User Guide

Volume III

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CHAPTER 20 - PROVISIONING ORDER STATUS (POS) INQUIRY

Overview

Provisioning Order Status (POS) Inquiry makes it possible to retrieve provisioning order information to determine the pending or dispatched status of a service order. Information can be obtained for orders that require field visits and for those that don't (i.e., no fieldwork orders). This information includes the provisioning status of the order, if the order has been dispatched and any notes regarding the order. This is a read only function.

Provisioning Order Status (POS) Inquiry will return provisioning status of service orders. In AT&T Southwest Region, provisioning order detail may be viewed from the time the provisioning order is issued until 90 calendar days after the provisioning order completed for no field work orders or for 90 days after the provisioning order completes for field work orders. In AT&T Midwest Region, provisioning order detail may be viewed from the time the provisioning order is issued until 90 calendar days after the provisioning order completed for all work orders. In AT&T West Region, provisioning order detail may be viewed from the time the provisioning order is issued until 90 calendar days after the provisioning order completes. Individuals from one company will not be allowed to view provisioning orders for another company. For provisioning information about orders not supported by **POS Inquiry** contact the Local Service Center (LSC).

Provisioning Order Status (POS) Inquiry can be accessed from the Main Menu. The Provisioning Service Order Selection screen is the entry point where search criteria is defined to retrieve provisioning order data for which the user wishes to retrieve information.

Provisioning Order Status (POS) Inquiry has three functions available:

- **Provisioning Order Status List**: Displays a list of provisioning orders that meet the selection criteria defined on the Provisioning Service Order Selection screen.
- **Provisioning Service Order Detail:** Displays detailed information for a provisioning order defined on the Provisioning Service Order Selection screen and selected from the Provisioning Order Status List screen.

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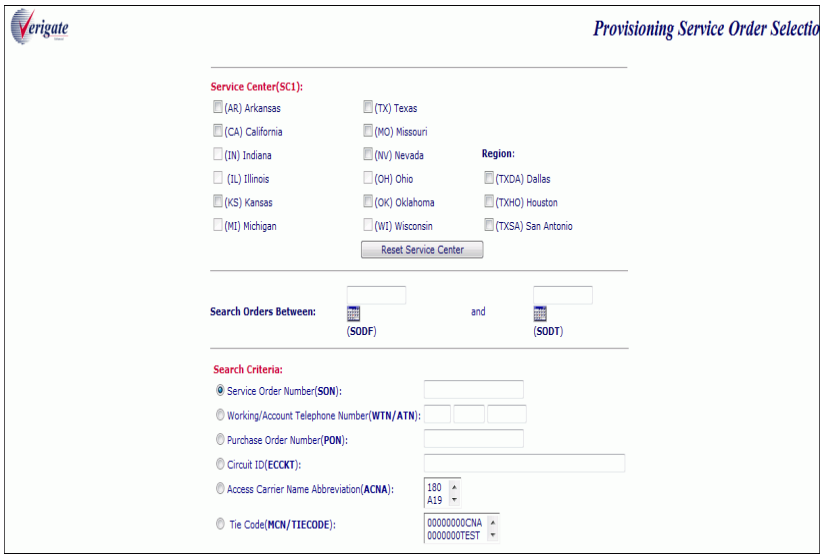
- **Provisioning Bulk Work Load:** Displays when the ticket is bulk work dispatched and assigned to a technician. This screen is accessed from the Provisioning Service Order Detail screen.

Contact the user account manager of the IS Call Center with questions.

Provisioning Service Order Selection – Input Screen

To initiate a provisioning order search, click on **Provisioning Order Status (POS) Inquiry** on the Main Menu of **Enhanced Verigate**. The Provisioning Service Order Selection screen will be displayed. This screen provides a selection point for retrieving a Provisioning Order Status List of provisioning orders.



This screen is used to define the provisioning order(s) for which the user wishes to retrieve information. The Provisioning Order Status Selection screen has three sections: Service Center, Search Date Range and Search Criteria.

Service centers available to search for provisioning orders are Arkansas, California, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas and Wisconsin. The service center must be selected with the service center code where the end user resides.

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Provisioning order searches may be performed by Service Order Number (SON), Working Telephone Number/Account Telephone Number (WTN/ATN), Purchase Order Number (PON), Company Code 2 (CC2) or Circuit ID (ECCKT).

Service Center (SC1)

Provisioning orders are stored in AT&T 12-State back end systems in different regions. The Service Center (SC1) must be selected to determine what service center(s) to search in. Some customers may not have provisioning orders in all service centers. If this is the case they may speed up their provisioning order inquiries by limiting the search to only the applicable service centers. At least one service center must be selected to complete a search. To select a service center click in the check box to the left of the desired service center. Multiple service centers may be selected by clicking on additional check boxes to the left of each service center. To clear all selections click on the **Reset Service Center** button. Another option is to click in the check box again to un-select the service center(s) chosen. The service center and the company code must be a valid combination.

Note:
When searching multiple service centers, the user should only select the service centers they are wishing to search in. The more service centers selected; the response time will be impacted.

Region (REGION)

The Region field can be used to narrow down the region to search in when the user has chosen Texas (TX) as the service center. The available regions to search are Dallas (TXDA), Houston (TXHO) and San Antonio (TXSA). To select a region, click in the check box to the left of the desired region. Multiple regions may be selected by clicking on additional check boxes to the left of each service center. To clear all selections, click on the **Reset Service Center** button. Another option is to click in the check box again to un-select the region chosen. If the service center is Texas and no region is selected, all three regions in Texas will be searched. If a region is selected, whether or not Texas is selected, the region selected will determine where to search in Texas. To help determine what region to search in, see the Region Reference Chart below.

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TXDA (Dallas)

Area Code	Major Cities
214	Dallas area (overlays with 469 and 972)
430	Longview area (overlays with 903)
469	Dallas area (overlays with 214 and 972)
682	Fort Worth, Arlington, Grandview, Weatherford and Rhome (overlays with 817)
817	Fort Worth, Arlington, Grandview, Weatherford and Rhome (overlays with 682)
903	Tyler, Longview and Northeastern Texas
940	Wichita Falls, Denton and North Central Texas
972	Dallas area (overlays with 214 and 469)

TXHO (Houston)

Area Code	Major Cities
281	Houston area (overlays with 713 and 832)
409	Beaumont, Galveston, Port Arthur, Jasper and Southeastern Texas
713	Houston area (overlays with 281 and 832)
832	Houston area (overlays with 281 and 713)
936	Nacogdoches, Lufkin Conroe, Huntsville, Center and South-eastern Texas
979	Bryan, Bay City, College Station, Lake Jackson and South-eastern Texas

TXSA (San Antonio)

Area Code	Major Cities
210	San Antonio area
254	Waco and North Central Texas
325	Abilene, San Angelo, Brownwood, Sweetwater and Eastern Texas (overlays with 432 and 915)
361	Corpus Christi and Southeastern Texas
432	Midland, Termnal, Odessa, Alpine, Pecos, Fort Stockton and Central Texas (overlays with 325 and 915)

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Area Code	Major Cities
512	Lampasas, Bastrop and Milam (overlays with 737 in Austin and San Marcos)
737	Austin, San Marcos and Georgetown (overlays with 512)
806	Amarillo and Northern Texas
817	Fort Worth, Arlington, Grandview Weatherford and Rhome (overlays with 682)
830	Uvalde, New Braunfels, Kerrville and Southwest Texas
915	El Paso, Faben, Del City and Western Texas (overlays with 325 and 432)
956	Laredo, Brownsville, McAllen and Southern Texas

Search Date Range

A search date range may be entered in the OSDF and OSDT fields for a Provisioning Service Order List search. Search criteria must be selected; however the date range fields are optional input. If the user does not enter a date in the OSDF and OSDT field, all data matching the search criteria will be returned. If the user inputs a date range, data matching the search criteria and date will be returned. If the user wants to search for one specific date, the same date should be input into both the OSDF and OSDT fields. The date should be based on the Due Date of the service order.

- **Order Search Date From (OSDF)**: The starting date to be searched.
- **Order Search Date To (OSDT)**: The ending date to be searched.

There are two ways to edit the beginning and ending date fields:

- The user may click in the field box and a graphic calendar will display. Click on the arrows to display the previous or next month and then click on a day within the month to select a date. The calendar will close and the date selected will appear in the date field.
- The user can enter the beginning and ending date in the field boxes by re-clicking in the field box and entering the date in the following format (CCYYMMDD).

Search Criteria

To perform a provisioning order search, the user must define the search criteria by entering the appropriate information in one of the following fields: Service Order Number (SON), Working Telephone Number/Account Telephone Number (WTN/ATN), Purchase Order Number (PON), Company Code 2 (CC2) or Circuit ID

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(ECCKT). Only one type of search criteria can be entered. The user will click on the radio button to the left of the desired search method. If another radio button is clicked, the previously selected search criteria will cancel out.

Provisioning service order searches can be performed in all states by one of the following: Service Order Number (SON), Working Telephone Number/Account Telephone Number (WTN/ATN), Purchase Order Number (PON), Company Code 2 (CC2) or Circuit ID (ECCKT) as a search method.

Field Code	Field Name
SON	Service Order Number
WTN/ATN	Working Telephone Number/ Account Telephone Number
PON	Purchase Order Number
CC2	Company Code 2
ECCKT	Circuit ID

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

Reset Service Center

To reset (clear) information in this search criteria section, so that new selection criteria may be entered, simply click on the **Reset Service Center** button. Another option is to select another search criteria method by clicking on a different radio button. This deletes the previously selected criteria.

Submit

After the user indicates the Service Center and Search Criteria, the user clicks on the **Submit** button. This will return a list of provisioning orders matching the information entered on the Provisioning Service Order Selection screen they are wishing to retrieve.

Note:

Occasionally, the user may encounter a problem retrieving information from the Order Status Server for the Order Status Service Order List when searching by

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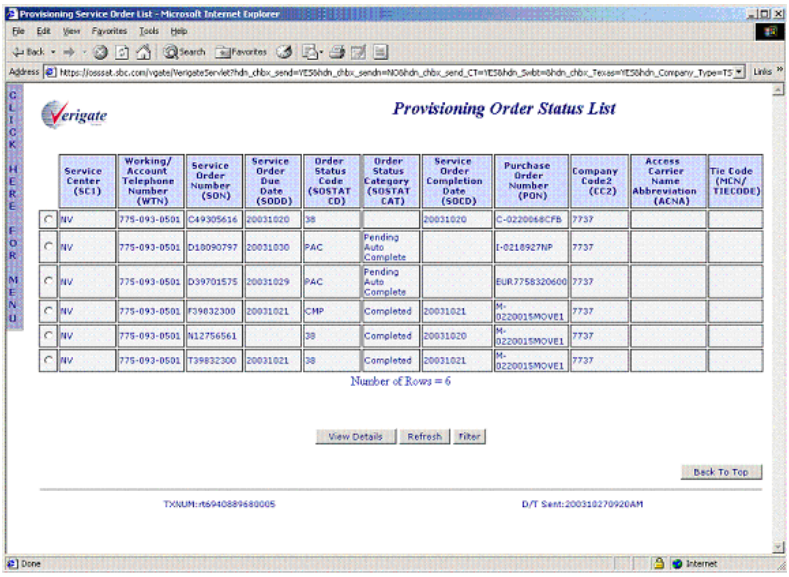
Company Code 2. Response time will be impacted according to the volume of orders associated with a specific company code.

Simulated Test Data

A check box will appear on the Provisioning Service Order Selection screen. Clicking in this check box will allow the user to enter in the provided test cases to train new users on POS functions. See the end of this chapter for information on the simulated test data functionality.

Provisioning Order Status List Screen – Input & Output Screen

The Provisioning Order Status List screen displays a list of provisioning orders that meet the selection criteria defined on the Provisioning Service Order Selection screen. Both pending and completed orders may be displayed in the same list.



The Provisioning Order Status List screen is made up of several columns of information. The entire Provisioning Order Status List can be sorted. The default sort order is by telephone number, smallest number to largest number. Any column can be sorted in ascending or descending order. To change the sort, move the mouse over a column heading and click the mouse. Click the mouse again to

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toggle between an ascending and descending sort order. The number of rows will display at the bottom of the Provisioning Order Status List.

The Provisioning Order Status List screen will display columns of information that include the following: Service Center (SC1), Working Telephone Number/ Account Telephone Number (WTN/ATN), Purchase Order Number (PON), Service Order Number (SON), Service Order Due Date (SODD), Service Order Status Code (SOSTATCD), Service Order Status Category (SOSTATCAT), Service Order Completion Date (SOCD) and Company Code 2 (CC2).

