Number	The page that corresponds to the link number. For example, clicking 2 displays page 2, while 10 displays page 10.
Next	The page that follows the current page. For example, in the following illustration, clicking Next would display page 3.
Last	The very last page of search results, regardless of which page you're currently viewing.



The number of page links visible on the **Search Results** window depends upon your per-page selection and the number of LSRs found. LEX retrieves up to 150 matching LSRs at once, which it divides by the number of lines per page you've selected. This means the fewer lines per page you choose, the more page links you'll see. If the located search results exceeds 150, another set of sequentially-numbered pages is available. You advance to the next set by clicking **Next**. In the illustration above, more than 10 pages of search results are available, although only 10 are visible. Clicking **Next**, in this case, would display page 11 and any other available pages up to page 20.

Show/Hide Criteria button

The **Show Criteria** button on the **Search Results** window toggles between the labels **Show Criteria** and **Hide Criteria**. When you click **Show Criteria**, LEX displays the criteria you selected that generated the current search results. Among these criteria are the beginning and ending dates of the **Last Activity Date** range. If you did not provide a date range when you selected search criteria, the beginning and ending dates are automatically determined. They are set to today's date and January 1st of the year two years earlier. Either *<All>* or *<Blank>* is the value displayed for fields where you did not select a criterion from a drop-down list. For text-entry fields, *<Blank>* indicates a value was not entered. When you're finished viewing the search criteria, click **Hide Criteria** to reset the button and again hide the criteria. Clicking **Next** or **Previous** to page through search results also resets the **Show Criteria** button, hiding the criteria.



When **Show Criteria** is clicked, LEX displays the selected criteria, and the button toggles to its alternate label. Click **Hide Criteria** to reset the button and again hide the criteria.

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Processing Local Service Requests

Using LEX's Search Option

Hide Criteria		
Status : <All>	End User Name : <Blank>	BAN1 : <Blank>
PON : <Blank>	Service Type : <All>	BAN2 : <Blank>
UserID : <All>	Activity Type : <All>	ATN : <Blank>
Due Date From: 11-01-2009	SC : <All>	CKR : <Blank>
Due Date To: 01-29-2010	TN Selection : <Blank>	ECCKT : <Blank>
Last Activity Date From : <Blank>	TN : <Blank>	Order Number : <Blank>
Last Activity Date To: <Blank>	SPEC : <Blank>	

When the Due Date Search is selected, that date range also appears on the **Show Criteria** display.

Sorting LSRs

By default, LSRs in the **Search Results** window are sorted by **Last Activity D/T**. This creates a list in reverse chronological order with PONs having the most recent activity at the top of the list. Click the down arrow at the top of the **Last Activity D/T** column to reverse the sort order.

To change how the LSRs are sorted, click the up arrow at the top of another column. For example, if you want to view the LSRs in ascending status order, click the up arrow at the top of the **Status** column. Click the down arrow in the same column to view the LSRs in descending order.

Click the down arrow to sort a column in descending order.

Click the up arrow to sort a column in ascending order.

The screenshot shows a web browser window titled "Search searchResults for LEX - Microsoft Internet Explorer". The window contains a search results table with the following columns: Status, PON, VER, User ID, Last Activity D/T, End User Name, Service Type, and Activity Type. The table lists 16 search results, each with a "New" status and various service types like "E-Resale", "A-Loop", and "B-Loop". To the left of the table is a vertical list of PON numbers, with the first one, "112233445", highlighted in yellow. Arrows point from text instructions to the down arrow of the PON list and the up arrow of the table's PON column header.

Status	PON	VER	User ID	Last Activity D/T	End User Name	Service Type	Activity Type
New	112233445	01	user10	08-23-2001 10:01 AM	John Doe	E-Resale	N-New Install
New	998877556	01	user10	08-23-2001 09:58 AM	Harold Madison	E-Resale	N-New Install
New	115963784	01	user10	08-23-2001 09:53 AM	Bernita Washington	A-Loop	C-Change
New	498235077	01	user10	08-23-2001 09:52 AM	J.R. Blake	A-Loop	C-Change
New	862485793	01	user10	08-23-2001 09:37 AM	Martina Aguna	F-Unbundled Local Switching (Port)	N-New Install
New	885544669	01	user10	08-23-2001 09:30 AM	Robyn Mavor	C-Number Portability	D-Disconnect
New	753286411	01	user10	08-22-2001 05:02 PM	Vincent Martini	A-Loop	F-Facility Bypass Disconnect
New	214698652	01	user10	08-22-2001 05:01 PM	George White	B-Loop Service with Number Portability	N-New Install
New	207844126	01	user10	08-22-2001 05:00 PM	Raul Wilkinson	E-Resale	N-New Install
New	754863219	01	user10	08-22-2001 03:57 PM	David Robinson	B-Loop Service with Number Portability	N-New Install
New	338721500	01	user10	08-22-2001 03:12 PM	Valerie Jacobs	A-Loop	D-Disconnect
New	508975143	01	user10	08-22-2001 03:10 PM	JoAnn Williams	C-Number Portability	D-Disconnect
New	562891027	01	user10	08-22-2001 03:05 PM	Robert Bailey	F-Unbundled Local Switching (Port)	N-New Install
New	745869235	01	user10	08-22-2001 02:40 PM	William Henderson	E-Resale	N-New Install
New	123456789	01	user10	08-22-2001 10:54 AM	Kelley O'Leary	A-Loop	C-Change

Inbox

Inbox is another tool LEX provides to help you locate the LSRs you need. LEX's Inbox is a predefined search that locates all of your LSRs with a **Last Activity D/T** during the previous seven days. It finds all the LSRs affiliated with your user ID just as if you had conducted a regular search with the criterion **User ID** set to your user ID. However, instead of completing the customary search fields, you can simply click the Inbox icon to get this list of LSRs.

1. **To view the Inbox, select Inbox from the View menu.**
The **Search Results** window opens, listing all of your LSRs that have a **Last Activity D/T** during the previous seven days. The LSRs are listed by **Last Activity D/T** in reverse chronological order.
2. **Click a PON to open it in the LSR Workspace.**
The **Search Results** window provides functionality similar to defined searches. However, since you cannot select search criteria for an Inbox search, the **Show Criteria** button is not available. You can save the contents of your inbox to a file for use with other applications. For more information, see the next section, *Saving your search results*.

Saving your search results

Once you've performed an LSR search, you can save the search results to a file (export) for use in other applications, such as Microsoft Excel®. All LSRs that result from a search are exported to the file, including those that span several screens due to the per-page limit. For each of these LSRs, only the data you see in the **Search Results** window is exported to the file (i.e., **PON**, **User ID**, etc.). Other LSR information stored in the LEX database is not included.

Consult the online help in the application in which you will use the LSR data for instructions about sorting or any other issues regarding the saved file.

1. **Use the LEX Search option to display the desired LSRs in the Search Results window.**
See *Searching for LSRs* in this chapter for step-by-step instructions for performing a search.

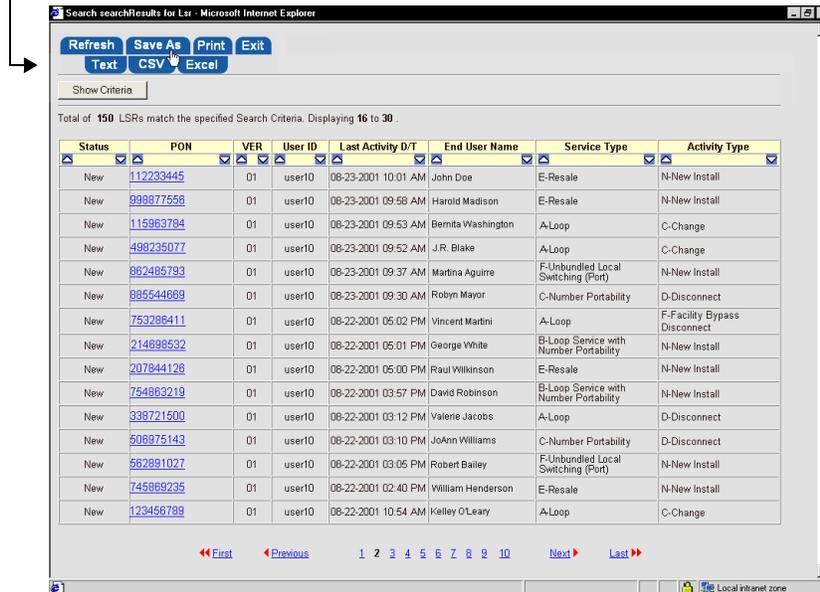


Note:

If your search results include more than 10,000 PONs, the time required to save the results can be extensive. You may want to more narrowly define your search criteria to limit the number of search results returned.

2. **If the Search Results window has been open for an extended period of time, click Refresh to update the list of LSRs.**
When you save your search results, LEX retrieves the most up-to-date data from the database. By refreshing prior to saving, you'll see the same updated list onscreen that will be saved to disk.
3. **Move your cursor to Save As to display the available file types.**

When you place the cursor on **Save As**, the options **Text**, **CSV**, and **Excel** appear.



4. Click the type of file you want to create: Text, CSV, or Excel.

- **Text:** Saves the file in text-only format (ASCII), separating columns with spaces.
- **CSV:** Saves the file in comma-separated-value format, separating columns with commas.
- **Excel:** Similar to CSV, but this format is specifically designed for use with Microsoft Excel.

The **File Download** window opens.

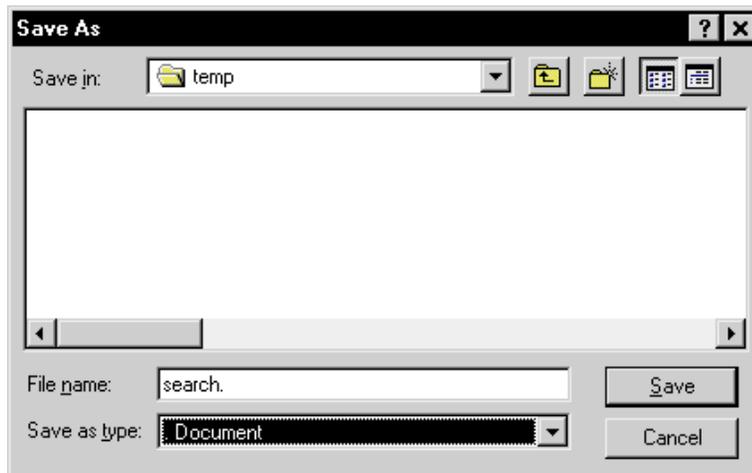
5

Processing Local Service Requests Using LEX's Search Option



5. Choose the Save option.

How the options are presented may vary according to the browser version you're using. Pictured above is the File Download dialog box presented by Microsoft Internet Explorer version 6.0. The **Save As** dialog box opens.



6. **Select the folder to which you want to save the file. Then, type a file name in the File Name field or click an existing file already in the folder and click Save.**

If you selected **Text** as the file format, you'll need to type *.txt* as the file extension at the end of the file name. For **CSV** and **Excel** files, the extension is implied, so you don't need to type it.

If you type the same name as an existing file, you will be prompted to replace it. After your file has been saved, LEX displays the message, "Download Complete."

7. **Click OK to accept the message.**
If you prefer to view the newly saved file, click **Open**.



Note:

Included with your search results will be a summary of the search criteria that you selected to generate the newly saved search results. When you view or edit the file's contents, you will find the search criteria listed at the beginning of the file.

8. **When you're finished working with the Search Results window, click the Exit button to close the window. You can then maximize the LEX Desktop window to continue working with the last selected LSR.**

Printing search results

After you've completed a search, you can print all the LSRs located by the search. The printout will include not only the LSRs currently displayed in the **Search Results** window, but also all those located on the next and previous pages. For detailed search instructions, see *Searching for LSRs* in this chapter.



Note:

LEX reports are printed using landscape orientation. Be sure your browser has been set up to print in landscape mode. For more information, see "Setting your browser to print landscape."

If your search results include more than 10,000 PONs, the time required for the system to prepare the print job can be extensive. You may want to more narrowly define your search criteria to limit the number of search results returned.

5

Processing Local Service Requests Using LEX's Search Option

1. If the Search Results browser window is minimized, maximize it.
2. The LSRs will be printed in the same order as displayed in the Search Results window. If you want to sort the list differently, click the ascending or descending sort button in the column by which you want to sort.

Click the down arrow to sort a column in descending order.

Click the up arrow to sort a column in ascending order.

Status	PON	VER	User ID	Last Activity D/T	End User Name	Service Type	Activity Type
New	112233445	01	user10	08-23-2001 10:01 AM	John Doe	E-Resale	N-New Install
New	998877556	01	user10	08-23-2001 09:58 AM	Harold Madison	E-Resale	N-New Install
New	115863784	01	user10	08-23-2001 09:53 AM	Bernita Washington	A-Loop	C-Change
New	498235077	01	user10	08-23-2001 09:52 AM	J.R. Blake	A-Loop	C-Change
New	862485793	01	user10	08-23-2001 09:37 AM	Martina Aguirre	F-Unbundled Local Switching (Port)	N-New Install
New	885544889	01	user10	08-23-2001 09:30 AM	Robyn Mavor	C-Number Portability	D-Disconnect
New	763288411	01	user10	08-22-2001 05:02 PM	Vincent Martini	A-Loop	F-Facility Bypass Disconnect
New	214898532	01	user10	08-22-2001 05:01 PM	George White	B-Loop Service with Number Portability	N-New Install
New	207844128	01	user10	08-22-2001 05:00 PM	Raul Wilkinson	E-Resale	N-New Install
New	754863218	01	user10	08-22-2001 03:57 PM	David Robinson	B-Loop Service with Number Portability	N-New Install
New	338721500	01	user10	08-22-2001 03:12 PM	Valerie Jacobs	A-Loop	D-Disconnect
New	508975143	01	user10	08-22-2001 03:10 PM	JuAnn Williams	C-Number Portability	D-Disconnect
New	562891027	01	user10	08-22-2001 03:05 PM	Robert Bailey	F-Unbundled Local Switching (Port)	N-New Install
New	745869235	01	user10	08-22-2001 02:40 PM	William Henderson	E-Resale	N-New Install
New	123456789	01	user10	08-22-2001 10:54 AM	Kelley O'Leary	A-Loop	C-Change

3. If you've had the Search Results window open for an extended period of time, click Refresh to update the list of LSRs.
When you print your search results, LEX retrieves the most up-to-date data from the database for your printout. By refreshing prior to printing, you'll see the same updated list onscreen that you'll get on your printout.
4. Click the Print tab.
A new browser window is opened, showing a preview of the report that will be printed. It will include a summary of the search criteria you selected to generate the search results list.