Field Code	Field Name
SC1	Service Center
WTN/ATN	Working Telephone Number/ Account Telephone Number
SON	Service Order Number
SODD	Service Order Due Date
SOSTATCD	Service Order Status Code
SOSTATCAT	Service Order Status Category
SOCD	Service Order Completed Date
PON	Purchase Order Number
CC2	Company Code 2

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

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Status Codes/Status Categories/Status Descriptions Table

SO Status Category SOSTATCAT	SO Status Code SOSTATCD	SO Status Description SOSTATDES	Region
Canceled	CANCEL	Order canceled in FORCE	AT&T 12-State
Canceled	PK	Order canceled	AT&T 12-State
Canceled	IK	Order canceled	AT&T 12-State
Completed	COMPLETE	Order completed in FORCE	AT&T 12-State
Completed	IE	Order completed in SOP	AT&T 12-State
Dispatched	DISPATCH	Order dispatched in FORCE	AT&T 12-State
Jeopardy	JEOPARDY	Order in jeopardy	AT&T 12-State
Jeopardy	HOLD	Order removed from dispatch tool and placed in jeopardy	AT&T 12-State
Pending Auto Complete	NOWORK	Order is no field work (Designed Circuit service orders)	AT&T 12-State
Pending Auto Complete	P	Order is no field work and awaiting auto completion	AT&T 12-State
Pending Auto Complete	PC	Work is complete. Completion to the service order processor is pending	AT&T 12-State
Pending Facility Assignment	WAIT	FORCE is waiting on more information, such as facility assignments	AT&T 12-State
Pending Facility Assignment	PA	Order awaiting the issue of assignment	AT&T 12-State
Pending Load	PENDING	Order passed through job logging and is in the dispatch work pool	AT&T 12-State
Pre-Assign	ASSIGN	Order pre-assigned to a technician but not dispatched	AT&T 12-State
Pending Screen	ASSIST	Order failed APD processing and needs intervention before it can go to pending status	AT&T 12-State

The Provisioning Order Status List screen information is updated on a daily basis. The Provisioning Service Order Detail screen displays the actual “live” status. This means that the Provisioning Service Order Detail screen may show a

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different (newer) status than the status displayed on the Provisioning Order Status List screen. In AT&T Southwest Region and AT&T West Region, new orders will be made available on the Order Status Service Order List as they are created. In AT&T Midwest Region, new orders will be made available on the Order Status Service Order List as they are created, however some order types may not be available for 24 to 48 hours.

When archived data is returned, the Service Order Status Code (SOSTATCD) will not be shown. The Service Order Status Category (SOSTATCAT) will indicate "Archived" and the Service Order Status Description (SOSTATDES) will show "No Description Available".

Note:

There may be cases when no Service Order Status Code is available in the back-end system for a service order. When this is the case the Service Order Status Code (SOSTATCD) will return "blank".

For the convenience of users, the POS transaction provides the ability to search by company code to retrieve all available service order numbers. Due to the nature of that request, which requires an extensive search of the AT&T 12-State databases, the user may experience longer response times.

Data Center Region Unavailable, Partial List Warning

When a Provisioning Order Status List is generated, all selected AT&T 12-State service centers are examined for matching service order records. A Provisioning Order Status List may include provisioning orders from more than one region if multiple service centers are selected.

If **Provisioning Order Status** cannot retrieve provisioning order information from a service center, a warning message is displayed. It identifies the service center from which information could not be retrieved. When more than one service center is inaccessible, multiple messages are displayed.

If only a partial list is returned, the user will receive a message indicating that the Provisioning Order Status List they received is a partial list. The user may wish to perform the same search again a few minutes later, to get a full list. If this problem persists, call the Help Desk or the IS Call Center for assistance.

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View Details

To view details of a particular provisioning order, click on the radio button to the left of the provisioning order the user wants to view and hit the **View Details** button. Only one provisioning order can be selected and viewed at a time. If only one service order number appears on the Provisioning Order Status List, click on the **View Details** button to view the provisioning order.

Refresh

When a Provisioning Order Status screen remains open for an extended period of time, provisioning data can become outdated. To refresh (update) information on this screen so that it reflects any new activity, click on the **Refresh** button.

If the wrong selection was made, the user can select another radio button to the left of the provisioning order they are wishing to view. This will cancel out the previous selection. Only one radio button can be selected at a time.

Provisioning Order Status Filter – Input Screen

Filter

This option will be available when the Provisioning Order Status List window is active. Clicking on this option will bring up the Provisioning Order Status Filter screen. This screen is used to filter selected data from the Provisioning Order Status List screen. The following columns available to filter are: Service Center, Working Telephone Number/Account Telephone Number, Service Order Number, Service Order Due Date, Order Status Code, Order Status Category, Service Order Completed Date, Purchase Order Number and Company Code 2. The Service Order Completed Date and Service Order Due Date fields will include: = (equals), > (greater than), < (less than), >= (greater than or equal) or <= (less than or equal). All other fields will be blank so that the user can enter the value to be used to filter the Provisioning Order Status List screen. The user will select which field(s) to filter by and enter the data they are wishing to filter out of the Provisioning Order Status List.

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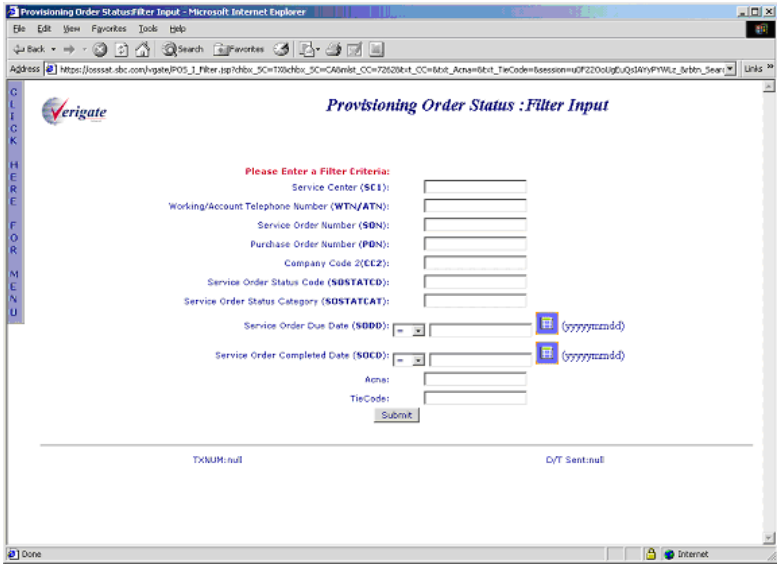
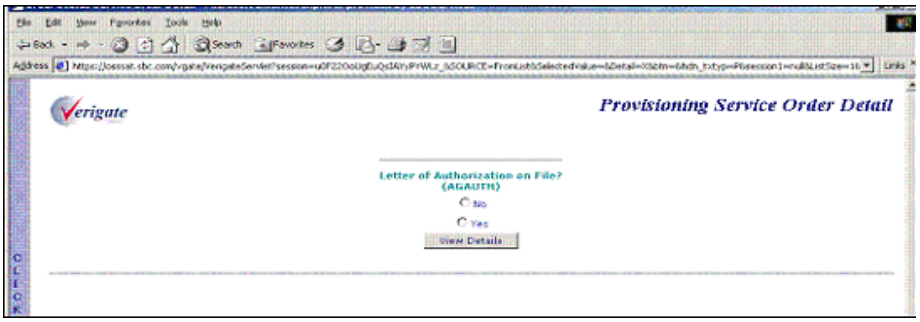


Service Order Detail Authorization

An End-User Authorization screen is displayed if the user attempts to access detail information for a pending service order that they are not normally authorized to view. The following screen below will display before the Provisioning Service Order Detail screen displays.



Note:

The Letter of Authorization on File message appears only for pending service orders.

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To view the Provisioning Service Order Detail, the user must have the end user's authorization and select Yes by clicking on the radio button to the left. Selecting Y acknowledges that they have the authorization from the end user to view the Provisioning Service Order Detail. After selecting Yes, click on the **View Details** button to view the Order Status Service Order Detail. If the user does not have the end user's authorization and No has been selected, Provisioning Service Order Detail will not be shown and the following screen returns a message that informs the user that they are not authorized to view the order detail. The user should select the **Back** button on their browser to return to the Provisioning Service Order List, where another selection can be made.

Provisioning Service Order Detail – Output Screen

The Provisioning Service Order Detail screen displays detailed information about the specific provisioning order the user has chosen to view from the Provisioning Order Status List screen. The Provisioning Service Order Detail screen includes four sections; the general fielded section at the top, the Status section, the Dispatch Ticket section and the free form section, which includes the Dispatch/ Notes, Demarc Information and Remarks. Any questions about the content of a provisioning order should be referred to the Local Service Center (LSC). The absence of data indicates that no data exists for that particular order.

Provisioning Service Order Detail

Working/Account Telephone Number(**WTN/ATN**): **444-444-4441**
Service Order Number(**SON**): **N44444441**
Circuit Id(**ECCKT**):
Service Order Due Date(**SODD**): **20011106**
Service Order Complete Date(**SOCD**):
Service Order Status Code(**SOSTATCD**): **4**
Service Order Status Category(**SOSTATCAT**): **Dispatched**
Service Order Status Description(**SOSTATDES**) **Order is dispatched to field**

Name: **Fran Doe**
Concatenated Address Information(**CAI**): **1913 Main Street**
Additional Address Information(**AAI**) **Apt H**

Status:
Appointment Information(**APPTINFO**): **A**
Missed Appointment Code(**MSDAPTCD**):
Missed Appointment Category(**MSDAPTCAT**):
Missed Appointment Description(**MSDAPTDES**):
Exchange(**EXCHCD**): **BFKTE**
Release Date: **20011105**
Estimated Minutes(**ESTMIN**): **001:46**
Features: **ESX**
Class Of Service(**CS**): **1FR**

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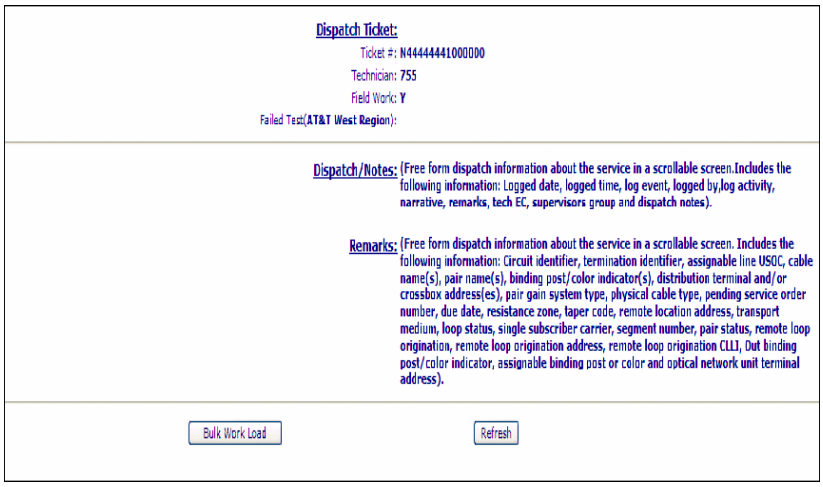
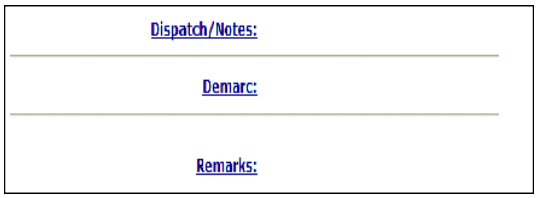


Note:
Demarc information, when available, will appear between the Dispatch/Notes and Remarks section as illustrated below:



General Fielded Information

The Provisioning Service Order Detail screen displays general order information at the top of the screen. This includes the Working Telephone Number/Account Telephone Number (WTN/ATN), Service Order Number (SON), Service Order Due Date (SODD), Service Order Completion Date (SOCD), Service Order Status Code (SOSTATCD), Service Order Status Category (SOSTATCAT), Service Order Status Description (SOSTATDES), Name, Concatenated Address

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Information (CAI), and Address Additional Information (AAI). In the AT&T Southwest Region, the Circuit ID (ECCKT) may return.

Field Code	Field Name
WTN/ATN	Working Telephone Number/Account Telephone Number
ECCKT	Circuit ID
SON	Service Order Number
SODD	Service Order Due Date
SOCD	Service Order Completed Date
SOSTATCD	Service Order Status Code
SOSTATCAT	Service Order Status Category
SOSTATDES	Service Order Status Description
NAME	End-User Name
CAI	Concatenated Address Information
AAI	Additional Address Information

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

Status Section

The Status section displays basic status information (i.e., appointment information, service type and features) for the provisioning order that meets the selection criteria defined in the Provisioning Service Order Selection screen as it relates to the original service order.