User ID: dn1429 Date :01-29-2010 02:05 PM EST
 Customer Name: SWBT-TEST1
 Region: AT&T Southeast Region

LEX Search Results

Status : <All>
 PON : <Blank>
 UserID : <All>
 Due Date From : <Blank>
 Due Date To : <Blank>
 Last Activity Date From : 01-01-2008
 Last Activity Date To : 01-29-2010
 End User Name : <Blank>
 Service Type : <All>
 Activity Type : <All>

SC : <All>
 TN Selection : <Blank>
 TN : <Blank>
 SPEC : <Blank>
 BAN1 : <Blank>
 BAN2 : <Blank>
 ATN : <Blank>
 CKR : <Blank>
 ECCKT : <Blank>
 Order Number : <Blank>

Status	PON	Version	User ID	Last Activity D/T	LSR DDD	End User Name
Issued	UATR33EB0078	00	yh2809	01-29-2010 12:47 PM	05-21-2010	Test Account
Processed	RETESTS00-02	00	ds902j	01-29-2010 11:38 AM	02-23-2010	70146 WIT SE TEST
Processed	RETESTS00-01	00	ds902j	01-29-2010 10:16 AM	02-22-2010	70146 WIT SE TEST
Issued	90081-REQAC300	00	as677d	01-29-2010 10:06 AM	01-31-2010	70146 WIT SE TEST
Processed	UATR33FS0072-2	00	jm3540	01-29-2010 09:48 AM	12-31-2010	TEST ACCOUNT
Processed	UATR33FS0072-3	00	jm3540	01-29-2010 09:48 AM	12-31-2010	TEST ACCOUNT
Processed	UATR33FS0072-1	00	jm3540	01-29-2010 09:48 AM	12-31-2010	TEST ACCOUNT
Processed	90081-REQAC052	00	as677d	01-29-2010 09:33 AM	01-31-2010	70146 WIT SE TEST
New	UATMR33M0002	00	gw0012	01-29-2010 09:03 AM	03-25-2010	Test Account
Processed	90081-REQAC007	00	as677d	01-29-2010 08:48 AM	01-31-2010	70146 WIT SE TEST
Processed	90081-REQAC048	00	as677d	01-29-2010 08:46 AM	01-31-2010	70146 WIT SE TEST
Processed	PER2-012909-AB03	00	ds902j	01-29-2010 08:23 AM	02-22-2010	70146 WIT SE TEST

Search criteria

Search results, i.e., the LSRs that matched your criteria

5. From the File menu, select Print.

All print functionality is provided by the browser you're using. For more information about your browser's print capabilities, consult its online help system. If you're using Microsoft Internet Explorer, the **Print** dialog box provides the following options:

- Select a printer.
- Designate the number of copies to print.
- Specify a page or page range to print.

6. Click OK to send the printout to your printer.

Viewing LSRs

Viewing the status of your LSRs

To view a list of recent LSRs for your user ID, you use the **Inbox** option. **Inbox** is a predefined search that locates all the LSRs affiliated with your user ID.

Instead of having to define a search with your user ID, you simply select **Inbox** from the **View** menu. All of your LSRs with a **Last Activity Date** during the previous seven days are included.

1. **From the View menu, select Inbox.**

The **Search Results** window opens with a list of your LSRs.

2. **To view the details of an LSR, click its PON.**

The LSR is opened in the LSR Workspace of the LEX Desktop. It is set in view-only mode so that you cannot make changes to the information. To make changes, you use **Edit LSR** on the **Actions**, as described in the *Editing LSRs* section of this chapter.

Also on the LEX Desktop, the LSR Tree is built. The folders and forms that are placed in the Tree are dependent upon the LSR's service type and activity type. Other folders, containing notification information, appear in the Tree according to the LSR's status and previous activity.

Viewing status information for another user

Select the **Search** option from the **View** menu to view and begin working LSRs under another user ID within your company. After you update an LSR associated with a user ID other than your own, your user ID will be affiliated with the LSR. This means that the Inbox view will then list the LSR as one of your own. This is a backup feature for those times when an individual employee is not available and a co-worker needs access to his or her LSRs.

1. From the View menu, select Search.
The Search dialog displays.

Searching for LSRs

Search Clear Cancel Select Lines per Page 15

Please specify one or more search criteria. An asterisk(*) may be used as a wild card.

Standard Search

Status <----All---->

PON

User ID <----All---->

Last Activity Date mm dd yyyy to mm dd yyyy

End User Name

Service Type <-----All----->

Activity Type <-----All----->

SC <----All---->

TN Selection <--Blank--> NPA NXX XXXX XXXX

Advanced Search

SPEC

BAN1 NPA NXX XXXX

BAN2

2. From the User ID drop-down box, select the ID of the individual whose LSRs you want to view.
3. Click Search.
The Search Results window opens, displaying a list of LSRs for the user ID you've entered.

Processing Local Service Requests

Viewing LSRs

Total of 150 LSRs match the specified Search Criteria. Displaying 16 to 30.

Status	PON	VER	User ID	Last Activity D/T	End User Name	Service Type	Activity Type
New	11233445	01	user10	08-23-2001 10:01 AM	John Doe	E-Resale	N-New Install
New	998877558	01	user10	08-23-2001 09:58 AM	Harold Madison	E-Resale	N-New Install
New	115963784	01	user10	08-23-2001 09:53 AM	Bernita Washington	A-Loop	C-Change
New	498235077	01	user10	08-23-2001 09:52 AM	J.R. Blake	A-Loop	C-Change
New	862485793	01	user10	08-23-2001 09:37 AM	Martina Aguirre	F-Unbundled Local Switching (Port)	N-New Install
New	895544689	01	user10	08-23-2001 09:30 AM	Robyn Mayor	C-Number Portability	D-Disconnect
New	753286411	01	user10	08-22-2001 05:02 PM	Vincent Martini	A-Loop	F-Facility Bypass Disconnect
New	214898532	01	user10	08-22-2001 05:01 PM	George White	B-Loop Service with Number Portability	N-New Install
New	207944126	01	user10	08-22-2001 05:00 PM	Raul Wilkinson	E-Resale	N-New Install
New	754863219	01	user10	08-22-2001 03:57 PM	David Robinson	B-Loop Service with Number Portability	N-New Install
New	338721500	01	user10	08-22-2001 03:12 PM	Valerie Jacobs	A-Loop	D-Disconnect
New	508975143	01	user10	08-22-2001 03:10 PM	JoAnn Williams	C-Number Portability	D-Disconnect
New	562891027	01	user10	08-22-2001 03:05 PM	Robert Bailey	F-Unbundled Local Switching (Port)	N-New Install
New	745869235	01	user10	08-22-2001 02:40 PM	William Henderson	E-Resale	N-New Install
New	123456789	01	user10	08-22-2001 10:54 AM	Kelley O'Leary	A-Loop	C-Change

For more information about conducting searches and using the features of the **Search Results** window, see *Using LEX's Search Option*.

4. To view and begin working one of the listed LSRs, click its PON.

Viewing an LSR

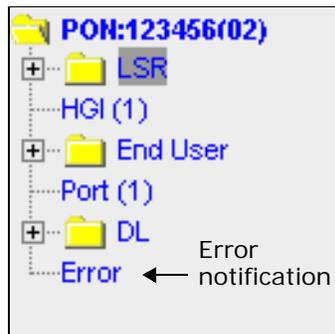
1. **Conduct an LSR search.**
See *Searching for LSRs* for step-by-step instructions.
2. **In the Search Results window, click the PON you want to view.**
The LSR is opened in the LSR Workspace of the LEX Desktop. It is set in view-only mode so that you cannot make changes to the information. To make changes, you use **Edit LSR** on the **Actions** menu, as described in the *Editing LSRs* section of this chapter.

Also on the LEX Desktop, the LSR Tree is built. The folders and forms that are placed in the Tree are dependent upon the LSR's service type and activity type. Other folders, containing notification information, appear in the Tree according to the LSR's status and previous activity.

Refreshing an LSR

To update the onscreen content of a selected LSR, select **Refresh** from the **View** menu. This option tells LEX to retrieve any new information that's been added to an LSR by other users or by the receipt of notifications from downstream OSSs since you last opened it. **Refresh** is only available for LSRs not in edit mode.

Viewing an LSR's errors



When LEX first receives errors on an LSR from a downstream system, LEX places the LSR in Error status and adds an **Error** form to the LSR Tree. As long as the LSR remains in Error status, the **Error** form is available.

Click **Error** to display a list of errors in the LSR Workspace. The list is view-only. To correct the errors, use the **Process Errors** action. For more information about how to process errors, see *Processing LSR Errors* in this chapter.

Error				
CC	D/T SENT(CENTRAL TIME)	LSR NO	RT	EC VER
9533	02-24-2002 07:23 PM	20011115L00100-05	E	AFE
Total number of errors on LSR : 8 PON : 654321				
Error Code	NUM NAME / NBR	Error Message	Field In Error	Form In Error
LS4048	---	DL-DDASN prohibited when DACT is not populated	-	DELIVERY
LS4174	---	DL-LV3 required when LD3 provided, otherwise prohibited	-	DELIVERY
LS4016	DLNUM 1	DL-ADI prohibited when LASN or LALOC is provided	ADI	DIRECTORY LISTINGS
LS4028	DLNUM 1	DL-BRO prohibited unless TOA is RP or BP	BRO	DIRECTORY LISTINGS
LS6309	DLNUM 1	DL-LASN prohibited when ADI is populated	LASN	DIRECTORY LISTINGS
LS4096	DLNUM 1	DL-LAST prohibited unless LACT provided and ADI is blank	LAST	DIRECTORY LISTINGS
LS0471	DLNUM 1	DL-LAZC data invalid; valid entry is 5 numeric characters	LAZC	DIRECTORY LISTINGS
LS4185	DLNUM 1	DL-OMSD valid entry is 1-83 alpha/numeric/special characters (.)	OMSD	DIRECTORY LISTINGS

Copying LSRs

The **Copy LSR** action allows you to create a copy of another LSR or an LSR template created in the same region. This action is useful when you have LSRs for multiple customers who, with a few exceptions, have identical information. Also, you may use **Copy LSR** when an LSR was created under the wrong **Activity Type**. This allows you to copy an LSR and change the **Activity Type** without retyping the LSR. You can also choose to copy only the administrative details of an LSR.

LEX determines which fields to copy to a new LSR based on **Activity Type**. If a field contains data on the original LSR, the system checks whether the field is active for the **Activity Type** of the new copy. If it's an active field, the data will be copied from the original LSR, with the exception of the following fields: **DDD** (Desired Due Date), **DDDO** (Desired Due Date Out), **DFDT** (Desired Frame Due Time), and **Date/Time Sent**. Because these fields are specific to an LSR, LEX leaves them blank so you can enter the correct information.

Copying an LSR

1. **Search for and select the LSR or template that you want to copy.**
For detailed search instructions, see *Using LEX's Search Option* in this chapter.



Note:

*You can get a list of all your company's templates by conducting a search with the criterion **Status** set to *Template*.*

2. **From the Actions menu, select Copy LSR.**
The **Copy LSR** screen displays.

Click **Copy Full LSR** or **Copy Admin Info** to choose the type of copy you want.

3. Choose the type of copy you want to make, either a full copy or an administrative copy.

Full LSR

This option copies all LSR information in its entirety (all forms, sections, and tabs with data). Error, FOC, SOC, and Jeopardy notifications are excluded.

If you've set up LSR templates, use this procedure to copy your template when you want to copy all forms in a template.

Admin Info

This option allows you to copy only the LSR information located on the **LSR Admin** form (excluding the contents of the **RPON** and **Account Features** tabs) and the **LSR Bill**, and **LSR Contact** forms. **End User**, **HGI**, and service-specific form information are not copied. They will be blank so that you can enter information specific to your customer.

If you've set up an LSR template with general information, use this procedure to copy your template.

4. Type a unique PON for the new LSR.
5. Activity Type is automatically set to that of the copied LSR. Select a different Activity Type if necessary.

5

Processing Local Service Requests

Copying LSRs

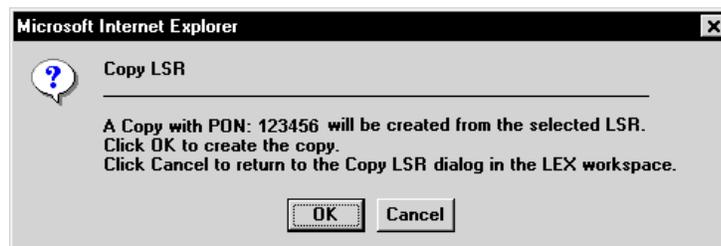


Note:

If you are copying an LSR to correct its Activity Type, you may want to remove the PON with the old Activity Type from the LEX database. For more information, see “Deleting LSRs” in this chapter.