Field Code	Field Name
APPTINFO	Appointment Information
MSDAPT	Missed Appointment Code
MSDAPCAT	Missed Appointment Category
MSDAPTDES	Missed Appointment Description
HDLG	Handling Code

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CHAPTER 20 - PROVISIONING ORDER STATUS (POS) INQUIRY

Data Center Region Unavailable, Partial List Warning

Field Code	Field Name
EXCHCD	Exchange Code
FEATURES	Features
RELEASED	Released Date
ESTIMATED MINUTES	Estimated Minutes
CS	Class of Service

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

Common Features Table

Code	Description
CL1	900/976 Call Blocking
CNM	Caller ID
CNMBK	Caller ID Blocking
ESC	Three Way Calling
ESM	Call Forwarding Variable
ESX	Call Waiting

Appointment Values Table

Category	Code	Description	Region
AM	A	Morning	AT&T West
AM	A####a	After the time shown	AT&T Midwest, AT&T Southwest
PM	P	Afternoon	AT&T West
PM	K	After 4:30	SWBT
PM	B####a	Before the time shown	AT&T Midwest, AT&T Southwest
Special	D	Date Assigned	AT&T Southwest
Special	*	Special	AT&T Southwest

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Missed Appointments Table

Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Company Assignment	CA	Assignment not made	AT&T 12-State
Company Assignment	CA1	Other	AT&T 12-State
Company Assignment	CA5	Lack of Assignment Info to complete assignment of facilities	AT&T 12-State
Company Assignment	CA55	Lack of Assignment Info to complete assignment of facilities	AT&T 12-State
Company Business	CB	RSC/BSC/Marketing /Service Center/ Business Unit	AT&T 12-State
Company Business	CB1	Other	AT&T 12-State
Company Business	CB6	Business Office entered incorrect information/address	AT&T 12-State
Company Business	CB56	Business Office entered incorrect information/address	AT&T 12-State
Company Equipment	CE	Lack of company equipment	AT&T West
Company Equipment	CE1	Lack of equipment/supplies	AT&T 12-State
Company Equipment	CE2	Special order equipment	AT&T 12-State
Company Equipment	CE3	Equipment not ordered	AT&T 12-State
Company Equipment	CE4	Equipment not ordered/ incorrectly ordered	AT&T 12-State
Company Equipment	CE5	Company equipment defective/ unacceptable	AT&T 12-State
Company Equipment	CE81	Lack of equipment or supplies	AT&T 12-State
Company Equipment	CE82	Special order equipment	AT&T West
Company Equipment	CE83	Equipment not ordered	AT&T West
Company Equipment	CE84	Equipment not ordered/ incorrectly ordered	AT&T 12-State

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Company Equipment	CE85	Company equipment defective/ unacceptable	AT&T 12-State
Company Facilities	CF	No loop facility	AT&T 12-State
Company Facilities	CF0	Misc/Multiple reasons-when nothing else applies	AT&T 12-State
Company Facilities	CF1	F1 Facility-Load to Repair/Refer to MIC Center	AT&T 12-State
Company Facilities	CF2	F2 Facility-Load to Repair	AT&T 12-State
Company Facilities	CF3	Drop-Drop needs to be buried or referred to contractor	AT&T 12-State
Company Facilities	CF4	Engineering-Referred to construction or engineering	AT&T 12-State
Company Facilities	CF5	CF to Const/Engr-Not Pre-Installed	AT&T 12-State
Company Facilities	CF6	CF for Buried Drop-Pre-Installed	AT&T 12-State
Company Facilities	CF7	CF for Buried Drop-Not Pre-Installed	AT&T 12-State
Company Facilities	CF8	CF to Pair Gain tech-Pre-Installed	AT&T 12-State
Company Facilities	CF9	CF to Pair Gain tech-Not Pre-Installed	AT&T 12-State
Company Facilities	CF61	P102/No loop facility	AT&T West
Company Facilities	CF62	P788/Defect facility	AT&T West
Company Facilities	CF63	Dig up/cable dig up	AT&T West
Company Facilities	CF64	Engineering-Referred to construction/engineering	AT&T 12-State
Company Facilities	CF65	CF to Const/Engr-Not Pre-Installed	AT&T 12-State
Company Facilities	CF66	CF for Buried Drop-Pre-Installed	AT&T 12-State
Company Facilities	CF67	CF for Buried Drop-Not Pre-Installed	AT&T 12-State

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Company Facilities	CF68	CF to Pair Gain tech-Pre-Installed	AT&T 12-State
Company Facilities	CF69	CF to Pair Gain tech-Note Pre-Installed	AT&T 12-State
Company Facilities	CF70	Misc/Multiple reasons-when nothing else applies	AT&T 12-State
Company Facilities	CF71	CF to engineering-Cable/Pair Gain Techs use only-Pre-Installed	AT&T 12-State
Company Facilities	WC	CFA (Connecting Facility Assignment) issues	AT&T 12-State
Company Facilities	WL	Loop too long	AT&T 12-State
Company Load	CL	Company load	AT&T 12-State
Company Load	CL1	Workload	AT&T 12-State
Company Load	CL2	Assignment (After normal business hours)	AT&T 12-State
Company Load	CL3	Switching (After normal business hours)	AT&T 12-State
Company Load	CL4	Weather	AT&T 12-State
Company Load	CL5	Other	AT&T 12-State
Company Load	CL6	Drop needs buried-simple-used in midwest for drops	AT&T 12-State
Company Load	CL71	Installer load imbalance	AT&T West
Company Load	CL72	Weather condition	AT&T West
Company Load	CL73	Strike against AT&T West Region	AT&T West
Company Load	CL74	Emergency conditions-Earthquakes	AT&T West
Company Load	CL75	800 Service center work load imbalance	AT&T West
Company Load	CL76	Drop needs buried-simple-used in midwest IT for drops	AT&T 12-State
Company Load	CL79	SB101 Work load	AT&T West
Company Load	NC	NC-NOC/Broadband Center Error	AT&T 12-State
Company Other	CN	Company processing error	AT&T Midwest
Company Other	CO	Other company reasons	AT&T 12-State
Company Other	CO1	N/A to Facility	AT&T 12-State
Company Other	CO2	Safety	AT&T 12-State

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Company Other	CO3	Other	AT&T 12-State
Company Other	CO4	Joint marketing contractor	AT&T West
Company Other	CO5	NA/Civil unrest	AT&T West
Company Other	CO6	800 Service Center/National database	AT&T West
Company Other	CO7	System failure SORD/LFACS	AT&T West
Company Other	CO91	No terminal access	AT&T West
Company Other	CO92	No electrical permit	AT&T West
Company Other	CO93	All other reasons	AT&T West
Company Other	CO94	Joint marketing contractor	AT&T West
Company Other	CO95	NA/Civil unrest	AT&T West
Company Other	CO96	800 Service Center/National database	AT&T West
Company Other	CO97	System failure SORD/LFACS	AT&T West
Company Other	CO98	No field work/Requires field visit	AT&T West
Company Other	CO99	Missed Appt. window-Senate Bill 101 (system failure Res. only)	AT&T West
Company Other	CP	Not technically feasible. For use in Wholesale centers only	AT&T 12-State
Company Other	CR	Company translations	AT&T Midwest
Company Other	CR6	Unavailability/lack of translations, features, RCMAC	AT&T 12-State
Company Other	CR86	Unavailability/lack of translations, features, RCMAC	AT&T 12-State
Company Other	CU	Uncontrollable circumstances	AT&T Southwest
Company Other	CX	Other company reasons	AT&T Midwest
Company Other	MS	Sanctioned Work Stoppage	AT&T Midwest
Company Other	NA	NOC (Network Operating Center)/ Broadband Center error	AT&T 12-State
Company Other	NS	Database error on SOLID/ NavisCore side of the provisioning	AT&T 12-State
Company Other	N1	No sync on DSL in CO	AT&T West
Company Other	N2	No dial tone at CLEC lug and pin	AT&T West
Company Other	LC	LSC (Local Service Center) clerical error, due date met	AT&T 12-State

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Company Other	CAN	Order Canceled-AT&T 12-State orders only	AT&T 12-State
Company Other	RPT	Order rerouted-Pre CF Work Complete	AT&T 12-State
Company Other	HDT	Hold for dial tone-field work completed-No dial tone from Central Office	AT&T 12-State
Company Other	PLD	Needs re-trip-Business/Residence field work not complete	AT&T 12-State
Company Other	OF1	Invalid Connecting Facility Assignment from ILEC	AT&T Southwest
Company Other	OF2	ILEC missed due date and did not tag per order	AT&T Southwest
Company Other	OF3	ILEC tech missed/late for appointment time	AT&T Southwest
Company Other	OF4	Invalid/erroneous address provided by ILEC on CSR	AT&T Southwest
Company Other	OF5	Invalid circuit ID provided by ILEC	AT&T Southwest
Company Other	OF6	Loop too long – needs conditioning	AT&T Southwest
Company Other	OF7	ILEC sent Jep on due date AT&T tech already dispatched	AT&T Southwest
Company Other	OF11	Invalid Connecting Facility Assignment from ILEC	AT&T West
Company Other	OF12	ILEC missed due date and did not tag per order	AT&T West
Company Other	OF13	ILEC tech missed/late for appointment time	AT&T West
Company Other	OF14	Invalid/erroneous address provided by ILEC on CSR	AT&T West
Company Other	OF15	Invalid circuit ID provided by ILEC	AT&T West
Company Other	OF16	Loop too long – needs conditioning	AT&T West
Company Other	OF17	ILEC sent Jep on due date AT&T tech already dispatched	AT&T West
Company Switching	CS	No central office facilities/ equipment	AT&T 12-State
Company Switching	CS1	All other company switching reasons	AT&T 12-State
Company Switching	CS7	All other company switching reasons	AT&T 12-State

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Company Switching	CS8	Unavailability/lack of Central Office Facilities/Personnel/ Unmanned office	AT&T 12-State
Company Switching	CS87	All other company switching reasons	AT&T 12-State
Company Switching	CS88	Unavailability/lack of Central Office Facilities/Personnel/ Unmanned office	AT&T 12-State
Business Office Error	EB	Business office error **Note:** *A. order stuck in FACS; B. AOG format error; C. Premise has incorrect CT=Y/CT=N entry causing incorrect due date on AOG order*	AT&T West
Business Office Error	EM	Business office error **Note:** *Used only if due date correction is either A. Made before FOC sent; B. Matched the date returned on the FOC*	AT&T West
Business Office Error	EO	Machine error **Note:** *Used only if due date correction is either A. Made before FOC sent, B. Matched the date returned on the FOC*	AT&T West
Subscriber Access	SA	No access to premise	AT&T 12-State
Subscriber Access	SA1	Contact not on premise	AT&T West
Subscriber Access	SA2	Agent/Manager not on premise	AT&T West
Subscriber Access	SA3	Access denied to termination point	AT&T West
Subscriber Access	SA4	Manager refused access	AT&T West
Subscriber Access	SA5	Manager had no key	AT&T West
Subscriber Access	SA6	Security type building	AT&T West
Subscriber Access	SA7	Can't find contact	AT&T West

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Subscriber Access	SA8	Dog/Other hazard	AT&T West
Subscriber Access	SA9	Called-No answer	AT&T West
Subscriber Access	SA01	Contact not on premise	AT&T West
Subscriber Access	SA02	Agent/Manager not on premise	AT&T West
Subscriber Access	SA03	Access denied to termination point	AT&T West
Subscriber Access	SA04	Manager refused access	AT&T West
Subscriber Access	SA05	Manager had no key	AT&T West
Subscriber Access	SA06	Security type building	AT&T West
Subscriber Access	SA07	Can't find contact	AT&T West
Subscriber Access	SA08	Dog/Other hazard	AT&T West
Subscriber Access	SA09	Called-no answer	AT&T West
Subscriber Access	WE	End user refused service	AT&T 12-State
Subscriber Later	SL	Subscriber requested later date	AT&T 12-State
Subscriber Later	SL1	Other	AT&T 12-State
Subscriber Later	SL2	Customer later-trip made	AT&T 12-State
Subscriber Later	SL3	Customer later-no trip made	AT&T 12-State
Subscriber Later	SL31	Customer changed due date before dispatched	AT&T West
Subscriber Later	SL32	Customer changed due date pre-survey	AT&T West
Subscriber Later	SL33	Referred back to CLEC	AT&T 12-State
Subscriber Other	SAM	Sync and Map	AT&T 12-State
Subscriber Other	SNM	DSL Pronto Order Completion-Sync OK-No Map	AT&T 12-State
Subscriber Other	SO	All other customer reasons	AT&T 12-State
Subscriber Other	SO1	Jack Location	AT&T 12-State

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Subscriber Other	SO2	Time Sensitive Authorization	AT&T 12-State
Subscriber Other	SO3	Other	AT&T 12-State
Subscriber Other	SO4	Billing Problem-trip made	AT&T 12-State
Subscriber Other	SO5	Billing Problem-no trip made	AT&T 12-State
Subscriber Other	SO6	Property Manager OK needed for exposed wiring/holes drilled	AT&T 12-State
Subscriber Other	SO7	Customer required to pay deposit/ advance payment/outstanding bill	AT&T 12-State
Subscriber Other	SO8	Authorization needed from customer for premise work-billing required	AT&T 12-State
Subscriber Other	SO11	Subscriber other	AT&T 12-State
Subscriber Other	SO12	Minor only access-under 18 years old	AT&T 12-State
Subscriber Other	SO13	Customer requests additional work	AT&T 12-State
Subscriber Other	SO14	Invalid address	AT&T 12-State
Subscriber Other	SO15	Access didn't know installation location	AT&T 12-State
Subscriber Other	SO16	Property Manager ok needed for exposed wiring/holes drilled	AT&T 12-State
Subscriber Other	SO17	Customer required to pay deposit/ advance payment/outstanding bill	AT&T 12-State
Subscriber Other	SO18	Authorization needed from customer for premise work-billing required	AT&T 12-State
Subscriber Other	SO40	Need to send SUPP to Cancel PON	AT&T West
Subscriber Other	SO41	Minor only access	AT&T West
Subscriber Other	SO42	Request other work	AT&T West
Subscriber Other	SO43	Gave wrong address	AT&T West
Subscriber Other	SO44	Accessed Refused	AT&T 12-State
Subscriber Other	SO45	Telephone locations unknown	AT&T West
Subscriber Other	SO46	OK Required-Exposed wire	AT&T West
Subscriber Other	SO47	OK Required-Drill hole	AT&T West
Subscriber Other	SO48	Did not pay deposit	AT&T West
Subscriber Other	SO49	SB101 Customer wrong address	AT&T West

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Subscriber Other	SO50	CLEC equip translations/clerical error **Note:** *A. Not delivered/installed/ removed; B. Not compatible; C. Equipment translations not completed; D. CLEC clerical error-CLEC did not populate ADL field-causing CT=Y due date in error-loop length too long (discovered during provisioning process)*	AT&T West
Subscriber Other	SO51	CLEC field to call TBCC/CHC Hot	AT&T West
Subscriber Other	SO53	CLEC failed to make TBCC/48 hour call	AT&T West
Subscriber Other	SO54	Not technically Feasible	AT&T West
Subscriber Other	SO55	Verify address or provide nearby TN	AT&T West
Subscriber Other	SO56	Account already converted-send-cancel	AT&T West
Subscriber Other	SO57	Invalid TN	AT&T West
Subscriber Other	SO58	Duplicate LSR	AT&T West
Subscriber Other	SO59	Customer (LSP) Not Ready	AT&T West
Subscriber Other	SX	Worker in the Way/Working Service Conflict	AT&T 12-State
Subscriber Other	WA	Acceptance test not complete for CLEC reasons	AT&T 12-State
Subscriber Other	WB	Busy/unavailable on CLEC owned splitter	AT&T 12-State
Subscriber Other	WD	BTN already disconnected or disconnect pending	AT&T 12-State
Subscriber Other	WF	Account not available for conversion	AT&T 12-State
Subscriber Other	WG	No access to end user premises	AT&T 12-State
Subscriber Other	WH	End user/premises not ready	AT&T 12-State
Subscriber Other	WI	Invalid or erroneous data provided by CLEC on LSR/Service Order	AT&T 12-State
Subscriber Other	WK	Invalid circuit ID provided by CLEC on LSR	AT&T 12-State
Subscriber Other	WN	NDT (No Dial Tone) on CLEC owned splitter	AT&T 12-State

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Subscriber Other	WO	Ordered service/feature not supported	AT&T 12-State
Subscriber Other	WX	XOCD not available/incorrect	AT&T 12-State
Subscriber Other	WV	Working/invalid/unavailable VCI/ VPI (Virtual Channel Identifier/ Virtual Path Identifier)	AT&T 12-State
Subscriber Other	WT	Standard conditioning for bridge tap or load coil removal related to ABBS product.	AT&T 12-State
Subscriber Early	SP	Customer requested earlier due date	AT&T 12-State
Subscriber Not Ready	SR	Sub Not Ready	AT&T 12-State
Subscriber Not Ready	SR1	Building Not Ready	AT&T 12-State
Subscriber Not Ready	SR2	Customer Not Ready	AT&T 12-State
Subscriber Not Ready	SR3	Other	AT&T 12-State
Subscriber Not Ready	SR4	Customer Not Ready-no trip made	AT&T 12-State
Subscriber Not Ready	SR5	Non AT&T 12-State owned cable, full/no spare/Pre-Authorization to repair-Ref to cable maintenance	AT&T 12-State
Subscriber Not Ready	SR6	No Pole/Trench/Conduit/ Backboard-customer to provide	AT&T 12-State
Subscriber Not Ready	SR8	Subscriber not Ready	AT&T 12-State
Subscriber Not Ready	SR9	Subscriber independent company-no facility in independent company	AT&T 12-State
Subscriber Not Ready	SR08	Subscriber not Ready	AT&T 12-State
Subscriber Not Ready	SR09	Subscriber independent company-no facility in independent company	AT&T 12-State
Subscriber Not Ready	SR19	Busy cable ID and channel pair	AT&T West
Subscriber Not Ready	SR20	Invalid or busy CFA **Note**: *A. Busy/incorrect/invalid channel pair (pin/lug); B. Incorrect collation entry*	AT&T West

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Category MSDAPTCAT	Code MSDAPT	Description MSDAPTDES	Region
Subscriber Not Ready	SR21	No pole	AT&T West
Subscriber Not Ready	SR22	No conduit	AT&T West
Subscriber Not Ready	SR23	Conduit plugged	AT&T West
Subscriber Not Ready	SR24	Intra-building network cable-Full/ Refer customer **Note**: *A. Pre-Authorization/not authorized to repair; B. Referred to building owner*	AT&T West
Subscriber Not Ready	SR25	No trench	AT&T West
Subscriber Not Ready	SR26	Not authorized to sign SLC	AT&T West
Subscriber Not Ready	SR27	Customer changed due date from technician	AT&T West
Subscriber Not Ready	SR28	Building not ready	AT&T West
Subscriber Not Ready	SR29	No electrical power	AT&T West
Subscriber Not Ready	SR30	Intra-building network cable-Full/ Refer maintenance **Note**: *A. Pre-Authorization; B. Authorized to repair; C. Referred to cable maintenance*	AT&T West
Jeopardy	JAF	Jeopardy MLAC facilities	AT&T West
Jeopardy	JAO	Jeopardy MLAC other	AT&T West
Jeopardy	JEC	Jeopardy notice firm field technician-facilities	AT&T West
Jeopardy	JEP	Jeopardy notice from field technician-other phone company reasons	AT&T West
Jeopardy	JER	Jeopardy release notice sent to CLEC	AT&T West
Jeopardy	JIC	Jeopardy notice from field technician-other CLEC reasons	AT&T West
Jeopardy	JIF	Manual jeopardy notice-facilities	AT&T West
Jeopardy	JIO	Manual jeopardy notice-other	AT&T West

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Dispatch Ticket Section

The Dispatch Ticket section displays basic dispatch information (i.e., ticket number, technician, field work indicator, center and route) for the provisioning order that meets the selection criteria defined in the Provisioning Service Order Selection screen.

Field Code	Field Name
TICKET#	Ticket Number
FIELD WORK	Field Work Indicator
TECHNICIAN	Technician
FAILED TEST	Failed Test

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

Free Form Information

The free form section displays two fields: Dispatch/Notes, Demarc Information and Remarks in a scrollable window. For information on how to read this information refer to the ordering process. Any questions about the content of a provisioning order should be referred to the Local Service Center (LSC).

Dispatch Notes Section

The Dispatch/Notes section may display dispatch and note information about the provisioning order in a scrollable screen. This includes the following information: Logged Date, Logged Time, Log Event, Logged By, Log Activity, Narrative, Remarks, Tech EC, Supervisors Group, MLT Test Results and Dispatch Notes. The dispatch information includes the following:

- **Logged Date**: Date dispatch note was entered, formatted as MMDDYY (where MM equals months 01-12, DD equals day 01-31 and YY equals year 00-99)
- **Time**: Time dispatch note was entered; formatted as HHMMA or HHMMP (where HH equals hours 01-12, MM equals minutes 00-59).
  A = a.m. P = p.m.
- **Log Evt**: Shows a classification of the type of log event
- **Logged By**: Shows the source of the entry

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- **Log Activity Narrative**: Displays a narrative of up to threes lines which describe the event
- **Tech EC**: Shows the Installation Technician's employee code
- **Supv Grp**: Shows the supervisory group code for the technicians group

Valid Log Events

Code	Explanation
AGP	Automatic Grouping Event
CKL	The event is at a circuit (CKL) level
FGP	Failed grouping event
GRP	Group event
IER	Interface Activity – an error was encountered either sending or receiving interface messages
IIN	Interface Activity
IOT	Interface activity – a message was sent to another backend system by WFA-DO
ITM	Item level event
RMK	Remarks that were either manually added t the log by a user or automatically added by the system
TST	Mechanized Loop Test (MLT) testing event

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Logged By Codes

Code	Explanation
BULKJBL	Bulk job log of work request
BULKMVE	Bulk move of the work request between centers
CDOC – INT	Interface message from the TIRKS backend system
DO – ADSP	Work request was automatically dispatched
DOJBCMP	Automatic completion of No Field Work Orders
IDEAS1ST	FIRST backend application processing
MWD	Missing Word CRON
NCCG – AGR	Non common cause grouping event
SO – Input	Service Order Input
SR – INPUT	Status Report
SOP – RESP	Response from SORD
ULTRA – APP	Login by the technician
All Other Codes	Represent manually entered codes that are not standard

Demarc Information

The Demarc Information section displays facility information the network services technician provides of the facility required to bring service from the Central Office to a Demarcation Point (DP) serving each customer's premises. The location where the customer provided equipment (CPE) or end users Inside Wire (IW) is connected to the regulated network facility is called the DP. The connections of all current and future services are to be made through standard Network Interface Device (NID) hardware

Note:
This Demarc Information refers to new loops and is the same information that is returned in the CAWWS (AT&T CLEC Activation and Assurance Website) application.

Remarks Section

The Remarks section displays Demarc and Assignment information about the provisioning order in a scrollable screen. These remarks are entered onto the actual service order as free form text. This includes the following information: Circuit Identifier, Termination Identifier, Assignable Line USOC, Cable Name(s), Pair Name(s), Binding Post/Color Indicator(s), Distribution Terminal and/or

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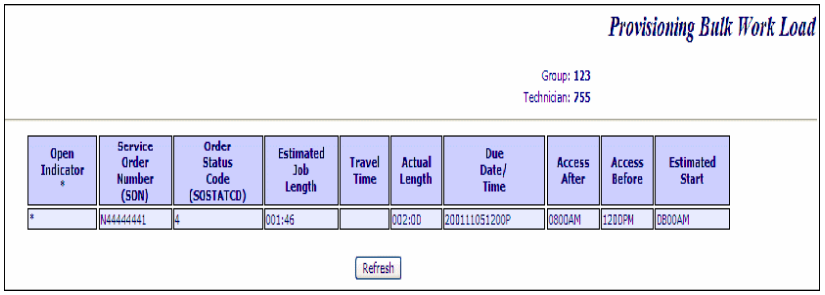
Crossbox Address(es), Pair Gain System Type, Physical Cable Type, Pending Service Order Number, Due Date, Resistance Zone, Taper Code, Remote Location Address, Transport Medium, Loop Status, Single Subscriber Carrier, Segment Number, Pair Status, Remote Loop Origination, Remote Loop Origination Address, Remote Loop Origination CLLI, Out Binding Post/Color Indicator, Assignable Binding Post or Color, Optical Network Unit Terminal Address. The absence of data indicates that no data exists for that particular order.

Refresh

When a Provisioning Order Status screen remains open for an extended period of time, provisioning data can become outdated. To refresh (update) information on this screen so that it reflects any new activity, click on the **"Refresh"** button.

Provisioning Bulk Work Load – Output Screen

Bulk work information will display only when Bulk Work Load information is available for the dispatch ticket. The Provisioning Bulk Work Load screen displays results consisting of work load information for a provisioning order that is field work and has been assigned to a technician's work load. The term Bulk Work Load means that the technician has been assigned multiple tasks for the day. This list displays the jobs the technician is scheduled to accomplish on this day. The absence of data indicates that no data exists for that particular order.


Provisioning Bulk Work Load

Group: 123
Technician: 755

Open Indicator *	Service Order Number (SON)	Order Status Code (SOSTATCD)	Estimated Job Length	Travel Time	Actual Length	Due Date/ Time	Access After	Access Before	Estimated Start
*	N44444441	4	001:45		002:00	20011051200P	0800AM	1200PM	0800AM

Refresh

General Bulk Work Load ticket information displays at the top of the screen.

- **Group**: Displays the supervisor's code.
- **Technician**: Displays the technician's number.

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The Bulk Work Load screen contains additional Bulk Work Load information about the ticket status. These tickets should be listed in the order in which the technician is planning to work. These fields will only display when Bulk Work Load information is available for the dispatch ticket.

Field Code	Field Name
OPENIND	*Open Indicator
SON	Service Order Number
SOSTATCD	Service Order Status
ESTJOB LENGTH	Estimated Job Length
TRAVEL TIME	Travel Time
ACTUAL LENGTH	Actual Length
DUE DATE/TIME	Due Date/Time
ACCESS AFTER	Access After
ACCESS BEFORE	Access Before
ESTIMATED START	Estimated Start

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

Simulated Test Data

Twelve data test cases have been developed to use when training Provisioning Order Status users. These test cases will make it possible to train new users on all Provisioning Order Status functions and screens without knowledge of live account information. These test cases are meant to show the basic functionality of Provisioning Order Status and will not include examples of all possible status codes or account types that can be viewed in the live mode.

To access the test cases, sign on to the **Enhanced Verigate** and Provisioning Order Status as usual. Enter a Service Order Number or a Working Telephone Number (from the table below). Although in live mode a Company Code 2 (CC2) from the list available for each user must match the Company Code 2 (CC2) on the account, this edit was relaxed for these test cases in order to make it easier to

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train on Provisioning Order Status. The account returned will appear with sample data using the same screens and fields as if the user had requested a live account.