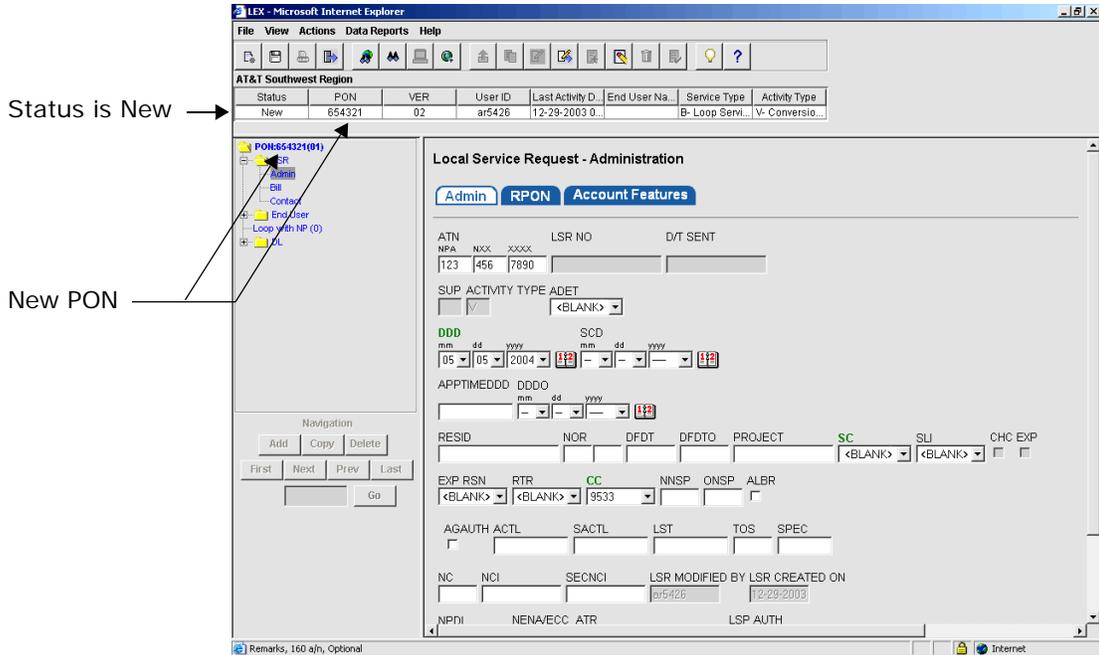
6. Click OK.

The system confirms that you want to continue by displaying a message.



7. Click OK to continue the copy process. Otherwise, click Cancel.

If you choose **OK**, LEX opens the new, copied LSR in edit mode, automatically filling the fields with the same information as the original PON. Any notification data is not copied. The new PON is also displayed in the LSR Tree and Header.



8. **Make any necessary changes to the LSR.**
For more information about changing the content of an LSR, see *Editing LSRs* in this chapter. If you have a question about how to complete a particular field, locate the field description using LEX's online help system, as described in *Field-level Help* in Chapter 2, *Introduction*.
9. **When you've finished making changes, select Close Edit from the Actions menu.**
The **Close Edit** confirmation displays.
10. **Select OK to save the LSR.**

Template LSRs

The **Copy LSR** action allows you to create LSR templates from which other LSRs can be copied. You can create any number of templates in LEX. You can even create a template for each Service Type and Activity combination, such as Loop and Resale requests. In this way, creating templates helps ensure consistent ordering and saves key-entry time on high-volume ordering.

Once a template has been created, it must be copied before it can be used to create an LSR. For instructions on how to copy a template, see the previous section, *Copying an LSR*.

Creating an LSR template

1. **Create an LSR that you want to serve as the model for the template, or locate an existing LSR.**
Create and edit the LSR as you would any other LSR. For more information, refer to the sections *Creating a new LSR* and *Editing LSRs* in this chapter. For detailed search instructions, see *Using LEX's Search Option* in this chapter.
2. **From the Actions menu, select Copy.**
LEX displays the **Copy LSR** dialog in the LSR Workspace.

Click **Copy Full LSR** or **Copy Admin Info** to choose the type of copy you want.

Check **Copy Template** to create a template.

3. **Click the copy option of the type of template you want to create:**
 - **Copy Full LSR:** This option allows you to copy all LSR information in its entirety (all forms, sections, and tabs with data).
 - **Copy Admin Info:** This option allows you to copy only the LSR information located on the **LSR Admin**, **LSR Bill**, and **LSR Contact** sections of the **LSR** form. **End User**, **HGI**, and service-specific form information will be blank so that you can enter information specific to your customer.
4. **Click the Template check box to place a check mark in it.**
5. **Type a unique name or PON for the new LSR.**

Instead of typing a PON, you might choose to assign a name to the template that describes its usage. For example, if the template contains data for new loop installs, you might name it "LOOP INSTALL." However, remember that the name or PON cannot exceed 16 letters and numbers combined.

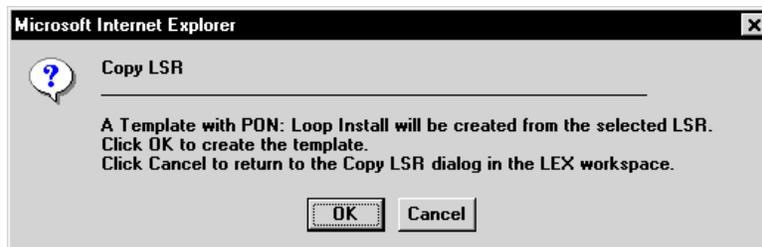


Note:

PONs that include lowercase letters will be accepted by LEX. However, LEX will convert lowercase letters to uppercase letters when the PON is saved.

6. **Activity Type is automatically set to that of the copied LSR. Select a different Activity Type if necessary.**
7. **Click OK to continue.**

The system confirms that you want to continue by displaying a message.



8. **Click OK to create the template. Otherwise, click Cancel.**

If you choose **OK**, LEX saves the new LSR template and displays it in the LSR Workspace. The fields are filled with the same information as the original PON, excluding notification data which is not copied. In the LSR Header, **Status** is set to Template.

Clearing Optional Forms

The **Clear Optional Forms** action allows you to clear all data from one or more optional forms based on the **Service Type** and **Activity Type** of the selected LSR. It is enabled for only three types of LSRs:

- LSRs with a status of New that have never been issued.
- LSRs with a status of New that have a supplement code of 3.
- LSRs with a status of New that are created as a result of processing errors.

When you select this action, only those forms that are optional for the selected LSR will be available to clear.

Clearing an LSR's optional forms

1. **Search for and select the LSR to be modified.**
For detailed search instructions, see *Using LEX's Search Option* in this chapter.
2. **Select Edit from the Actions menu to place the LSR in edit mode, if it's not already editable.**
3. **From the Actions menu, select Clear Optional Forms.**
The system evaluates your selection to determine which, if any, optional forms exist for the **Service Type / Activity Type** combination. If optional forms are available for the combination, the **Clear Optional Forms** dialog opens in the LSR workspace. Otherwise, you receive a message notifying you that the LSR does not include optional forms.

5

Processing Local Service Requests

Clearing Optional Forms

The screenshot shows a dialog box titled "Clear Optional Forms". It contains a list of forms with checkboxes: "End User" and "DL". Below the list is a "Select All" checkbox. At the bottom are "OK" and "Cancel" buttons. Two lines with arrows point from the text on the right to the checkboxes and the "Select All" checkbox.

Click the check boxes of the forms you want to clear.

To clear all the available optional forms, check **Select All**.

4. In the LSR Workspace, click the check boxes of the form(s) you want to clear. If you want to clear all the listed forms, click **Select All**.
5. Click **OK** to continue.
The system displays a confirmation message.
6. Verify your selections and click **OK** to clear the selected forms. **Otherwise, click Cancel to return to the forms list.**
Clicking **OK** immediately clears the selected form(s) and places the LSR in edit mode.
7. Make any other necessary changes.
8. When you're finished updating the LSR, select **Close Edit** from the **Actions** menu. When prompted to save your changes, click **OK**.

Deleting LSRs

Delete versus Cancel

LSRs in LEX not awaiting notification or confirmation from AT&T OSSs can be deleted using the **Delete LSR** action, as described in the next section. By contrast, LSRs awaiting response from AT&T OSSs cannot be deleted. Instead, they must be canceled using the **Supplement LSR** action. When you submit a cancel request, LEX creates a supplement that notifies AT&T OSSs to cancel the original request for service. For step-by-step cancellation instructions, see *Supplementing LSRs, Canceling an LSR* in this chapter.

LSRs with these statuses must be deleted:

New
Worked
Complete
Post to Bill
Billing Completion Notice
Fatal Error
Super Fatal
Supplement
Cancel FOC
AT&TCancel
Template

LSRs with these statuses must be canceled:

Issued
Processed
Jeopardy
FOC



Note:

Complete Status: Only Requisition Type J LSRs or LSRs with Activity Type R can be deleted while in Complete status. All others must reach Post to Bill status before they are eligible for deletion. See “Deleting LSRs,” “Delete LSR and LSR statuses” for details.

Deleting an LSR

- 1. Search for and select the LSR to be deleted.**
For detailed search instructions, see *Using LEX's Search Option* in this chapter.
- 2. From the Actions menu, select Delete LSR.**
LEX checks the status and version of the selected LSR. Based on status and version, LEX presents a confirmation message or delete options, described in the next step. For LSRs with the status Supplement or Worked, LEX presents the delete options. For all others, including Fatal, Super Fatal, and Version 1 LSRs, LEX displays the delete confirmation message. For more information about how LSR statuses affect the deletion process, see the next section, *Delete LSR and LSR statuses*.
- 3. If the system presents the delete options described below, choose the appropriate option and click Delete. Otherwise, go to the next step.**
 - **Selected LSR only:** Choose this option to delete only the selected version of the LSR. If the PON has other versions, whether entered by you or another user within your company, those will remain in the LEX database.
 - **Selected LSR and all previous versions:** Choose this option if you want to delete all versions of an LSR once it's processed error-free or when the LSR reaches its final status. All prior versions are deleted, regardless of user ID.

The Delete LSR confirmation message is then displayed.

- 4. If the correct LSR is shown in the confirmation message, click OK to proceed. Otherwise, click Cancel to discontinue the operation and locate the correct LSR.**

After you click **OK**, the PON will no longer display or be available in LEX.



Note:

When an LSR about to be deleted has previous versions, the following warning message will be presented: "You are about to delete the selected LSR and all previous versions. Please review the LSR prior to deletion to confirm that all versions should be deleted and none retained by the user". The user should do a review of the previous versions to ensure that such versions are no longer needed.

Delete LSR and LSR statuses

When you choose to delete an LSR, LEX checks the LSR's status to determine how it should be deleted. If the LSR is a template, LEX deletes it without further action from you. If the LSR has a status of Cancel FOC, AT&TCancel, Supplement, or Worked, LEX deletes not only the selected LSR, but all prior versions of it, too. For New, Fatal Error, and Super Fatal LSRs, LEX lets you to choose whether to delete only the selected LSR or to include all prior versions as well, unless a cancellation has been requested. If you or another user has requested the cancellation of a Fatal or Super Fatal LSR, LEX deletes only the selected LSR, not the previous versions.

LSRs in a final processing status are also available for deletion. Directory service LSRs (those having the service type *J-Directory Service Request*) are finalized when they reach Complete status. Likewise, LSRs with the activity type *R-Record Change* are finalized when their status becomes Complete. For all other LSRs, Post to Bill, not Complete, is the final status.

Review the following table for a summary of LSR statuses and delete activities:

LSR Status	What happens during Delete LSR
Template Fatal Error* Super Fatal*	LEX deletes only the selected LSR.
Cancel FOC AT&TCancel Complete Post to Bill Billing Completion Notice Supplement Worked	LEX deletes the selected LSR and all prior versions without prompting you to choose a deletion method.
New Fatal Error Super Fatal	LEX lets you choose whether to delete only the selected LSR or to include all prior versions.

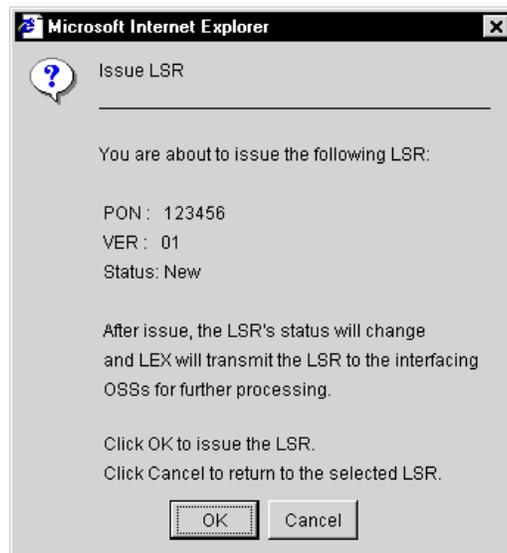
* When an LSR's supplement type is 1 (i.e., a user requested to cancel the LSR)

Issuing LSRs

By selecting **Issue LSR** from the **Actions** menu, you can issue an LSR. Issuing an LSR means you are releasing it for transmission to AT&T Operational Support Systems (OSSs) to be processed and worked.

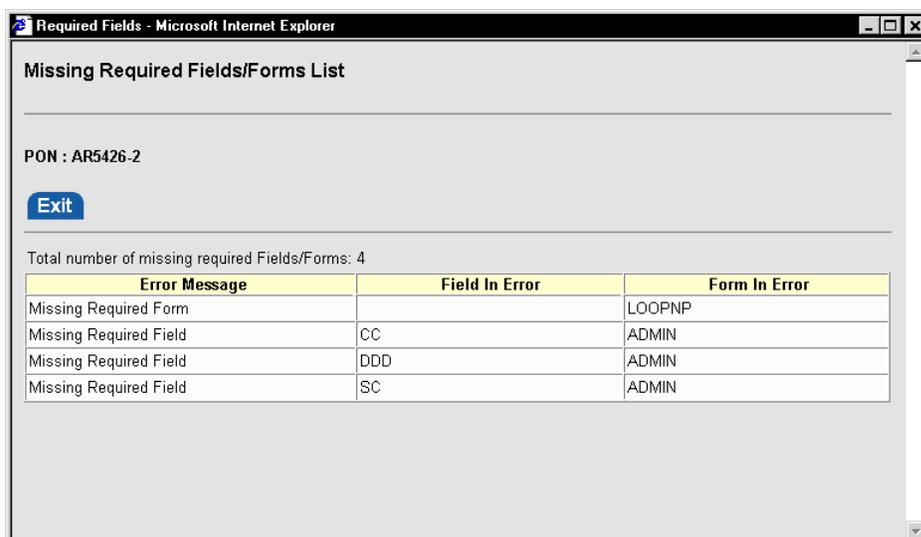
Issuing an LSR

1. **Search for and select the LSR to be issued.**
For detailed search instructions, see *Using LEX's Search Option* in this chapter.
2. **If the LSR is currently selected, save your changes and close the edit mode.**
3. **From the Actions menu, select Issue LSR.**
The Issue LSR confirmation message displays.