POS Test Cases

Service Ctr 1	Status Category	Service Order Number	Working Telephone Number	Notes
CA	Pending Facility Assignment	C33333331	333-333-3331	Residence order
CA	Dispatch	N44444441	444-444-4441	Residence order with Bulk Work Load Information
NV	Pending Auto Complete	N77777777	777-777-7777	Residence order with appointment code
NV	Completed	T10010010	100-100-1000	Completed Business Order
AR	Pending Auto Complete	F1111112	111-111-1112	Pending auto completion residence order with Dispatch/Notes and an appointment
KS	Pending Facility Assignment	D222223	222-222-2223	Pending facility assignment with Dispatch/ Notes and an appointment
MO	Complete	D444442	444-444-4442	Completed residence order with Dispatch/ Notes and an appointment
OK	Dispatched	C101010	111-222-3333	Dispatched order showing Dispatch/ Notes and an appointment with Bulk Work Load Information
IN	Pending Auto Complete	C8877665544	888-777-6666	Pending auto completions showing Dispatch/Notes and Remarks
IL	Pending Load	N7766554433	777-666-5555	Pending load order showing Dispatch/ Notes and Remarks

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CHAPTER 20 - PROVISIONING ORDER STATUS (POS) INQUIRY

POS Test Cases

Service Ctr 1	Status Category	Service Order Number	Working Telephone Number	Notes
OH	Complete	C6655443322	666-555-4444	Completed residence order with Dispatch/ Notes
MI	Dispatched	N1122334455	555-444-3333	Residence order with Bulk Work Load Information

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CHAPTER 21 - COMMON LANGUAGE LOCATION INDICATOR (CLLI)/LST INQUIRY

Overview

Common Language Location Indicator (CLLI)/LST Inquiry allows the user the option of obtaining the Common Language Location Identifier (CLLI) or LST Code. The CLLI information represents the switch that provides service to the telephone number requested.

Common Language Location Indicator (CLLI)/LST Inquiry can be accessed from the Main Menu or the Address Validation Menu.

The following selection methods can be used to return CLLI/LST information:

Field Code	Field Name	Condition
SC1	Service Center	Required
WTN	Working Telephone Number	Conditional
NPA/NXX/X	Number Plan Area/Number Telephone Prefix/Thousand Block	Conditional
ECCKT	Circuit ID	Conditional

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

Select the **Retrieve CLLI Info** button.

Common Language Location Indicator (CLLI) Inquiry – Input Screen

After selecting the **Common Language Location Indicator (CLLI) Inquiry** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the CLLI request. Below is an example.

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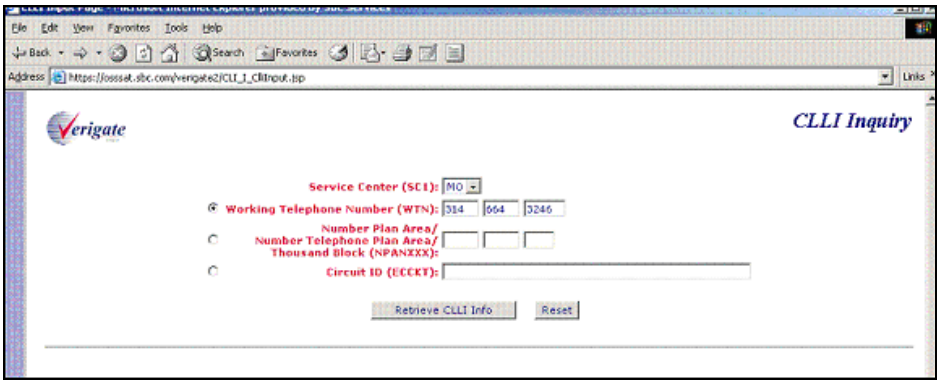
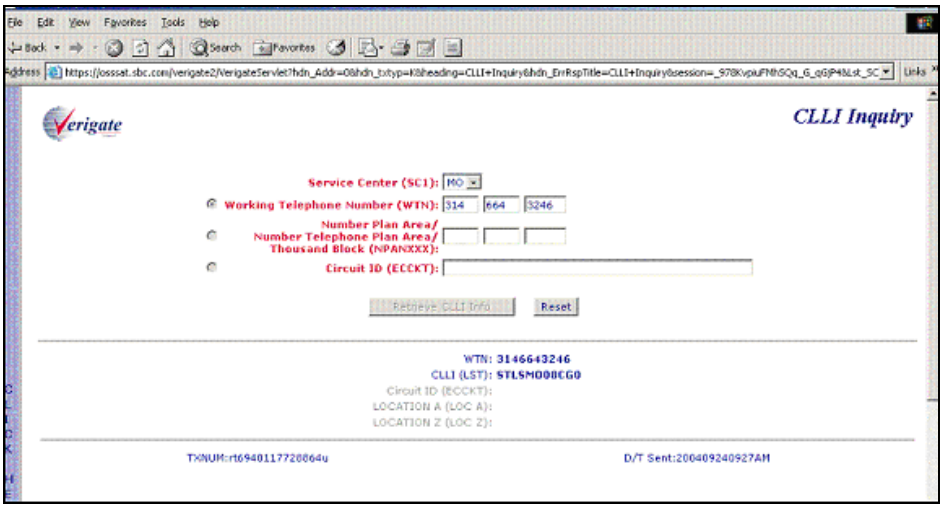


Common Language Location Indicator (CLLI) Inquiry – Output Screen

After submitting the CLLI request, the user will receive the output screen. Below is an example.



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CHAPTER 22 - CONNECTING FACILITY ASSIGNMENT (CFA) INQUIRY

Overview

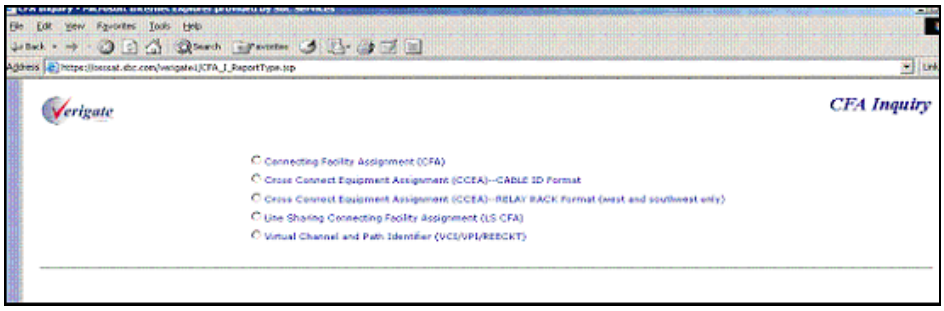
The **Connecting Facility Assignment (CFA) Inquiry**, based on the input facility information and the CFA Report type selected, provides five (5) different types of CFA reports. Following are the five (5) reports that a user may access:

- Connecting Facility Assignment (CFA)
- Cross Connect Equipment Assignment (CCEA)-Cable ID Format
- Cross Connect Equipment Assignment (CCEA)-Relay Rack Format
- Line Share Connecting Facility Assignment (LS CFA)
- Virtual Channel Identifier and Virtual Path Identifier of the Optical Concentration Device (OCD) Port (VCI/VPI)

These reports verify the status of different connecting facility information prior to submitting this information on a Local Service Request (LSR). The CFA, CCEA-Cable ID Format and LS CFA inquiries are available in AT&T 12-State. The CCEA-Relay Rack Format Inquiry is available in the AT&T Southwest Region and AT&T West Region only.

CFA Inquiry can be accessed from the Main Menu.

CFA Inquiry Selection – Input Screen



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Connecting Facility Assignment (CFA)

The **Connecting Facility Assignment (CFA) Inquiry** is used to verify the status of a connecting facility prior to submitting this information on a LSR. The information displayed on the response represents the channel information as inventoried by AT&T 12-State. The NC (Network Channel) and Primary NCI (Network Channel Interface) Codes are also provided on the response when available in the database.

Select **Connecting Facility Assignment (CFA)** from the CFA Inquiry selection screen.

To start the CFA Inquiry, the user must input the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
FAC DESG	FacilityDesignation	Required
FAC TYPE	Facility Type	Required
LOC A	Location A CLLI	Required
LOC Z	Location Z CLLI	Required
CHAN/PAIR	Channel Pair	Conditional

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

Select the **Retrieve CFA Info** button.

Connecting Facility Assignment (CFA) Inquiry – Input Screen

After selecting the **Connecting Facility Assignment (CFA)** from the CFA Inquiry selection screen, the user will receive the input screen needed for the CFA request. Below is an example.

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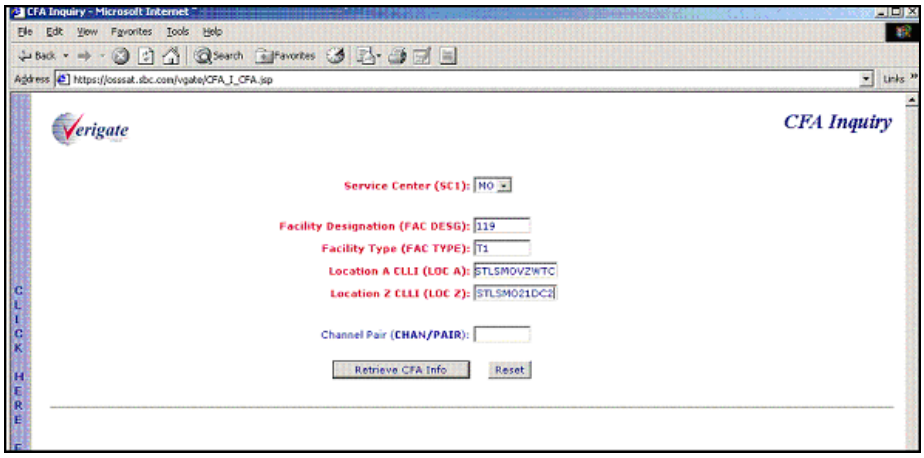
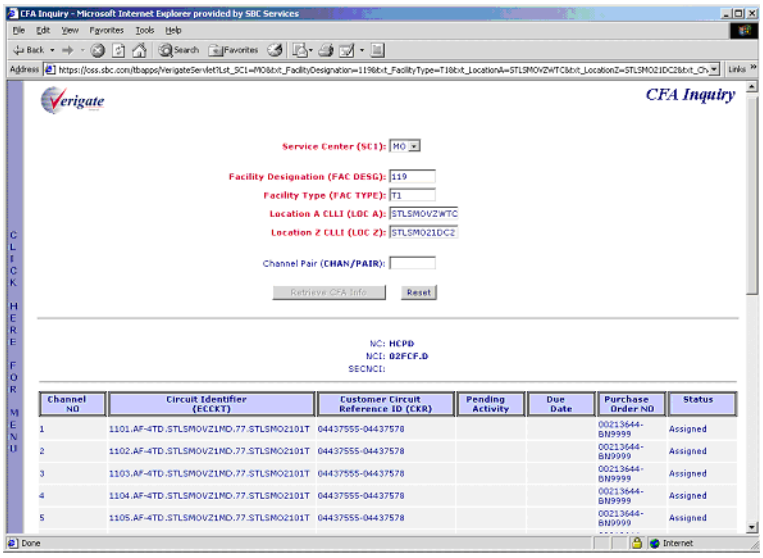


Connecting Facility Assignment (CFA) Inquiry – Output Screen

After submitting the CFA request, the user will receive the output screen. Below is an example.



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CFA Inquiry Response

Channel information is identified in columns on the response. When information is found to match the fields entered on the **CFA Inquiry** input screen, the following columns are included on the CFA response. These columns will be populated based on the information available in the database.

- Channel Number
- Circuit Identifier (ECCKT)
- Customer Circuit Reference ID (CKR)
- Pending Activity
- Due Date
- Purchase Order Number (PON)
- Status

Note:
If the Channel Pair (CHAN/PAIR) was not present on input, all channels will be returned on the response.

Additional CFA Response Information

When the FACILITY TYPE (FAC TYP) is a T3, T1s may be returned in the Circuit Identifier (ECCKT) column. T1s are displayed on the screen in a hyperlink format. The user may click on the circuit ID for the desired T1 in the Circuit Identifier (ECCKT) column to inquire on the T1 facility. When the user clicks on a T1 hyperlink, the FACILITY DESIGNATION (FAC DESG), FACILITY TYPE (FAC TYP), LOCATION A (LOC A) and LOCATION Z (LOC Z) fields are automatically populated and the CFA Inquiry is automatically executed. A new browser window is opened and the response for the T1 facility is returned. The input data is displayed at the top of the screen above the response.

Sorting the Response Data

The response data is displayed in numeric order by Channel No. The data may be sorted by column heading to be displayed in alpha/numeric order. Double click on the column heading to sort by and all of the corresponding column data will be rearranged.

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Cross-Connect Equipment Assignment (CCEA) - Cable ID Format

The **Cross-Connect Equipment Assignment (CCEA)-Cable ID Format Inquiry** is used to verify the status of a CCEA prior to submitting this information on LSR. The information displayed on the response represents the channel information as inventoried by AT&T 12-State. The NC (Network Channel) and Primary NCI (Network Channel Interface) Codes are also provided on the response when available in the database.

Select **Cross-Connect Equipment Assignment (CCEA)-Cable ID Format** from the CFA Inquiry selection screen.

To start the **CCEA-Cable ID Format Inquiry**, the user must enter the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
CABLE ID	Cable ID Designation	Required
LOC A	Location A CLLI	Required
LOC Z	Location Z CLLI	Required
CHAN/PAIR	Channel Pair	Required

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

Select the **Retrieve CCEA Info** button.

Cross-Connect Equipment Assignment (CCEA) Cable Id Format – Input Screen

After selecting **Cross-Connect Equipment Assignment (CCEA)-Cable ID Format** from the CFA Inquiry selection screen, the user will receive the input screen needed for the CCEA request. Below is an example.