4. **Click OK if the displayed PON is the LSR to be issued. Otherwise, click Cancel to discontinue the action.**
LEX checks the LSR for completeness.

5. If data is missing from any of the required forms and fields, LEX notifies you by displaying a message. To complete the LSR, perform Steps 6 - 8. If you do not receive this message, go to Step 9.
6. Click OK to accept the missing fields message. LEX then places the LSR in edit mode and opens the window **Missing Required Fields/Forms List**. This window lists the fields that must be completed before the LSR will be successfully issued. With each field, the form in which the field is located is listed.



7. Edit the LSR, completing the fields indicated in the **Missing Required Fields/Forms List**.

You can keep the **Missing Required Fields/Forms List** open for reference while you edit the LSR. Click the **Required Fields** button on your Windows taskbar to view the **Missing Required Fields/Forms List**. Click the LEX button to return to the LEX Desktop. The Windows taskbar is the bar at the bottom of the screen with the **Start** button on it.

After you've corrected all the fields listed in the **Missing Required Fields/Forms List**, click **Exit** to close the window. Once you close the window and close edit mode, you will be unable to return to the list of missing fields until you attempt to issue the LSR again.

8. When you've finished, return to Step 2 to begin re-issuing the LSR.

5

Processing Local Service Requests

Issuing LSRs

9. **When all missing fields are completed, LEX issues the LSR to the OSS.** The LSR Header is updated. **Status** is set to Issued, which indicates that the LSR is waiting in a queue to be sent to the AT&T OSSs, and **Last Activity Date** is automatically updated according to the date and time you issued the LSR. This is the same date and time that is assigned to **Date/Time Sent** in the LEX database.



Note:

If an LSR remains in Pending status for more than 15 to 20 minutes, contact the IS Call Center.

Status	PON	VER	User ID	Last Activity D...	End User Na...	Service Type	Activity Type
Issued	123456-2	03	ar5426b	04-02-2003 0...	John Doe	B- Loop Servi...	V- Conversio...

↑
Status changes to Issued.



Warning:

An LSR may pass initial edits and be rejected by an LSC representative later in the process. An LSR such as this will receive a manual rejection rather than a mechanized rejection and will be returned to LEX with a status of Fatal Error.

LSRs unavailable for issuing

There may be instances when you want to issue an LSR, but the LSR is unavailable for issuing. There are two possible causes of this problem.

When a user works with an LSR in LEX, the system locks the LSR, preventing other users from attempting to work with it simultaneously. If you choose an LSR that is locked, you will be prevented from issuing the LSR. Instead, you receive a message, indicating that another user is working with the LSR. Click **OK** to accept the message.

In other situations, you may be prevented from issuing the LSR because it's been deleted from the system by another user. The system notifies you of this situation by displaying a message, notifying you that no further action can be taken on the LSR. Click **OK** to accept the message and to have the LSR Header, Tree, and Workspace cleared.

Supplementing LSRs

The supplement feature allows you to make changes to a previously issued LSR. The **Supplement LSR** action can only be performed on LSRs with the status of Issued, Processed, Jeopardy, or FOC. By selecting **Supplement LSR**, you can cancel an LSR, change the desired due date or appointment time information, or make other modifications to the LSR. The supplement process copies the LSR, records the supplement type, and increments the version number by one. The LSR is then available for updating.

Each time you supplement an LSR, the Supplement Type field (**SUP**) is updated for that LSR. Canceled LSRs have a supplement type of 1. LSRs with changed **DDD**, **DDDO**, **APPTIMEDDD**, **RESID**, or **REMARKS** have a supplement type of 2 or 4 based upon the region. LSRs processed with other modifications have a supplement type of 3 or 5 based upon the region. See note below for field applicability.



Note:

If you choose to supplement an LSR in Issued status, the action generally will fail because the LSR's status will change before the Supplement action is completed. Because LEX is a real-time ordering system, LSRs are passed to the downstream OSSs after they're issued. The OSSs generally respond quickly, changing the status of the LSR to Processed, Fatal Error, or Super Fatal Error. This change is evident in LEX once the LSR is refreshed.

LSRs in FOC status cannot be supplemented under certain circumstances: (1) if the LSR is of Activity Type R, or (2) if the LSR is of Requisition Type J in the AT&T Southwest Region.



Note:

For the AT&T Southeast Region, the following fields are editable based upon the Supplement Type:

- *Supplement Type 1 - REMARKS field is editable.*
- *Supplement Type 4 - DDD, DDDO and REMARKS fields are editable.*
- *Supplement Type 5 - All other fields including REMARKS.*

5

Processing Local Service Requests

Supplementing LSRs

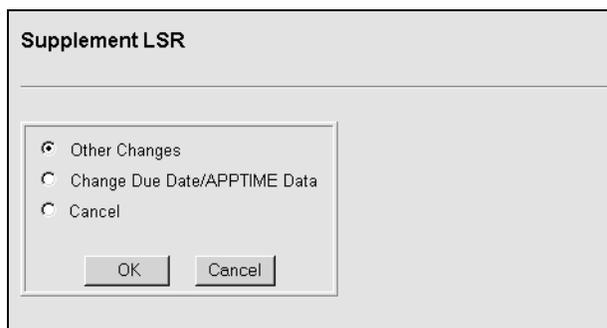
For the AT&T 12-State Regions, the following fields are editable based upon the Supplement Type:

- *Supplement Type 1 - No fields are editable.*
- *Supplement Type 2 - DDD, DDDO APPTIMEDDD, RESID and REMARKS are editable.*
- *Supplement Type 3 - All other fields including REMARKS.*

Modifying an issued LSR

Use this procedure to make changes to previously issued LSRs with the status of Issued, Processed, Jeopardy, or FOC. If you need to make changes to a New or Template LSR, follow the instructions in *Chapter 5, Processing Local Service Requests, Editing LSRs*.

1. **Search for and select an LSR with a status of Issued, Processed, Jeopardy, or FOC.**
For detailed search instructions, see *Using LEX's Search Option* in this chapter.
2. **From the Actions menu, select Supplement LSR.**
LEX presents the **Supplement LSR** dialog.



3. **Click the option Other Changes.**
The system displays a confirmation message.
4. **Verify that you've selected the correct PON and click OK. If the PON is incorrect, click Cancel to discontinue supplementing.**
LEX copies all data from the LSR (excluding notification data) to a new version and places it in edit mode. Data in the LSR Header is updated. **Status** is set to New and the LSR's version number is incremented. For example, if you chose to supplement version 2 of an LSR, the new version created during the supplement action would be version 3. The status of the supplemented LSR (version 2 in this example) is set to the status Supplement.

5

Processing Local Service Requests Supplementing LSRs

Status is New. →

Version is incremented. →

Status	PON	VER	User ID	Last Activity D.	End User Na.	Service Type	Activity Type
New	654321	03	ar5426	12-29-2003 0...		B- Loop Servi...	V- Conversio...

Local Service Request - Administration

Admin RPON Account Features

ATN NPA NXX XXXX LSR NO D/T SENT
123 456 7890

SUP ACTIVITY TYPE ADET
<BLANK>

DDD SCD
mm dd yyyy mm dd yyyy
05 05 2004

APPTIME DDD DDDO
mm dd yyyy

RESID NOR DFDT DFDTO PROJECT SC SLJ CHC EXP
Missouri <BLANK>

EXP RSN RTR CC NNSP ONSP ALBR
<BLANK> <BLANK> 9533

AGAUTH ACTL SACTL LST TOS SPEC

NC NCI SECNCI LSR MODIFIED BY LSR CREATED ON
ar5426 12-29-2003

NPDI NENAVECC ATR LSP AUTH



Note:

The **Other Changes** option of **Supplement LSR** sets the value of an LSR's supplement type to 3.

- 5. Make your modifications to the new LSR.**
For modification instructions, see *Editing LSRs*, *Editing an LSR* in this chapter.
- 6. From the Actions menu, select Close Edit.**
LEX displays a message for you to confirm that you want to save your changes and set the LSR back in view-only mode.
- 7. Click OK.**
- 8. If the LSR is ready to be reissued, select Issue from the Actions menu.**
See *Issuing LSRs* in this chapter for more information.

Changing due date and appointment data



Note:

*This section does not apply to Requisition Type J LSRs. The **Change Due Date/APPTIME Data** option is unavailable when supplementing Type J LSRs.*

When the **Change Due Date/APPTIME Data** option of the **Supplement LSR** process is selected, only certain LSR fields are editable. You may modify:

- Desired Due Date (**DDD**)
- Desired Due Date Out (**DDDO**)
- Appointment Time DDD (**APPTIMEDDD**)
- Response Identifier (**RESID**)
- **Remarks**



Note:

For the AT&T Southeast Region, only DDD, DDDO and REMARKS would be applicable for Supplement Type 4. For Supplement Type 1, only the REMARKS field is editable as needed. Throughout this section where it references either of these two Supplement Types (1 or 4), only these sets of fields are applicable.

If you need to change any other fields, use the **Other Changes** option as described in the previous section, *Modifying an issued LSR*.

1. **Search for and select an LSR with a status of Issued, Processed, Jeopardy, or FOC.**
For detailed search instructions, see *Using LEX's Search Option* in this chapter.
2. **From the Actions menu, select Supplement LSR.**
LEX presents the **Supplement LSR** dialog.

5

Processing Local Service Requests Supplementing LSRs

Click the **Change Due Date/APPTIME Data** option.

3. **Click the option Change Due Date/APPTIME Data.**
The system displays a confirmation message.
4. **Verify that the correct PON is displayed and click OK. If the PON is incorrect, click Cancel to discontinue supplementing.**
LEX copies all data from the LSR (excluding notification data) to a new version. This new version is placed in edit mode, but only the following fields are accessible: **DDD**, **DDDO**, **APPTIMEDDD**, **RESID**, and **REMARKS**. All other fields are inactive.

The data in the LSR Header is updated. **Status** is set to New and the LSR's version number is incremented. For example, if you chose to supplement version 2 of an LSR, the new version created during the supplement action would be version 3. The status of the supplemented LSR (version 2 in this example) is set to the status Supplement.

Status is New. →

Version is incremented. →

Local Service Request - Administration

Admin RPON Account Features

ATN NPA LSR NO D/T SENT

123 456 7890

SUP ACTIVITY TYPE ADET

SCD

DD YY 2003

APPTIME/DDD

RESID NOR DFDT DFDTO PROJECT SC SLI CHC EXP

Missouri <BLANK>

EXP RSN RTR CC NNSP ONSP ALBR

AGAUTH ACTL SACTL LST TOS SPEC



Note:

The **Change Due Date/APPTIME Data** option of **Supplement LSR** sets the value of an LSR's supplement type to 2 (or 4 in the AT&T Southeast Region).

5. If you need to modify a desired due date, type the new date in the DDD and/or DDDO fields.
6. If you need to modify appointment data, type the new date (APPTIME/DDD) and/or response identifier (RESID) (AT&T 12-State Regions).
7. If applicable, type any comments to be sent to AT&T in Remarks.
8. From the Actions menu, select Close Edit.
LEX displays a message for you to confirm that you want to save your changes and set the LSR back in view-only mode.
9. Click OK.
10. If the LSR is ready to be reissued, select Issue from the Actions menu.
See *Issuing LSRs* in this chapter for more information.

Canceling an LSR

The **Cancel** option of **Supplement LSR** allows you to notify AT&T that work requested on a previously issued LSR is no longer required. LSRs awaiting response from AT&T OSSs can be canceled, but LSRs not awaiting response from AT&T OSSs cannot be canceled. Instead, they must be deleted using **Delete** on the **Actions** menu. For step-by-step deletion instructions, see *Deleting an LSR* in this chapter.

LSRs with these statuses must be canceled:

Issued
Processed
Jeopardy
FOC

LSRs with these statuses must be deleted:

New
Worked
Complete
Post to Bill
Billing Completion Notice
Fatal Error
Super Fatal
Supplement
Cancel FOC
AT&TCancel
Template



Note:

Complete Status: Only Requisition Type J LSRs or LSRs with Activity Type R can be deleted while in Complete status. All others must reach Post to Bill status before they are eligible for deletion. See “Deleting LSRs,” “Delete LSR and LSR statuses” for details.

1. **Search for and select an LSR with a status of Issued, Processed, Jeopardy, or FOC.**
For detailed search instructions, see *Using LEX’s Search Option* in this chapter.
2. **From the Actions menu, select Supplement LSR.**
LEX presents the **Supplement LSR** dialog.

Click the **Cancel** option.

- 3. Click the Cancel option.**
The system displays a confirmation message.
- 4. Verify that the correct PON is displayed and click OK. If the PON is incorrect, click Cancel to discontinue canceling.**
LEX copies all data from the LSR (excluding notification data) to a new version. LEX updates the LSR Header, setting **Status** to New and incrementing the LSR's version number. This new version is automatically saved and reissued to AT&T OSSs. For the AT&T Southeast Region, LEX places the new version in edit mode should the user choose to edit the REMARKS section. The user must then close out of edit mode and Issue the LSR. Once the cancellation is received by the OSSs, the status of the new version becomes Cancel FOC. Although canceled, all previous versions of the LSR are retained for future reference until you or another user chooses to delete them.



Note:

*The **Cancel** option of **Supplement LSR** sets the value of an LSR's supplement type to 1.*



Note:

For the AT&T Southeast Region, for Supplement Type 1, the REMARKS field is editable, if needed, prior to submission of the LSR for cancellation.

Processing LSR Errors

This section discusses how to correct errors returned by downstream Operational Support Systems (OSSs). When you process errors on an existing LSR, LEX creates a new version of the LSR. You then edit this version, correcting the fields in error so that the LSR can be reissued.

About error processing

By selecting **Process Errors** from the **Actions** menu, you can correct the errors for an LSR. LEX displays two types of error statuses: Fatal Error and Super Fatal. These error statuses on an LSR represent LSRs that have been returned to LEX from AT&T OSSs. The OSSs provide LEX with the error code and error message of each error, and when available, form name, field name, and line number.

When you process errors, LEX sets the original LSR's status to Worked and creates a new version of the LSR. The new version has a status of New and is placed in edit mode so that you can make corrections. If the error is a Fatal Error, the Supplement Type (**SUP** field) is set to 3. If the error is a Super Fatal error, LEX does not assign a value to Supplement Type on the new LSR version.

To help you locate errors, LEX highlights erred tabs and fields in yellow, if enough information is provided by the downstream OSS. LEX relies upon the downstream OSS to pass details about the field that caused the edit error, including form name, field name and line number. If LEX doesn't receive this information, it cannot determine the location of the error. Sometimes an error is related to more than one field or is at the LSR level. In these situations, LEX cannot provide highlights because there's not a single tab or field to highlight.



Note:

Not all downstream OSS edits will provide form name, field name, and line number. If you receive errors on an LSR that you don't know how to correct, contact your Local Service Center representative.



Note:

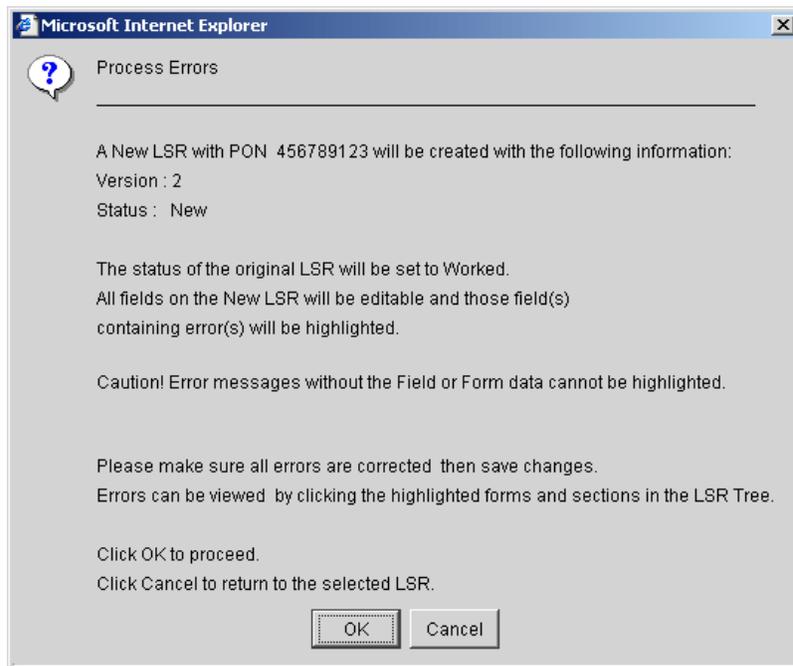
In the AT&T Southeast Region, Clarifications are returned as Super Fatal Errors and Rejects are returned as Fatal Errors.

**Warning:**

An LSR may pass initial edits and be rejected by an LSC representative or downstream OSSs later in the process. If this occurs, the LSR status will change from Processed to Fatal Error.

Processing errors on an LSR

1. **Search for and select the LSR for which you want to process errors.**
For detailed search instructions, see *Using LEX's Search Option* in this chapter.
2. **From the Actions menu, select Process Errors.**
The Process Errors confirmation message displays.



3. **Click OK to continue. Otherwise, click Cancel.**
LEX copies all data from the LSR (excluding notification data) to a new version and places it in edit mode. Data in the LSR Header is updated. **Status** is set to New and the LSR's version number is incremented. For example, if you processed errors on the first version of an LSR, the new version would be version 2. The status of the original LSR is set to the status Worked.

5

Processing Local Service Requests

Processing LSR Errors

Status	PON	VER	User ID	Last Activity D...	End User Na...	Service Type	Activity Type
Worked	123456-2	03	ar5426b	04-02-2003 0...	John Doe	B- Loop Servi...	V- Conversio...

↑
Status changes to Worked.

In the LSR Tree, forms and sections with errors are highlighted so that you know what areas require attention. When you click one of these forms or sections, it's opened in the LSR Workspace. There, fields that need correction are highlighted, as described in the previous section, *About error processing*.

4. Click each highlighted form or section in the LSR Tree and correct the errors it contains.

When a form or section containing errors is displayed in the LSR Workspace, the fields in error are highlighted. In this example, the circled fields have errors. (DDD, SC, and CC)

5. If you want to review the errors that were returned on the LSR, select **View Errors** from the **View** menu. When you're ready to make more LSR corrections, maximize the LEX Desktop window.

You may view all errors while working on PON corrections. Selecting **View Errors** from the **View** menu opens the **View Errors** browser window. This window lists all the errors that have been returned on the previous version of the selected LSR and includes the error code, line number, error message, field name, and form name of each error. You can leave the **View Errors** window open while processing so that you can alternate between the list of errors and the LEX Desktop window.



Note:

*View Errors is available as long as you're processing errors. Once you finish processing errors, the View Errors option is disabled. View errors, instead, by clicking the **Error** notification on the LSR Tree. See "Viewing an LSR's errors" for more details.*

- 6. While editing the LSR, delete optional forms if necessary.**
See *Clearing Optional Forms* in this chapter for step-by-step instructions.
- 7. From the File menu, select Close Edit and save your changes when prompted.**
Verify you've made all necessary corrections. When you close edit mode, highlights will be removed from all fields in error. To again check the fields in error after you close edit mode, click the **Error** notification on the LSR Tree.
- 8. Once you've made all changes necessary to correct the LSR, reissue it, selecting Issue from the Actions menu.**

Printing errors

While processing errors, you can print a list of errors that have been returned on an LSR using the **View Errors** option on the **View** menu.



Note:

LEX reports are printed using landscape orientation. Be sure your browser has been set up to print in landscape mode. For more information, see "Setting your browser to print landscape" later in this chapter.

- 1. From the View menu, select View Errors.**
The **View Errors** browser window opens, listing all errors that have been returned on the selected LSR.

5

Processing Local Service Requests Processing LSR Errors

View Errors

PON : 654321

[Print](#) [Exit](#)

CC	D/T SENT(CENTRAL TIME)	LSR NO	RT	EC VER
9533	02-24-2002 07:23 PM	20011115LD0100-05	E	AFE

Total number of errors on LSR : 8 PON : 654321

Error Code	NUM NAME / NBR	Error Message	Field In Error	Form In Error
LS4048	---	DL-DDASN prohibited when DACT is not populated	-	DELIVERY
LS4174	---	DL-LV3 required when LD3 provided, otherwise prohibited	-	DELIVERY
LS4016	DLNUM 1	DL-ADI prohibited when LASN or LALOC is provided	ADI	DIRECTORY LISTINGS
LS4028	DLNUM 1	DL-BRO prohibited unless TOA is RP or BP	BRO	DIRECTORY LISTINGS
LS6309	DLNUM 1	DL-LASN prohibited when ADI is populated	LASN	DIRECTORY LISTINGS
LS4096	DLNUM 1	DL-LAST prohibited unless LACT provided and ADI is blank	LAST	DIRECTORY LISTINGS
LS0471	DLNUM 1	DL-LAZC data invalid; valid entry is 5 numeric characters	LAZC	DIRECTORY LISTINGS
LS4185	DLNUM 1	DL-OMSD valid entry is 1-83 alpha/numeric/special characters (.)	OMSD	DIRECTORY LISTINGS

2. **Click the Print tab.**

A new browser window is opened, showing a preview of the report that will be printed. The errors are listed in the same order as displayed in the **View Errors** window.

User ID: ar5426 Date: Thu Feb 28 13:45:00 CST 2002
 Customer Name: AT&T
 Region: AT&T Southwest Region

PON: 654321 Ver: 04 Last Activity D/T: 02-28-2002 01:45 PM

Errors

CC: 9533 RT: E
 D/T Sent(CENTRAL TIME): 02-24-2002 07:23 PM EC Ver: AFE
 LSR NO: 20011115L00100-05

Error Code	NUM Name/NBR	Error Message	Field In Error	Form In Error
LS4048	--	DL-DDASN prohibited when DACT is not populated	-	DELIVERY
LS4174	--	DL-LV3 required when LD3 provided, otherwise prohibited	-	DELIVERY
LS4016	DLNUM 1	DL-ADI prohibited when LASN or LALOC is provided	ADI	DIRECTORY LISTINGS
LS4028	DLNUM 1	DL-BRO prohibited unless TOA is RP or BP	BRO	DIRECTORY LISTINGS
LS6309	DLNUM 1	DL-LASN prohibited when ADI is populated	LASN	DIRECTORY LISTINGS
LS4086	DLNUM 1	DL-LAST prohibited unless LACT provided and ADI is blank	LAST	DIRECTORY LISTINGS
LS0471	DLNUM 1	DL-LAZC data invalid; valid entry is 5 numeric characters	LAZC	DIRECTORY LISTINGS
LS4185	DLNUM 1	DL-OMSD valid entry is 1-83 alpha/numeric/special characters (.)	OMSD	DIRECTORY LISTINGS

3. From the File menu, select Print.

All print functionality is provided by the browser you're using. If you're using Microsoft Internet Explorer, the **Print** dialog box opens. Using this box, you can:

- Select a printer.
- Designate the number of copies to print.
- Specify a page or page range to print.

For more information about your browser's print capabilities, consult its online help system.

4. Click OK to send the printout to your printer.

Printing LSRs

Using LEX, you can print copies of LSR forms, LSRs located by a search, and the errors and provider notifications you've received. LEX also allows you to print the contents of the LSR Workspace and to print out the field content on any given form, tab, section, or notification.

The printing of forms and the LSR Workspace are discussed in subsequent sections: *Printing your LSR forms* and *Printing the LEX Desktop*. For instructions on how to print search results, errors, or provider notifications, see:

- *Using LEX's Search Option*
- *Processing LSR Errors*
- *Printing Provider Notifications*

Setting your browser to print landscape

LEX reports are landscape oriented. This means that printouts are wider than the standard 8.5-inch page width of portrait orientation. For this reason, you'll want to set your browser to landscape orientation, as your browser controls all print functionality within LEX including page orientation and margins.



Note:

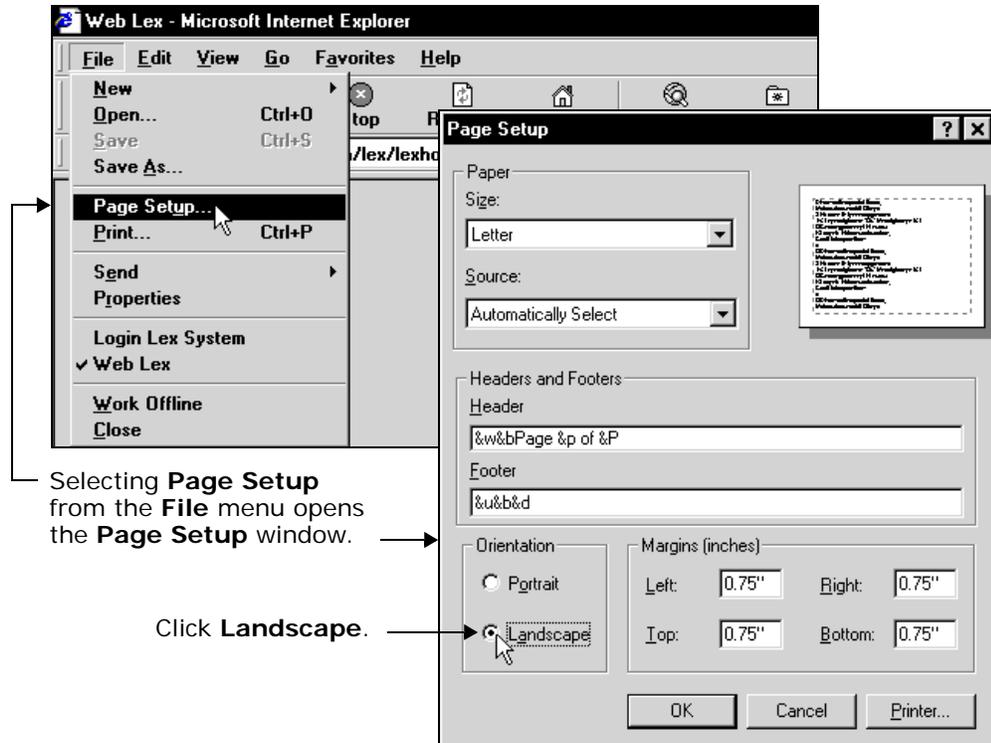
The following instructions are based upon Microsoft Internet Explorer.

1. **Maximize the browser window from which LEX was launched by clicking the Web LEX- Microsoft Internet Explorer button on your Windows taskbar.**



Click the **Web LEX- Microsoft Internet Explorer** button on your Windows taskbar to maximize the browser window.

2. **From the File menu, select Page Setup.**



3. In the Orientation box of Page Setup, click Landscape.

4. Click OK to save the change.

This change applies only to browser windows launched by LEX print commands. It does not affect any other instances of your browser, including any other instances of LEX that might be running at the same time. In addition, this change is for the current login session only. The next time you log into LEX, you'll want to reset your browser to use landscape orientation by repeating this procedure.

5. To continue working in LEX, maximize the application by clicking the LEX - Microsoft Internet Explorer button on the Windows taskbar.



Click the LEX - Microsoft Internet Explorer button on your Windows taskbar to maximize the LEX browser window.

Printing your LSR forms

The **Print Forms** option, available on the **File** menu, allows you to print all forms associated with the selected LSR.



Note:

LEX reports are printed using landscape orientation. Be sure your browser has been set up to print in landscape mode. For more information, see “Setting your browser to print landscape” in this chapter.



Note:

If the user receives an error message that a more current status of the LSR is available, the user should refresh the screen, have the current LSR retrieved, and print that current LSR.

1. **Search for and select the LSR or template whose form(s) you want to print.**
For detailed search instructions, see *Using LEX’s Search Option* in this chapter.
2. **If you’ve placed the LSR in edit mode, save any changes you’ve made. Then, select Close Edit from the Actions menu.**
The **Print Forms** option is not available while an LSR is in edit mode.
3. **From the File menu, select Print Forms.**
LEX displays the LSR forms you can print. The list of forms is based on the LSR’s **Service Type** and **Activity Type**.