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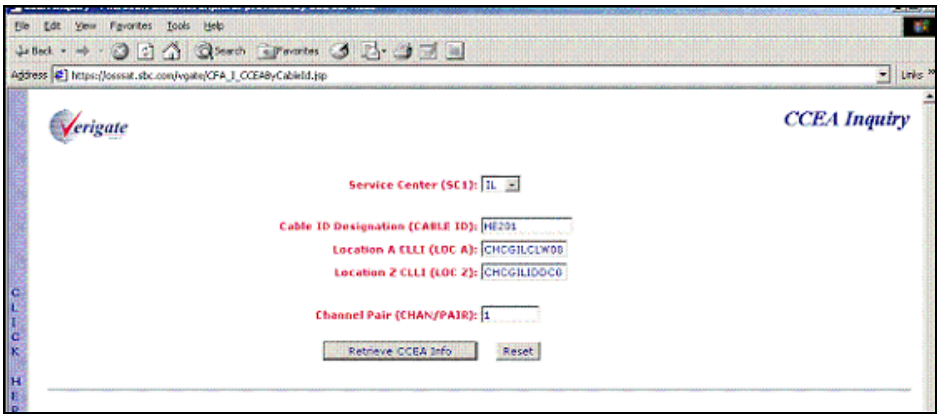
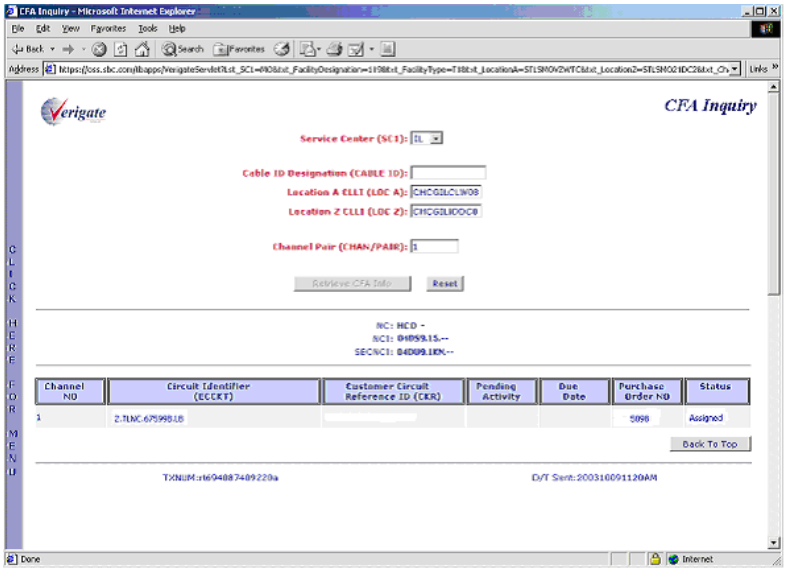


Cross-Connect Equipment Assignment (CCEA) Cable Id Format – Output Screen

After submitting the CCEA request, the user will receive the output screen. Below is an example.



Channel information is identified in columns on the response. When information is found to match the fields entered on the **CCEA Inquiry** input screen, the

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following columns are included on the CCEA response. These columns will be populated based on the information available in the database.

- Channel Number
- Circuit Identifier (ECCKT)
- Customer Circuit Reference ID (CKR)
- Pending Activity
- Due Date
- Purchase Order Number (PON)
- Status

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

The **Cross-Connect Equipment Assignment (CCEA)-Relay Rack Format Inquiry** is used to verify the status of a CCEA prior to submitting this information on LSR. This inquiry is available in the AT&T Southwest Region and AT&T West Region only. The information displayed on the response represents the channel information as inventoried by AT&T 12-State. The NC (Network Channel) and Primary NCI (Network Channel Interface) Codes are also provided on the response when available in the database.

Select **Cross-Connect Equipment Assignment (CCEA)-Relay Rack Format** from the CFA Inquiry selection screen.

To start the **CCEA-Relay Rack Format Inquiry**, the user must enter the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
RELAY RACK	Relay Rack	Required
UNIT	Unit	Required
FAC TYPE	Facility Type	Required
LST	Local Service Termination	Required

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

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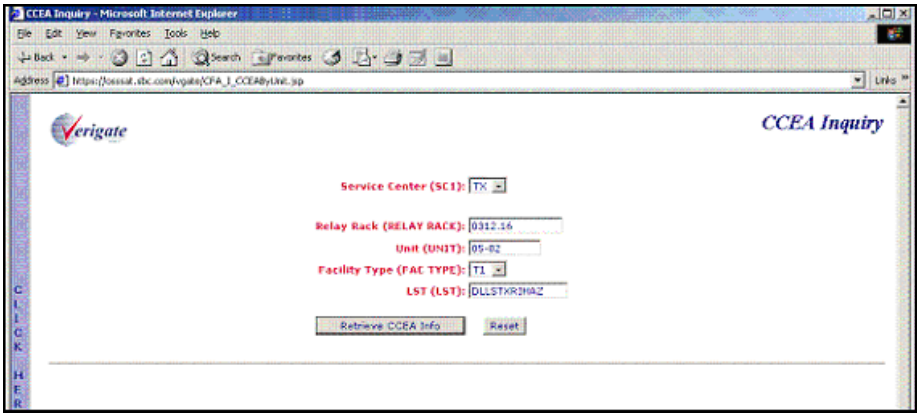
Select the **Retrieve CCEA Info** button.

Cross-Connect Equipment Assignment (CCEA) Relay Rack Format – Input Screen

After selecting **Cross-Connect Equipment Assignment (CCEA) - Relay Rack Format** from the CFA Inquiry selection screen, the user will receive the input screen needed for the CCEA (Relay Rack Format) request. Below is an example.



Cross-Connect Equipment Assignment (CCEA) Relay Rack Format – Output Screen

After submitting the CCEA (Relay Rack Format) inquiry, the user will receive the output screen. Below is an example.

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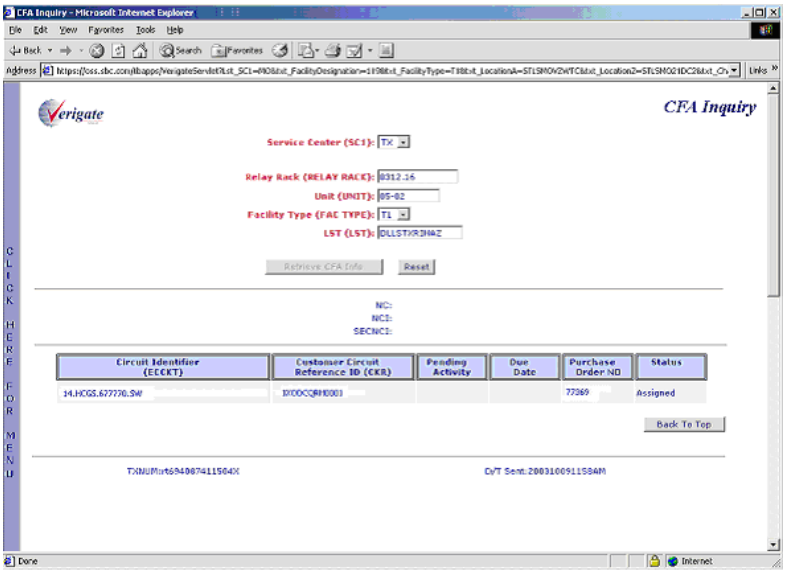

Channel information is identified in columns on the response. When information is found to match the fields entered on the **CCEA Inquiry** input screen, the following columns are included on the CCEA response. These columns will be populated based on the information available in the database.

- Circuit Identifier (ECCKT)
- Customer Circuit Reference ID (CKR)
- Pending Activity
- Due Date
- Purchase Order Number (PON)
- Status

Line Share Connecting Facility Assignment (LS CFA)

The **Line Share Connecting Facility Assignment Inquiry** is used to verify the status of an LS CFA prior to submitting this information on a LSR. LS CFA provides a status of “Assigned”, “Spare” or “Pending” when the correct Miscellaneous Equipment Cable Pair or Office Equipment (MECP or MEOE) code is entered along with the associated WTN, Pending Activity and Due Date.

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Select **Line Share Connecting Facility Assignment (LS CFA)** from the CFA Inquiry selection screen.

To start the **LS CFA Inquiry**, the user must enter the following information:

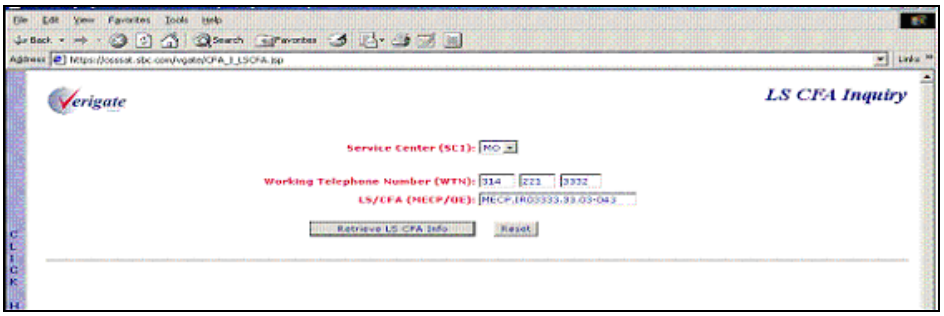
Field Code	Field Name	Condition
SC1	Service Center	Required
WTN	Working Telephone Number	Required
LS CFA	Line Share Facility Assignment	Required

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

Click on the **Retrieve LS CFA Info** button.

LS CFA Inquiry – Input Screen

After selecting **Line Sharing Connecting Facility Assignment (LS CFA)** from the CFA Inquiry selection screen, the user will receive the input screen needed for the LS CFA request. Below is an example.



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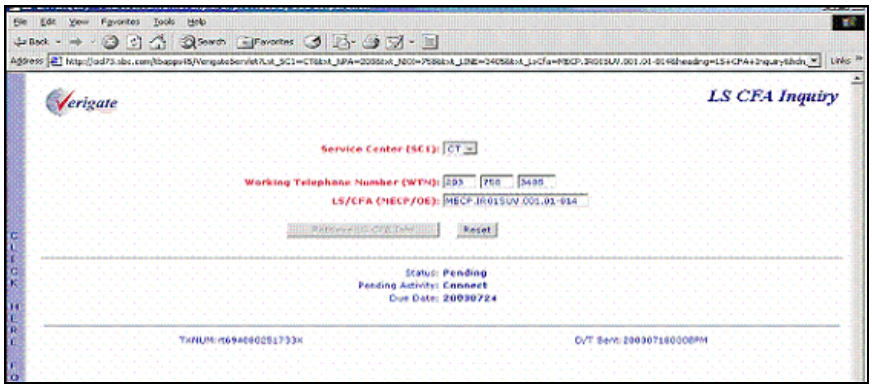
LS CFA Inquiry – Output Screen

After submitting the LS CFA request, the user will receive the output screen. Below is an example.



When information is found to match the fields entered on the **LS CFA Inquiry** input screen, the following is returned on the response:

Status: The status of the MECP or MEOE is returned on the response. The valid status returned on the response could be either “Assigned,” “Spare,” or “Pending.”

- **Assigned**: Indicates the Line Share CFA (LS CFA) is working/assigned and not available.
- **Spare**: Indicates the Line Share CFA (LS CFA) is unassigned/spare and available.
- **Pending**: Indicates the Line Share CFA (LS CFA) has pending activity currently against it. In order to determine if the LS CFA is available, refer to the Pending Activity (PA) and Due Date (DD) fields.

Pending Activity: Either “Disconnect” or “Connect” can be returned.

When Pending Activity (PA) = “Disconnect” and the Due Date (DD) is equal to or less than the due date the user plans on submitting on the LSR, the LS CFA is available.

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When Pending Activity (PA) = "Disconnect" and the Due Date (DD) is equal to or greater than the due date the user plans on submitting on the LSR, the LS CFA is not available.

When Pending Activity (PA) = "Connect" and any Due Date (DD) value, the LS CFA is not available.

Due Date: Due Date can be returned.

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

The **Virtual Channel Identifier and the Virtual Path Identifier Inquiry** is used to verify the status of a VCI/VPI/RECCKT combination prior to submitting this information on an LSR. This inquiry provides a status of "Assigned," "Spare," or "Pending" when the correct Virtual Channel Identifier, Virtual Path Identifier and the Related Circuit ID is entered. When the status of the VCI/VPI/RECCKT entered on the inquiry is Assigned or Pending, the Customer Circuit Reference ID (CKR) and/or the Working Telephone Number (WTN) assigned to that combination will be returned. This is dependent on the data in the back-end table.

Note:
For this transaction, the data returned in the CKR field will be the AT&T Exchange Company Circuit ID.

Select **Virtual Channel Identifier and the Virtual Path Identifier (VCI/VPI/ RECCKT)** from the CFA Inquiry selection screen.