Click the check boxes of the forms you want to print.

To print all the available forms, check **Select All**.

4. **Choose the form(s) to print by marking the corresponding check boxes. If you want to print all the forms, check Select All. Then, click OK.**

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A new occurrence of your browser window is opened, showing a preview of the report that will be printed.

Print Forms - Microsoft Internet Explorer 4/2/05 1:36:07pm

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Size Print

COMPANY: LEX Development Team
 REGION: AT&T Southwest Region
 DATE: 04-02-2005 01:34 PM CST

ADMINISTRATIVE SECTION:

STATUS: Pending PON: 654321 VER: 01 USER ID: ar5426
 LAST-ACT-DATE: 03-25-2005 01:21 PM End User Name: <BLANK> SERVICE TYPE: B- Loop Service with Number Portability ACTIVITY TYPE: V- Conversion with Change

LOCAL SERVICE REQUEST - ADMINISTRATION

ATN: 123-456-7890 LSR NO: <BLANK> D/T SENT: 03-25-2003 01:21 PM SUP: <BLANK>
 ACTIVITY TYPE: V ADET: <BLANK> DDD: 05-05-2003 SCD: <BLANK>
 APPTIME/DDD: <BLANK> DDDO: <BLANK> RESID: <BLANK> NOR: <BLANK>
 DFDT: <BLANK> DFDTO: <BLANK> PROJECT: <BLANK> SC: Missouri
 SLE: <BLANK> CHC: NO EXP: NO EXP PSN: <BLANK>
 RTE: <BLANK> CC: NNSP: <BLANK> ONSP: <BLANK>
 ALBR: NO AGAUTH: NO ACTL: <BLANK> SACTL: <BLANK>
 LST: <BLANK> TOS: <BLANK> SPEC: <BLANK> NC: <BLANK>
 HCI: <BLANK> SECNCC: <BLANK> LSR MODIFIED BY: ar5426 LSR CREATED ON: 03-25-2005
 NPDI: <BLANK> NENA/ECC: <BLANK> ATR: <BLANK> LSP AUTH: <BLANK>
 REMARKS: <BLANK>

LOCAL SERVICE REQUEST - ADMINISTRATION - RPON

RPON: <BLANK> RORD: <BLANK> QRYNBR: <BLANK>

LOCAL SERVICE REQUEST - ADMINISTRATION - ACCOUNT FEATURES

AFA: <BLANK> ACCOUNT FEATURE: <BLANK> ACCOUNT FEATURE DETAIL: <BLANK>

LOCAL SERVICE REQUEST - BILL

BAM1: <BLANK> BAN2: <BLANK> EBP: <BLANK> VTA: <BLANK>

LOCAL SERVICE REQUEST - CONTACT

INIT: Andy Stewart TEL NO: 999-888-7777_6666 FAX NO: <BLANK> IMPCOM: <BLANK>
 TEL NO: <BLANK> DSGCON: <BLANK> DRC: <BLANK> TEL NO: <BLANK>
 FAX NO: <BLANK>

5. From the File menu, select Print.

All print functionality is provided by the browser you're using. If you're using Microsoft Internet Explorer, the **Print** dialog box opens. Using this box, you can:

- Select a printer.
- Designate the number of copies to print.
- Specify a page or page range to print.

For more information about your browser's print capabilities, consult its online help system.

6. Click OK to send the report to your printer.

If you'd like to save a copy of the report, follow the instructions in the next section, *Saving your LSR forms to file*.

Saving your LSR forms to file

You can also use the **Print Forms** option to save all forms associated with the selected LSR. This allows you to refer back to electronic copies of LSRs you've created or e-mail them to co-workers via an electronic mail package on your computer.

1. **Search for and select the LSR or template whose form(s) you want to save.**

For detailed search instructions, see *Using LEX's Search Option* in this chapter.

2. **If you've placed the LSR in edit mode, save any changes you've made. Then, select Close Edit from the Actions menu.**

The **Print Forms** option, used to save your forms, is not available while an LSR is in edit mode.

3. **From the File menu, select Print Forms.**

LEX displays the LSR forms you can print and save. The list of forms is based on the LSR's **Service Type** and **Activity Type**.

Click the check boxes of the forms you want to save.

To save all the available forms, check **Select All**.

4. **Choose the form(s) to save by marking the corresponding check boxes. If you want to print all the forms, check Select All. Then, click OK.**

A new occurrence of your browser window is opened, showing a preview of the forms you've selected.

5. From the File menu, select Save As.
6. Select a location to save the file, including disk drive and folder.
7. Type a name for the file to be saved.
8. Select the file type *HTML File* to include the text formatting and page layout in the file.
If you select a text-only format, the text formatting and page layout will not be saved. Only the words and punctuation will be saved.
9. Click Save.
The file is saved to the location you specified.

To open the saved file, open Windows Explorer. Locate and double-click the file. Your Web browser software is automatically launched and the file is displayed in the browser window.

Printing the LEX Desktop

Using features provided by the Windows environment, you can print the screen as it looks in LEX. You copy the LEX desktop to the Windows clipboard, an internal temporary storage area. Then, you can paste it in a word processor (e.g., Microsoft Word®) or image editing application (e.g., MS Paint) of your choice. You will need to be familiar with the application's paste, save, and print options. If you need assistance with these tasks, refer to the application's printed documentation or online help for specific instructions.



Note:

Be sure to change your printer setup from portrait to landscape before completing the steps below. See "Setting your browser to print landscape" for instructions.

1. **Locate and open the LSR you want to print.**
2. **Select the form, tab, section, or notification you want to print.**
3. **Using your keyboard, hold down Alt while pressing Print Screen to copy the screen image to your Windows clipboard.**
Typically, the **Alt** keys are located on either side of the **Space Bar**. The **Print Screen** key is generally found towards the upper, right-hand side of the keyboard. On some keyboards, the **Print Screen** key will be labeled differently. Key labels and locations will vary according to keyboard manufacturer.
4. **Open the application you will use to print the LEX Desktop image. If the application is already open, maximize it.**
5. **Using the application's edit tools, paste the image into a document.**
For example, if you were to paste the image into a Microsoft Word document, you would select **Paste** from the **Edit** menu. Refer to the application's documentation or online help for specific instructions.
6. **Save the document.**
7. **Use the application's print tools to send the document to your printer.**

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Changing Regions of Operation

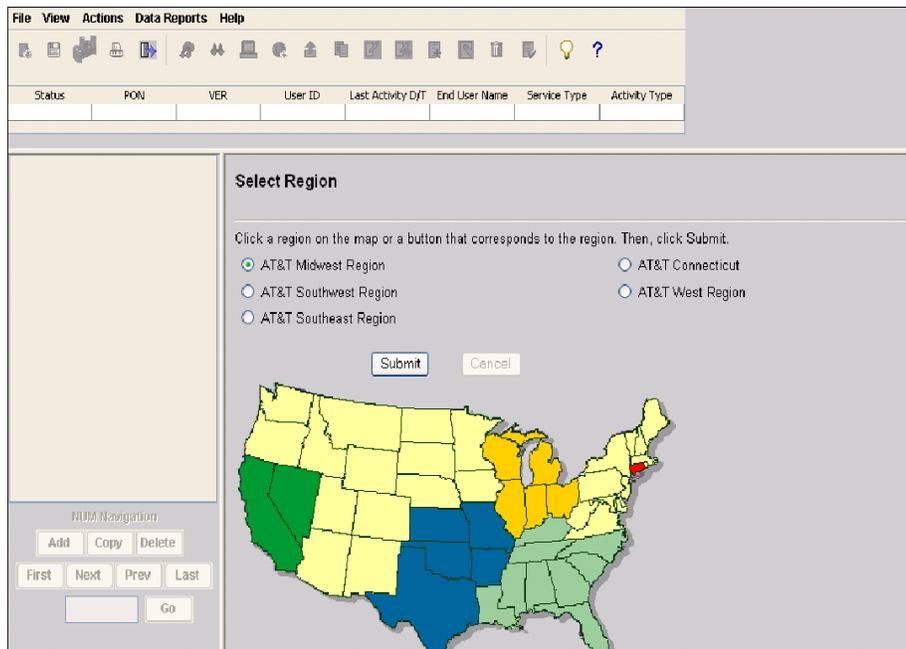
LEX provides a mechanism for users to manage LSRs in multiple operating regions. The **Change Region** view option allows a user to work with LSRs in one region, and when finished, switch to a different region for managing LSR data. **Change Region**, however, is only available to users who possess multi-region user IDs. If your user ID has been defined with privileges to access two or more different operating regions, the **Change Region** option is available to you. Contact your Account Manager to secure the appropriate form to have a multi-region user ID set up.

AT&T Region	Companies in the Region
AT&T Southwest Region	AT&T Arkansas AT&T Kansas AT&T Missouri AT&T Oklahoma AT&T Texas
AT&T West Region	AT&T Nevada AT&T California
AT&T Midwest Region	AT&T Illinois AT&T Indiana AT&T Michigan AT&T Ohio AT&T Wisconsin
AT&T Southeast Region	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

The AT&T regions of operation and affiliated local exchange companies.

Changing to a different region

1. **From the View menu, select the Change Region option.**
The **Select Region** dialog opens in the LSR Workspace. Options in the Icon Bar, LSR Header, and LSR Tree are disabled until you select a region.



Regions for which your user ID has been granted access privileges are color coded. As you move the cursor across the map regions, pop-up text displays the states that belong to each region.

2. **Select a region.**
You can select a region in one of two ways. Click the button adjacent to a region name, or click a region on the map.
3. **Click Submit.**
LEX connects to the region's database. The LEX Welcome displays in the LSR Workspace, while the name of the region to which you're now connected displays above **Status** in the LSR Header. Any secondary browser windows you might have had open, such as the **Search Results** window, are also closed.

In some instances, your region of choice may be inaccessible. LEX business hours may vary between regions due to holiday and other OSS availability issues. If you choose to change to a region that is unavailable as a result of differing business hours, LEX will not switch to the region. Instead, it will notify you of the region's inaccessibility by displaying a message. For more information about hours of business, see *Holiday and other OSS availability in Chapter 2, Introduction*.

Managing Provider Notifications (AT&T 12-State Only)

When an end user changes Local Service Providers, a notification is typically sent to the original provider. This is referred to as a *provider notification*. In the case of line sharing, provider notifications are also sent when retail TN disconnect or move orders are initiated that result in a line share loss or when line share telephone numbers are changed. AT&T will also send a provider notification when a previous line share provider notification needs to be canceled.

Using the LEX **Provider Notifications** option on the **View** menu, you can check to see whether any provider notifications have been received for your company. You can view a list of the provider notifications onscreen or print the list. The list includes the following information with each provider notification:

- Date and Time Sent (**D/T Sent**)
- Conversion Date of Order (**CVD**)
- Working Telephone Number Lost (**WTN**)
- Exchange Company Circuit ID (**ECCKT**)
- Notification Type (**NT**)
- Notification Type Activity (**NTA**)
- Response Days (**RDY**)
- Telephone Number Change (**TNC**)

Viewing Provider Notifications



Note:

All provider notifications with a Date Sent greater than two years old are automatically removed from the LEX database during regular monthly maintenance. Removed notifications will not be visible.

1. **From the View menu, select Provider Notifications.**
The **View Provider Notifications** dialog displays in the LSR Workspace.

View Provider Notifications

Search Clear Cancel Select Lines per Page 15

Enter the date range of the Provider Notifications you would like to view.

Date Sent mm dd yyyy to mm dd yyyy

Calendar buttons

2. **In Date Sent, enter the date range during which the provider notifications you want to view were sent. Or, if you prefer to view a list of all provider notifications, do not supply a date range.**
By entering a date range, you tell LEX to filter the list of provider notifications to include only those that were sent during the designated timeframe. However, if a date range is not provided, LEX does not filter the list. Instead, it displays all of the provider notifications currently available in the system for your company.

If you need help selecting dates, use the Calendar buttons to view the online calendar. For more information about using the Calendar, see *Entering dates* in Chapter 2, *Introduction*.

3. **From Select Lines Per Page, select the number of provider notifications to appear on each page of the Provider Notification Results window.**
The number you select is the maximum number of matching notifications that will display in the **Provider Notification Results** window at one time. As an example, the default selection is fifteen, which means LEX will present provider notifications in groups of up to fifteen at a time.

Processing Local Service Requests

Managing Provider Notifications (AT&T 12-State Only)

4. Click Search.

The **Provider Notification Results** window opens. It is a browser window separate from your LEX browser window.

Delete	D/T SENT (CENTRAL TIME)	NT	NTA	RDY	CVD	WTN	TNC	ECCKT
<input type="checkbox"/>	04-23-2003 10:12 AM	A	-	-	04-25-2003	(314) 235 - 3148	-	-
<input type="checkbox"/>	04-23-2003 10:12 AM	A	-	-	04-25-2003	-	-	19. SPFR.817.338.2345
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	-	-	19. SPFR.817.338.1234
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	(314) 235 - 5555	-	-
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	-	-	19. SPFR.817.338.11234
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	(314) 235 - 6666	-	-
<input type="checkbox"/>	04-21-2003 10:27 AM	3	1	4	-	(621) 312 - 9	-	20030421
<input type="checkbox"/>	04-16-2003 03:09 PM	4	6	3	-	(674) 746 - 3	-	20030430
<input type="checkbox"/>	04-16-2003 01:55 PM	A	-	-	04-30-2003	(210) 824 - 7832	-	-
<input type="checkbox"/>	04-15-2003 10:39 AM	A	-	-	04-15-2003	(217) 228 - 0014	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(123) 458 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	-	-	19. SPFR.817.338.1375
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(123) 446 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(883) 456 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	-	-	19. SPFR.817.338.1371

This window lists all the provider notifications that were sent to your company during the date range you've specified. They are presented in date/time order. If more provider notifications were found than the per-page selection you made in Step 3, navigation links are added to the bottom of the window. Use the navigation links to view information, see the next section, *Navigating Provider Notifications*.

If your company has not received any provider notifications or it did not receive any during the specified date range, the window will be empty, except for the following message:

"No provider notifications found for your company. Click **OK** to return to the workspace."

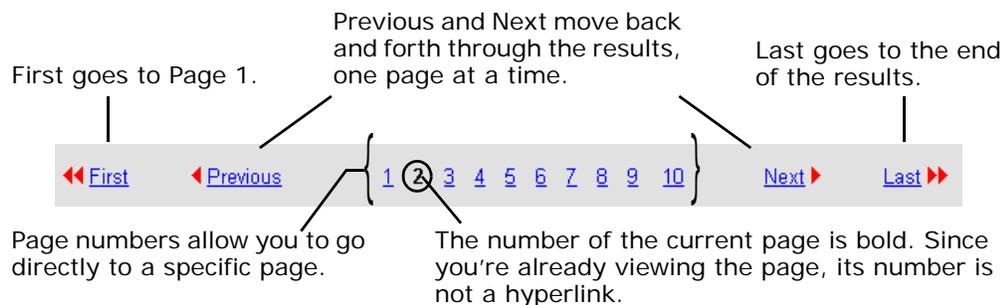
5. If you want to change the sort order, click the up or down arrow in the column by which you want to sort.

- Click the up arrow to sort in ascending order.
- Click the down arrow to sort in descending order.

Navigating Provider Notifications

When the number of provider notifications exceeds the number that can be displayed on a single page, LEX adds hyperlinks to the bottom of the **Provider Notification Results** window. The lines-per-page selection you make on the **View Provider Notifications** dialog determines how many provider notifications LEX can display on a single results page. Use the hyperlinks, to navigate and browse the list of results.

This Link	Displays This Provider Notification Results Page
First	Page 1, regardless of which page you're currently viewing.
Previous	The page immediately before the current page. For example, in the following illustration, page 2 is the current page. Clicking Previous would display page 1.
Page Number	The page that corresponds to the link number. For example, clicking 2 displays page 2, while 10 displays page 10.
Next	The page that follows the current page. For example, in the following illustration, clicking Next would display page 3.
Last	The very last page of search results, regardless of which page you're currently viewing.



The number of page links visible on the **Provider Notification Results** window depends upon your per-page selection and the number of notifications found. LEX retrieves up to 150 matching provider notifications at one time. These are divided by the number of lines per page you've selected. This means the fewer lines per page you choose, the more page links you'll see. If the located provider notifications exceed 150, another set of sequentially-numbered pages is available. You advance to the next set by clicking **Next**. In the illustration above, more than 10 pages of results are available, although only 10 are visible. Clicking **Next**, in this case, would display page 11 and any other available pages up to page 20.

Sorting Provider Notifications

By default, provider notifications in the **Provider Notification Results** window are sorted by **D/T Sent**. This creates a list in reverse chronological order. Click the down arrow at the top of the **D/T Sent** column to reverse the sort order.

To change how the provider notifications are sorted, click the up arrow at the top of another column. For example, if you want to view the provider notifications in ascending conversion date order, click the up arrow at the top of the **CVD** column. Click the down arrow in the same column to view the list in descending order.

Click the down arrow to sort a column in descending order.

Click the up arrow to sort a column in ascending order.

Delete	D/T SENT(CENTRAL TIME)	NT	NTA	RDY	CVD	WTN	TNC	ECCKT
<input type="checkbox"/>	04-23-2003 10:12 AM	A	-	-	04-25-2003	(314) 235 - 3148	-	-
<input type="checkbox"/>	04-23-2003 10:12 AM	A	-	-	04-25-2003	-	-	19.SPFR.817.338.2345
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	-	-	19.SPFR.817.338.1234
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	(314) 235 - 5555	-	-
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	-	-	19.SPFR.817.338.T1234
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	(314) 235 - 6666	-	-
<input type="checkbox"/>	04-21-2003 10:27 AM	3	1	4	-	(621) 312 - 9	-	20030421
<input type="checkbox"/>	04-16-2003 03:09 PM	4	6	3	-	(874) 746 - 3	-	20030430
<input type="checkbox"/>	04-16-2003 01:55 PM	A	-	-	04-30-2003	(210) 624 - 7832	-	-
<input type="checkbox"/>	04-15-2003 10:39 AM	A	-	-	04-15-2003	(217) 228 - 0014	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(123) 456 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	-	-	19.SPFR.817.338.1375
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(123) 446 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(883) 456 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	-	-	19.SPFR.817.338.1371

Deleting Provider Notifications

LEX allows you to delete provider notifications that are no longer needed. After you've acted upon a provider notification, use the procedure below to delete it.



Warning:

Once a provider notification is deleted, it will not be included on future provider notification lists.

1. **Locate the provider notifications you need to delete using the instructions in the previous section, *Viewing Provider Notifications*.** The **Provider Notification Results** window opens.
2. **Click the check box next to each provider notification that you want to delete. A check mark indicates it is selected for deletion.**

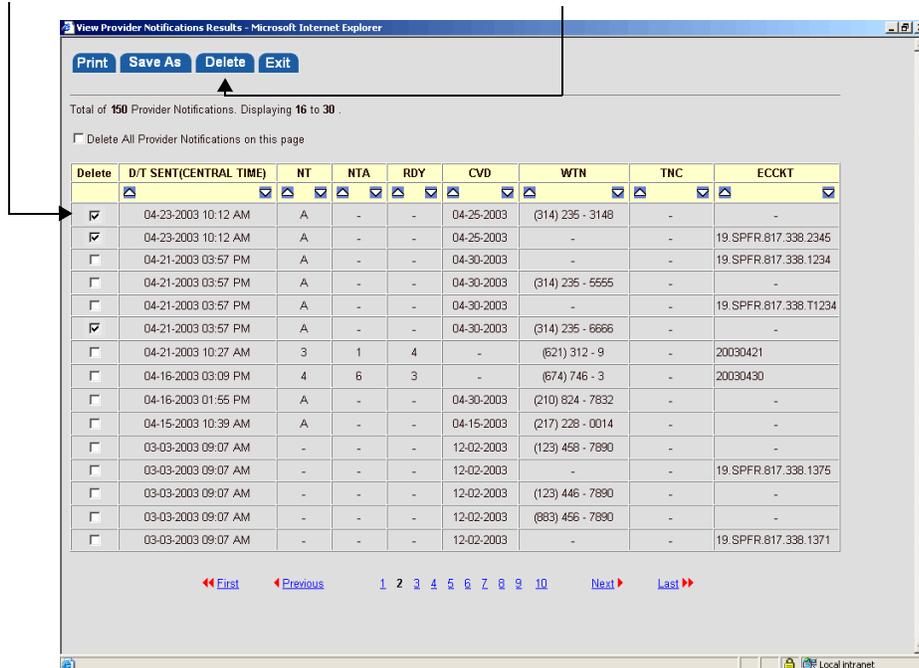
5.82 **Proprietary** - Not for use or disclosure outside AT&T Inc. except by prior written agreement. CLECs may use, reproduce, copy, and distribute the information solely for internal use in training employees to utilize the capabilities of this AT&T Operational Support System (OSS) in accordance with the OSS provisions of the Interconnection or Resale Agreement between the CLEC and AT&T Inc. Additional or external use is strictly prohibited.

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Or, you can check the **Delete All Provider Notifications On This Page** check box to select all the provider notifications currently displayed onscreen. You can then uncheck any that you want to keep. This is especially helpful if you will be deleting the majority of the provider notifications, but not the entire list. Provider notifications on subsequent or previous pages must be selected and deleted independently.

In the **Delete** column, click the check boxes of the provider notifications to be deleted.

With provider notifications selected for deletion, click the **Delete** tab to remove them from the list.



3. Click the Delete tab.

The system presents a confirmation message.

4. Verify that you've selected the correct notifications. If they're correct, click OK to continue. Otherwise, click Cancel to return to the selection dialog.

LEX deletes the provider notifications from the database, and you're returned to the **Provider Notification Results** window.

Saving Provider Notifications

Once you've located a series of provider notifications, you can save them to a file (export) for use in other applications, such as Microsoft Excel®. All provider notifications that result from a search are exported to the file, including those that span several screens due to the per-page limit. Only the data you see in the **Provider Notification Results** window is exported to the file (e.g., **D/T Sent**, **CVD**, **WTN**, etc.).

Consult the online help in the application in which you will use the provider notification data for instructions about sorting or any other issues regarding the saved file.

1. **Locate the provider notifications you want to save using the instructions in *Viewing Provider Notifications*.**

The **Provider Notification Results** window opens.



Note:

If your provider notification results include more than 10,000 provider notifications, the time required to save the data can be extensive. You may want to select a date range of shorter duration to limit the number of provider notifications returned.

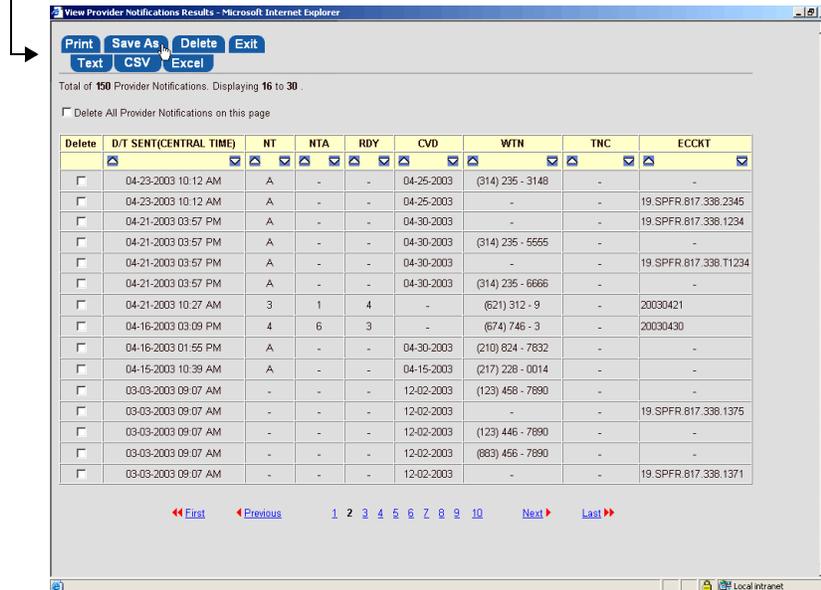
2. **Move your cursor to **Save As** to display the available file types.**

Processing Local Service Requests

Managing Provider Notifications (AT&T 12-State Only)

5

When you place the cursor on **Save As**, the options **Text**, **CSV**, and **Excel** appear.



3. Click the type of file you want to create: Text, CSV, or Excel.

- **Text:** Saves the file in text-only format (ASCII), separating columns with spaces.
- **CSV:** Saves the file in comma-separated-value format, separating columns with commas.
- **Excel:** Similar to CSV, but this format is specifically designed for use with Microsoft Excel.

The **File Download** window opens.

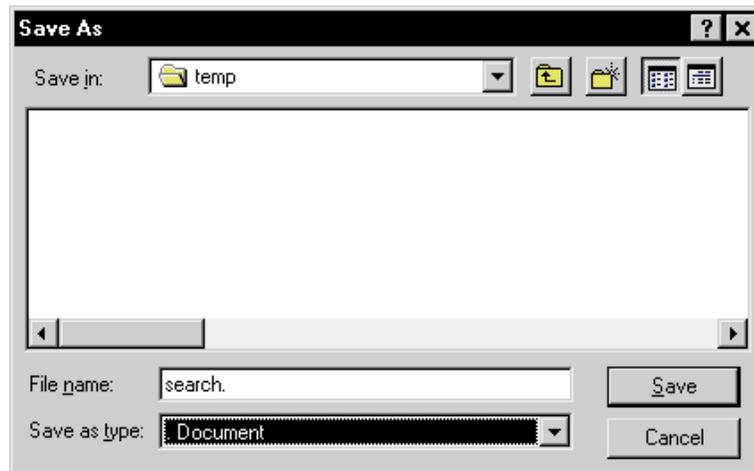
5

Processing Local Service Requests Managing Provider Notifications (AT&T 12-State Only)



4. Choose the Save option.

How the options are presented may vary according to the browser version you're using. Pictured above is the File Download dialog box presented by Microsoft Internet Explorer version 6.0. The **Save As** dialog box opens.



5. **Select the folder to which you want to save the file. Then, type a file name in the File Name field or click an existing file already in the folder and click Save.**

If you selected **Text** as the file format, you'll need to type *.txt* as the file extension at the end of the file name. For **CSV** and **Excel** files, the extension is implied, so you don't need to type it.

If you type the same name as an existing file, you will be prompted to replace it. After your file has been saved, LEX displays the message, "Download Complete."

6. **Click OK or Close to accept the message.**
If you prefer to view the newly saved file, click **Open**.

Printing Provider Notifications

Using the **Provider Notifications** option, located on the **View** menu, you can also print provider notifications.



Note:

LEX reports are printed using landscape orientation. Be sure your browser has been set up to print in landscape mode. For more information, see the section "Setting your browser to print landscape" in this chapter.

If your provider notification results include more than 10,000 provider notifications, the time required for the system to prepare the print job can be extensive. You may want to select a date range of shorter duration to limit the number of provider notifications returned.

1. **Locate the provider notifications you want to print using the instructions in *Viewing Provider Notifications*.**

The **Provider Notification Results** window opens, displaying the provider notifications that were sent to your company during the specified date range. The provider notifications will be printed in the same order as displayed in the window. If needed, you can reorder the notifications using the up and down sort arrows, as described in *Sorting Provider Notifications*.

5

Processing Local Service Requests Managing Provider Notifications (AT&T 12-State Only)

Total of 150 Provider Notifications. Displaying 16 to 30.