To start the **VCI/VPI/RECCKT Inquiry**, the user must enter the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
VCI	Virtual Channel Identifier	Required
VPI	Virtual Path Identifier	Required
RECCKT	Related Circuit ID	Required

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

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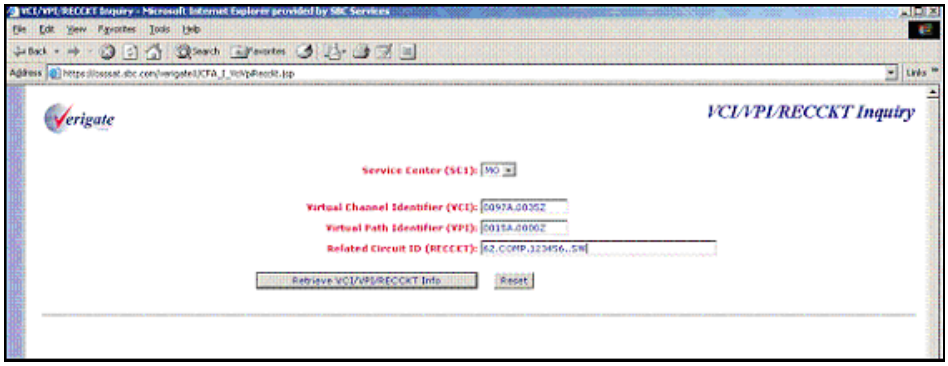
Click on the **Retrieve VCI/VPI/RECCKT Info** button.

Virtual Channel and Path Identifier (VCI/VPI/RECCKT) Inquiry – Input Screen

After selecting **Virtual Channel and Path Identifier (VCI/VPI/RECCKT)** from the CFA Inquiry selection screen, the user will receive the input screen needed for the **VCI/VPI/RECCKT** request. Below is an example.



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22 CHAPTER 22 - CONNECTING FACILITY ASSIGNMENT (CFA) INQUIRY

Virtual Channel Identifier and Virtual Path Identifier of the Optical Con-

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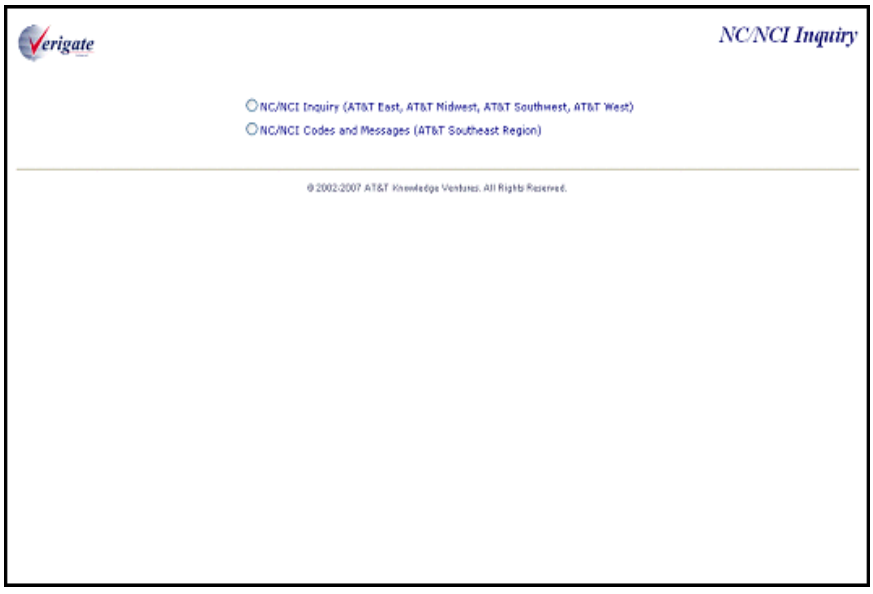
CHAPTER 23 - NETWORK CHANNEL/NETWORK CHANNEL INTERFACE (NC/NCI) INQUIRY

Overview

The **Network Channel/Network Channel Interface (NC/NCI) Inquiry** is used to provide the validation of Network Channel (NC) and Network Channel Interface (NCI) codes and their combinations prior to submitting a local service request. The **Network Channel/Network Channel Interface (NC/NCI) Inquiry** is a separate pre-ordering function and the information, where applicable, will also be provided on the customer service record via the **Customer Service Inquiry (CSI)**.

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

- NC/NCI Inquiry (AT&T Midwest, Southwest, and West Regions)
- NC/NCI Codes and Messages (AT&T Southeast Region)



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23 CHAPTER 23 - NETWORK CHANNEL/NETWORK CHANNEL INTERFACE (NC/NCI) INQUIRY

Overview

When the NC/NCI Inquiry (AT&T Midwest, Southwest, and West Regions) is selected, the following selection methods can be used to return NC/NCI Information:

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

To start the **Network Channel/Network Channel Interface (NC/NCI) Inquiry**, the user must input the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
NC	Network Channel Code	Optional
NCI	Network Channel Interface Code	Optional

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

Note:

*To query for NC codes using only the first one, two or three characters of the four-character code, enter that portion of the code in the NC field and click the **Retrieve NC/NCI Info** button. A larger list of NC codes to choose from will be returned.*

*To display the entire list of NC/NCI codes that are available from the Carrier Coding Guide, click on **Retrieve NC/NCI Info** button, without entering any data in the NC or NCI fields. The list will be displayed in alphabetical order by NC Code. To view this list alphabetically by definition, double-click in the definition column and scroll to the appropriate NC Code. To return the list to an alphabetical listing by NC Code, double- click in the NC Code column.*

For Further information on Network Channel Codes, refer to the CLEC Handbook located on the CLEC Online Website>Select CLEC Handbook>Select any Handbook State>Select User Guides & Tech Pubs>Select Carrier Coding Guide.

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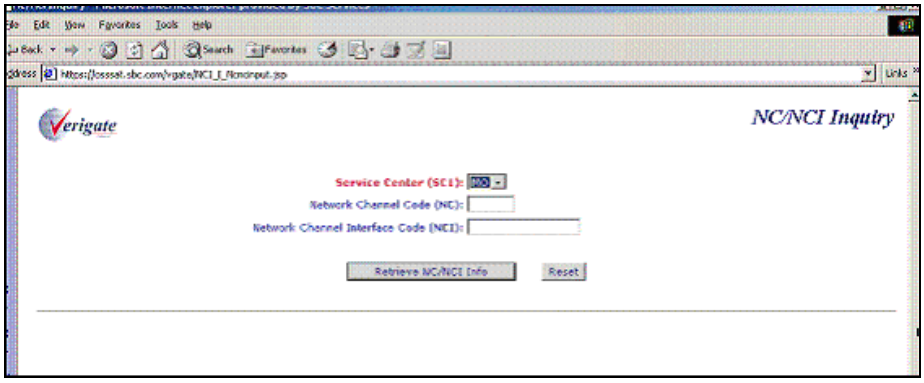
NC/NCI Inquiry – Input Screen

After selecting the **NC/NCI Inquiry** (AT&T Midwest, Southwest, and West Regions) from the prompt screen, the user will receive the input screen needed for the NC/NCI request. Below is an example.



The response on the NC/NCI Inquiry response will vary depending on the input submitted.

NC/NCI Inquiry (No NC/NCI Code) – Output Screen

After submitting the NC/NCI request, the user will receive the output screen. Below is an example. When the NC and NCI fields are blank and the user clicks on the **Retrieve NC/NCI Info** button, the available Network Channel Code (**NC**) and NC Definition (**NCDEF**) will be returned. The user may double click on any of the Network Channel Codes to return the **NC** (Network Channel) and **SECNCI** (Secondary NCI) Information.

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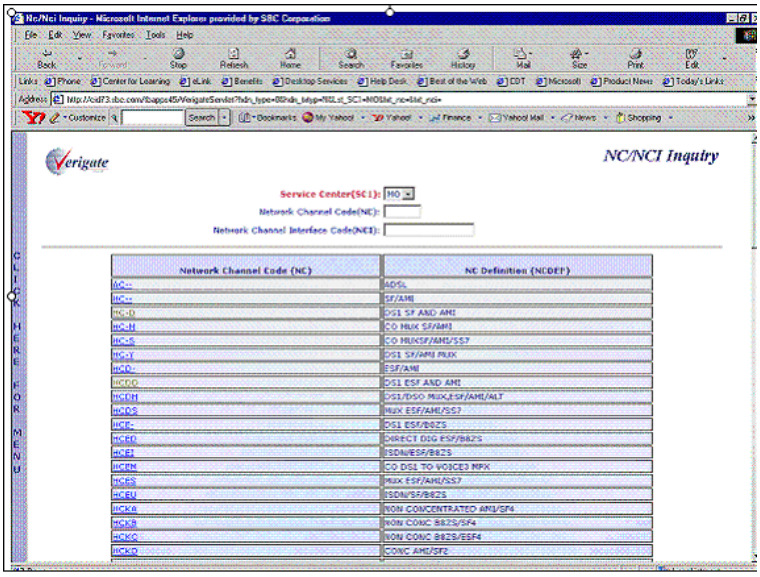

NC/NCI Inquiry (Partial NC/NCI Code) – Output Screen

After submitting the NC/NCI request, the user will receive the output screen. Below is an example. When a partial NC Code and no NCI Code is entered and the user clicks on the **Retrieve NC/NCI Info** button, a list of Network Channel Codes (**NC**) and NC Definitions (**NCDEF**) matching the input will be returned.

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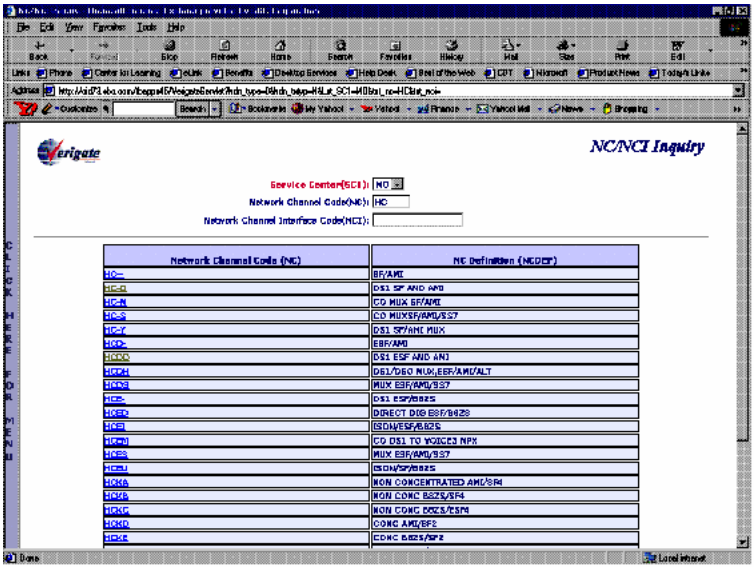
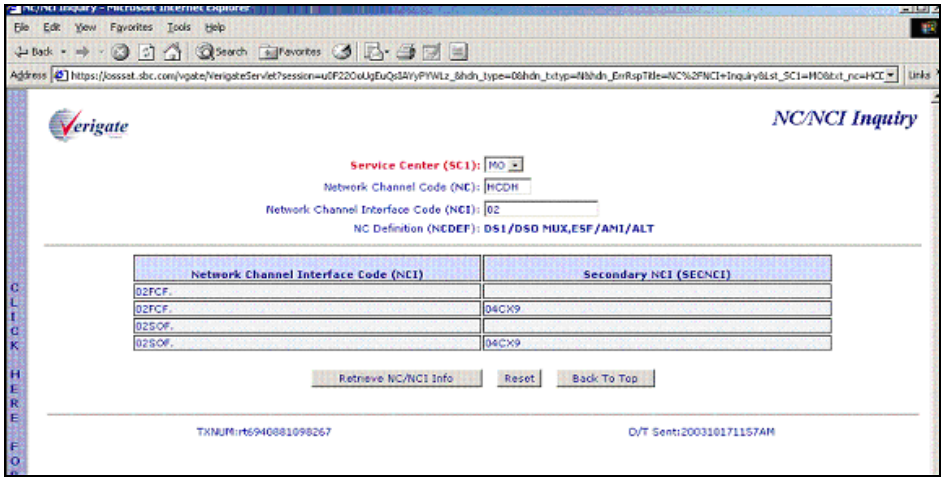


NC/NCI Inquiry (Full NC/NCI Code) – Output Screen

After submitting the NC/NCI request, the user will receive the output screen. Below is an example. When a full NC Code is entered (with either a blank, partial or full NCI Code) and the user clicks on the **Retrieve NC/NCI Info** button, a list of **NCI** (Network Channel Interface) Codes and **SECNCI** (Secondary NCI) Information associated with the input will be returned along with the NC Definition (**NCDEF**) information.