Delete All Provider Notifications on this page

Delete	D/T SENT(CENTRAL TIME)	NT	NTA	RDY	CVD	WTN	TNC	ECCKT
<input type="checkbox"/>	04-23-2003 10:12 AM	A	-	-	04-25-2003	(314) 235 - 3148	-	-
<input type="checkbox"/>	04-23-2003 10:12 AM	A	-	-	04-25-2003	-	-	19.SPFR.817.338.2345
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	-	-	19.SPFR.817.338.1234
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	(314) 235 - 5555	-	-
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	-	-	19.SPFR.817.338.T1234
<input type="checkbox"/>	04-21-2003 03:57 PM	A	-	-	04-30-2003	(314) 235 - 6666	-	-
<input type="checkbox"/>	04-21-2003 10:27 AM	3	1	4	-	(621) 312 - 9	-	20030421
<input type="checkbox"/>	04-16-2003 03:09 PM	4	6	3	-	(674) 746 - 3	-	20030430
<input type="checkbox"/>	04-16-2003 01:55 PM	A	-	-	04-30-2003	(210) 824 - 7832	-	-
<input type="checkbox"/>	04-15-2003 10:39 AM	A	-	-	04-15-2003	(217) 228 - 0014	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(123) 458 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	-	-	19.SPFR.817.338.1375
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(123) 446 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	(883) 456 - 7890	-	-
<input type="checkbox"/>	03-03-2003 09:07 AM	-	-	-	12-02-2003	-	-	19.SPFR.817.338.1371

<< First < Previous 1 2 3 4 5 6 7 8 9 10 Next > Last >>

2. Click the Print tab.

A new browser window is opened, showing a preview of the report that will be printed.

3. From the File menu, select Print.

All print functionality is provided by the browser you're using. If you're using Microsoft Internet Explorer, the **Print** dialog box opens. Using this box, you can:

- Select a printer.
- Designate the number of copies to print.
- Specify a page or page range to print.

For more information about your browser's print capabilities, consult its online help system.

4. Click OK to send the printout to your printer.

Viewing LEX Tips

LEX Tips is a communication tool through which AT&T may provide additional information to your company about the LEX application. Tips are relevant, but non-essential, non-critical bits of information. They may be helpful hints about how to use the system or system advice not yet published in this user guide.

The feature is always available. At any time, you may access the LEX Tips window to see what tips AT&T has added or removed. (AT&T will remove tips as they become outdated.) To ensure you always see the latest information, consider establishing a regular schedule for checking tips, such as once a day or once a week. While viewing tips, you have the option to print one or more for future reference.

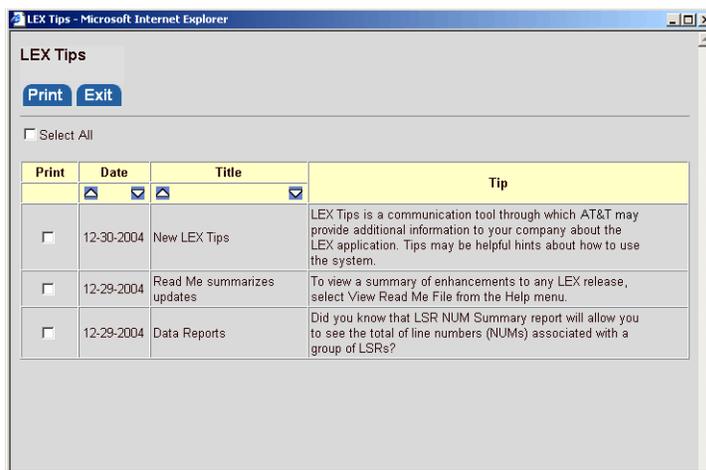


Note:

AT&T will not provide urgent or time-sensitive information, such as system down-times or outage details, via LEX Tips. Accessible letters are distributed to communicate such information.

Viewing the tip list

1. From the Help menu, select **LEX Tips**.
The LEX Tips window opens.



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Processing Local Service Requests

Viewing LEX Tips

The LEX Tips window is a separate browser window, independent of the LEX Desktop. The information you see is read-only; you may not modify or delete tips. However, you may change the sort order if you desire. By default, tips are chronologically organized with the most recent at the top.

2. **Change the sort order, if desired, using the up and down arrows at the top of any column.**
See *Sorting Tips* for more information.
3. **When you're finished working with tips, click Exit to close the window.**

Sorting Tips

By default, LEX Tips are sorted by the date and time they were provided by AT&T. This creates a list in reverse chronological order. Click the down arrow at the top of the **Date** column to reverse the sort order.

If desired, you may change how the tips are sorted. For example, you might want to view the tips alphabetically by title to group similar tips. You change the sort order by clicking the up or down arrow at the top of a different column, such as the **Title** column. Clicking the up arrow sorts a column in ascending order, while clicking the down arrow sorts the column in descending order.

Click the down arrow to sort a column in descending order.

Click the up arrow to sort a column in ascending order.

The screenshot shows a browser window titled "LEX Tips - Microsoft Internet Explorer". The window contains a table with the following data:

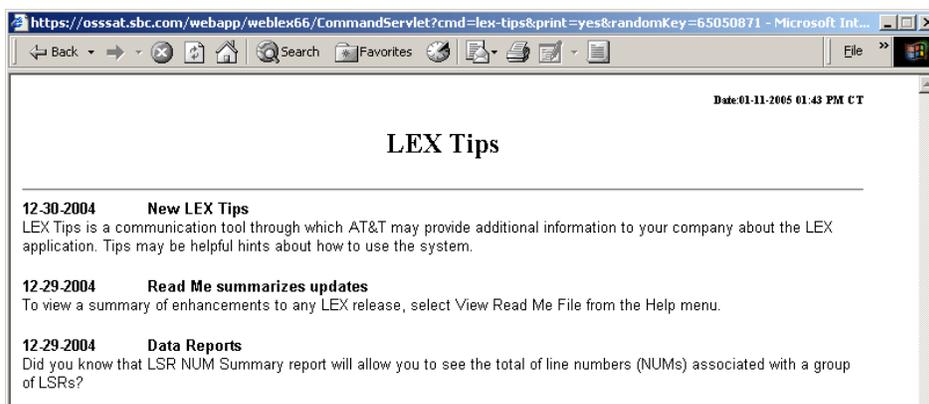
Print	Date	Title	Tip
<input type="checkbox"/>	12-30-2004	New LEX Tips	LEX Tips is a communication tool through which AT&T may provide additional information to your company about the LEX application. Tips may be helpful hints about how to use the system.
<input type="checkbox"/>	12-29-2004	Read Me summarizes updates	To view a summary of enhancements to any LEX release, select View Read Me File from the Help menu.
<input type="checkbox"/>	12-29-2004	Data Reports	Did you know that LSR NUM Summary report will allow you to see the total of line numbers (NUMs) associated with a group of LSRs?

The "Title" column header has a blue up arrow and a blue down arrow. The "Date" column header also has a blue up arrow and a blue down arrow. A dashed box highlights the "Title" and "Date" columns in the table. Arrows from the text on the left point to these arrows in the table header.

Printing tips

You may also print tips using the **LEX Tips** option, located on the **Help** menu.

1. **Open the LEX Tips window using the instructions in *Viewing the tip list*.**
2. **Sort the tips in the order you would like them printed. They will be printed in the same order as displayed.**
For more information, see the previous section, *Sorting Tips*.
3. **Select one or more tips to print.**
 - To select specific tips, click the check box in the **Print** column next to each tip you want included in your printout.
 - To select all the tips displayed, click **Select All** above the **Print** column.
4. **Click the Print tab.**
A new browser window is opened, showing a preview of the tips that will print.



5. **From the File menu, select Print.**
All print functionality is provided by the browser you're using. If you're using Microsoft Internet Explorer, the **Print** dialog box opens. Using this box, you can:
 - Select a printer.
 - Designate the number of copies to print.
 - Specify a page or page range to print.

For more information about your browser's print capabilities, consult its online help system.

6. **Click OK to send the printout to your printer.**

Miscellaneous Processing LSRs (AT&T Southeast Region)

Fast Track Process

An option, known as “Fast Track”, permits the user to submit a minimum amount of required fields and LEX will derive the remainder of the fields from different sources.

Available for: Requisition Types E and M

Activity Types D, B, W, L and Y

The user will be expected to populate the fields on the LSR Create screen as in the normal process of creating any LSR:

The screenshot shows a 'Create LSR' dialog box with the following fields and values:

PON:	FastTrack
Service Type:	E- Resale Service
Activity Type:	W- Conversion As Is
Company Code(CC):	9998
Type of Service(TOS):	Select One
Area:	Alabama
Migration Indicator:	Select One
Loop Type:	Select One
Telephone Account Number:	

Buttons: OK, Cancel

After the user enters the applicable information, the user would click on the “OK” button.

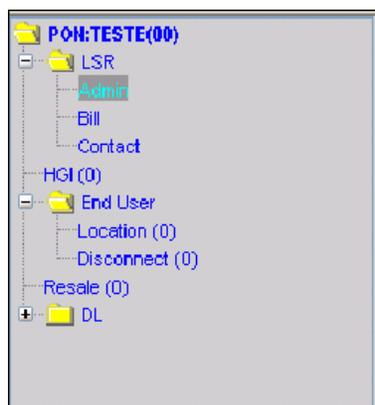
The following sequence of events would occur:

- LEX/Verigate will perform a validation of the company code and the main account telephone number to confirm ownership and provide an error message where applicable on that particular account(s). If the validation is successful, LEX will proceed on with the LSR creation.
- LEX/Verigate will perform an address validation on each main account telephone number to confirm valid address and provide an error message where applicable. If the address validation is successful, LEX will populate the applicable address fields on the End User location form.
- LEX will pre-populate all of the applicable fields based upon the CLEC profile for the specified company code.
- LEX will present the LSR with all pre-populated fields and allow the user to review, modify if necessary, and then issue it to AT&T downstream systems.

Multiple Occurrences of the End User Form

For certain products and scenarios, multiple occurrences of the End User form may be needed. LEX allows the user to create up to 999 End User forms within an LSR as needed. The associated Disconnect form is also provided for each copy of the End User form.

For both the Location and Disconnect forms, LEX provides a counter of the number of each form:



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Processing Local Service Requests Miscellaneous Processing LSRs (AT&T Southeast Region)

A Num Navigation is provided to allow the user to add LOCNUM as needed. As new LOCNUMs are added, the counter next to the form will be incremented.

End User - Location

[View CSR Address Validation](#)

LOCNUM EUA NAME AFT SAPR SANO SASF

<BLANK> <BLANK> <BLANK> <BLANK> <BLANK> <BLANK>

SASD SASN

<BLANK> <BLANK>

SATH SASS LD1 LV1 LD2 LV2

<BLANK> <BLANK> <BLANK> <BLANK> <BLANK> <BLANK>

LD3 LV3 AAI

<BLANK> <BLANK>

CITY STATE ZIP

<BLANK> <BLANK> <BLANK>

ORDN LCON TEL NO

<BLANK> <BLANK> <BLANK> <BLANK> <BLANK> <BLANK>

EUMI ACC

WSOP CPE MFR CPE MOD ELT NCON

<BLANK> <BLANK> <BLANK> <BLANK> <BLANK> <BLANK>

IBT LOCNUM DETAIL LOCNUM HEADER IWO IWBAN

NUM Navigation

Add Copy Delete

First Next Prev Last

Go



Note:

Num Navigation allows for LOCNUMs to be added, copied or deleted. Depending on the product, the LOCNUM must start with either 00 or 01. Please refer to the LSOR for specific rules on the LOCNUM field. Although this field is system generated, it can be editable by the user, but any user changes to the field will result in the LOCNUM numbers not being accurately reflected.

The Disconnect form is set up in the similar manner as shown below:

LOCNUM	DISC	NBR	TERS	TER	TC	OPT	TC	PER
0						-	-	-



Note:

The user will be expected to enter the LOCNUM that the Disconnect form should be associated with as it is an editable field. The DNUM will be system generated by the use of NUM Navigation.

The user would be expected to complete the first LOCNUM information, then go to the Disconnect page and complete that form as associated with the LOCNUM. The user would then proceed to create the next LOCNUM, complete the Location form, and then go to the Disconnect form and via the LOCNUM field on the Disconnect page, indicate the LOCNUM on the Location page that this should be associated with.

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Processing Local Service Requests Miscellaneous Processing LSRs (AT&T Southeast Region)

When the user clicks on the Disconnect form from the LSR Tree, LEX automatically generates the first LOCNUM for the user. When subsequent Disconnect forms are generated through NUM Navigation, the LOCNUM field is blank and the number is populated by the user. The LOCNUM field on the Disconnect form allows the user to indicate what LOCNUM this is associated with on the Location form. For instance, if '3' is entered in the LOCNUM field, this would indicate that the Disconnect information on this form is associated with LOCNUM '3' on the Location form.

The first LOCNUM on the Disconnect form is system generated when the form is accessed:

The screenshot shows a form with the following fields and labels: LOCNUM (value: 0), DISC (value: blank), NBR (value: blank), TERS (value: blank), TER (value: blank), TC (value: blank), OPT (value: blank), TC PER (value: blank). Below these labels are sub-labels: NPA, NXX, XXXX, mm, dd, yyyy. There are also three dropdown menus for month, day, and year, and a small icon with '1' and '2'.

When the second DNUM (or occurrence of the Disconnect form) is created via the NUM Navigation, the LOCNUM is blank:

The screenshot shows a form with the following fields and labels: LOCNUM (value: blank), DISC (value: blank), NBR (value: blank), TERS (value: blank), TER (value: blank), TC (value: blank), OPT (value: blank), TC PER (value: blank). Below these labels are sub-labels: NPA, NXX, XXXX, mm, dd, yyyy. There are also three dropdown menus for month, day, and year, and a small icon with '1' and '2'.

Should the user click on the Disconnect form and determine that the form is not needed, the user should remove the number from the LOCNUM field and leave it blank. There should be no other entered data on that form.

In the majority of the products being offered, only one occurrence of the End User form (Location and Disconnect) will be needed. This capability is being provided to allow for those other scenarios that require additional copies of this form.

Transferring Calls on Disconnected Accounts

For Requisition Types “E” and “M”, Activity of “C”, an addition of a Transfer of Call (TOC) message on a Telephone Number that has been disconnected 30 calendar days or less will be available to be issued within LEX. This option should only be used to add or change the Transfer of Calls (TOC) on a disconnected telephone and no other changes should be performed on the LSR.

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Processing Local Service Requests Miscellaneous Processing LSRs (AT&T Southeast Region)