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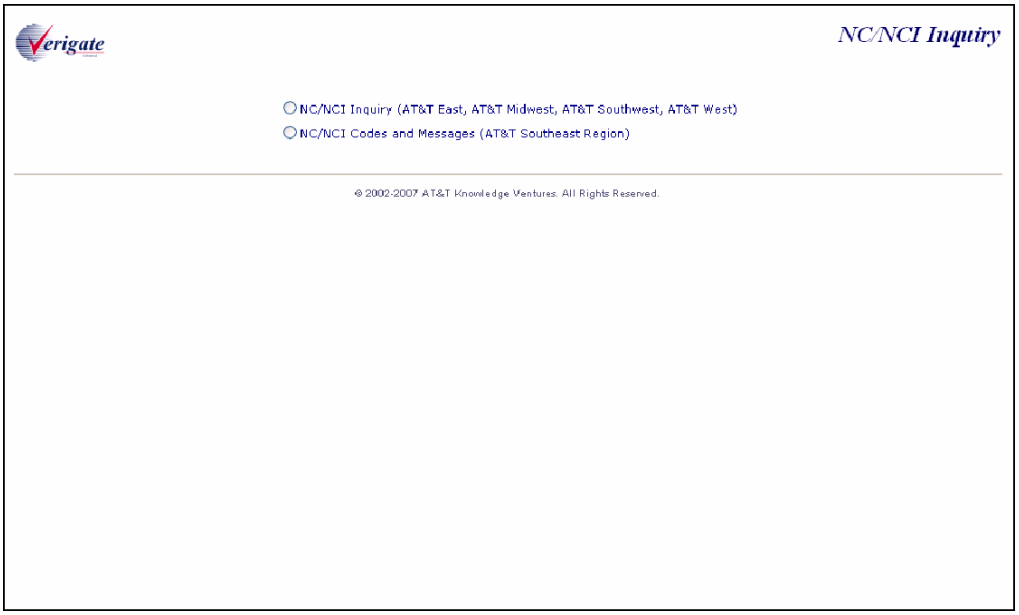
NETWORK CHANNEL/NETWORK CHANNEL INTERFACE (NC/NCI) INQUIRY (AT&T Southeast Region)

The NC/NCI transaction being offered for this region within Verigate provides the user the ability to link to the existing NC/NCI website within the AT&T Southeast Region. The current website being linked to from this transaction is http://apps.interconnection.bellsouth.com/ncnci/index/jsp. Once the user navigates to this URL, they should be able to perform the same functionality as they currently do.

Network Channel/Network Channel Interface (NC/NCI) Inquiry can be accessed from the Main Menu or the Address Validation Menu. The prompt page, as shown below, will be presented to the user.

- NC/NCI Inquiry (AT&T Midwest, Southwest, and West Regions)
- NC/NCI Codes and Messages (AT&T Southeast Region)



The user will select the second bullet, “NC/NCI Codes and Messages (AT&T Southeast Region)”, which will then link to the AT&T Southeast Region NC/NCI Website and be presented with the following screen:

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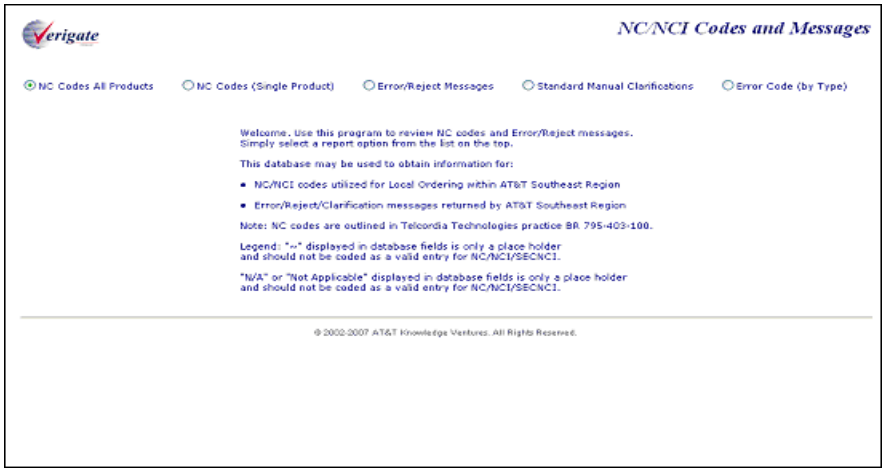

The user will be able to select one of five inquiry options to retrieve the applicable data from the above screen:

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

For each of the inquiries above, the user may input the following information:

Field Code	Field Name	Condition
Error Code	Error Code	Optional
Error Type	Error Type	Optional
NC	Network Channel Code	Optional
NCI	Network Channel Interface Code	Optional
Product	Product	Optional

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Field Code	Field Name	Condition
SECNCI	Secondary Network Channel Interface	Optional

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

Based upon the user's selection in one of the five inquiries presented to the user, the following fields may be returned:

Field Code	Field Name
BCS	Basic Class of Service
Category	Category
Code	Code
Error Code	Error Code
Error Text Message	Error Text Message
Error Type	Error Type
NC	Network Channel Code
NCI	Network Channel Interface Code
Product	Product
Reason	Reason
SECNCI	Secondary Network Channel Interface Code
Severity Definition	Severity Definition
Severity Type	Severity Type
Title	Title
TOS Spec	Type of Service and Enhancement Code

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

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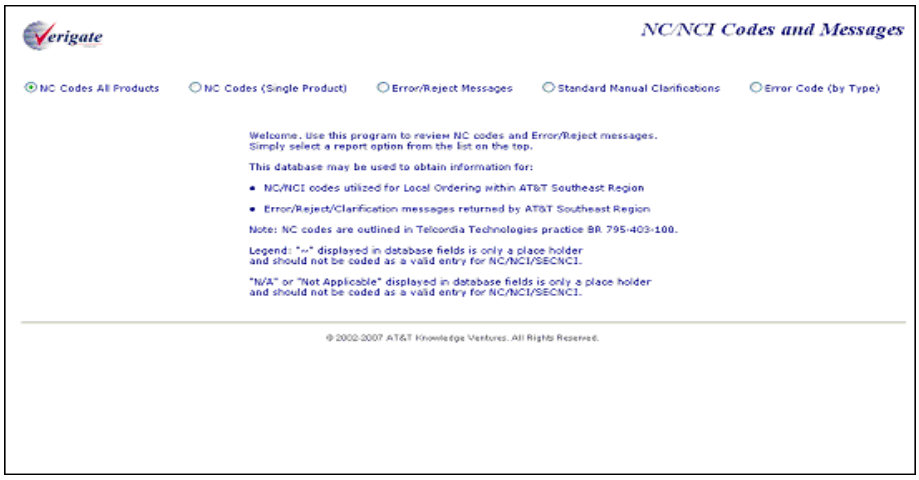
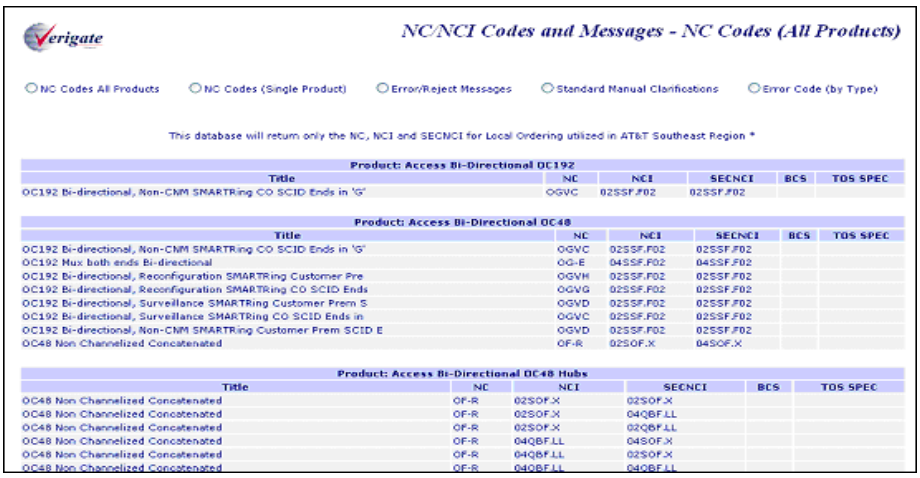
NC Codes All Products – Input Screen

The NC Codes (All Products) is selected from the NC/NCI Inquiry selection page, the following input screen is presented.



NC Codes All Products – Output Screen



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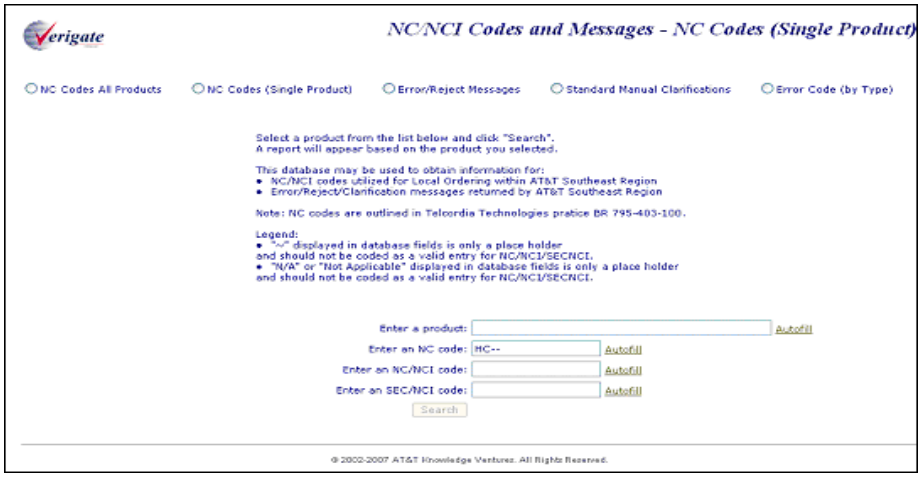
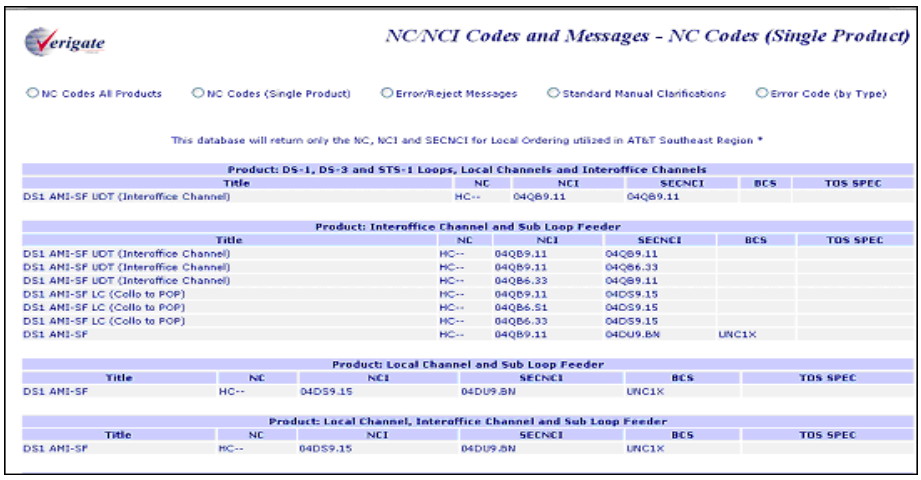
NC Codes Single Product – Input Screen

The NC Codes (Single Product) is selected from the NC/NCI Inquiry selection page, the following input screen is presented.



NC Codes Single Product – Output Screen



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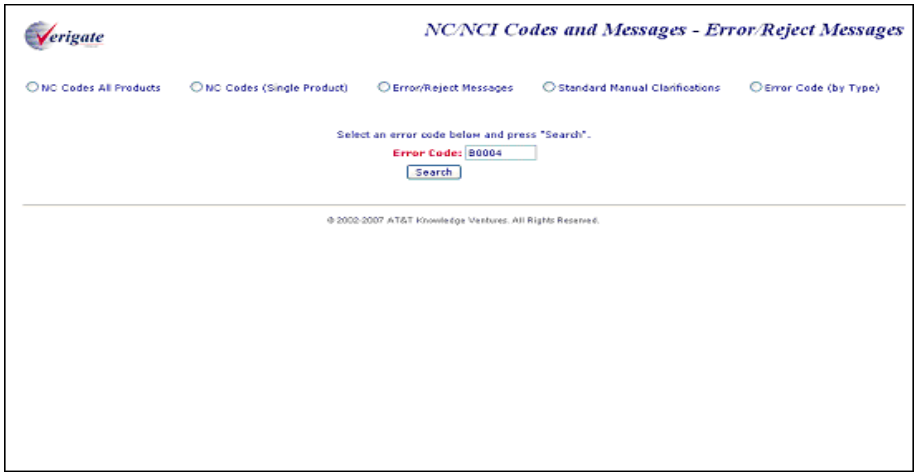
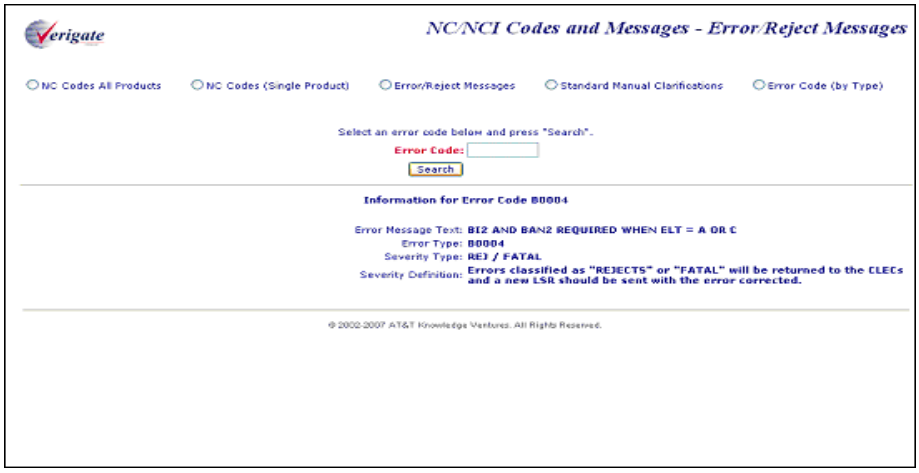
Error/Reject Messages – Input Screen

The Error Messages/Rejects is selected from the NC/NCI Inquiry selection page, the following input screen is presented.



Error/Reject Messages – Output Screen



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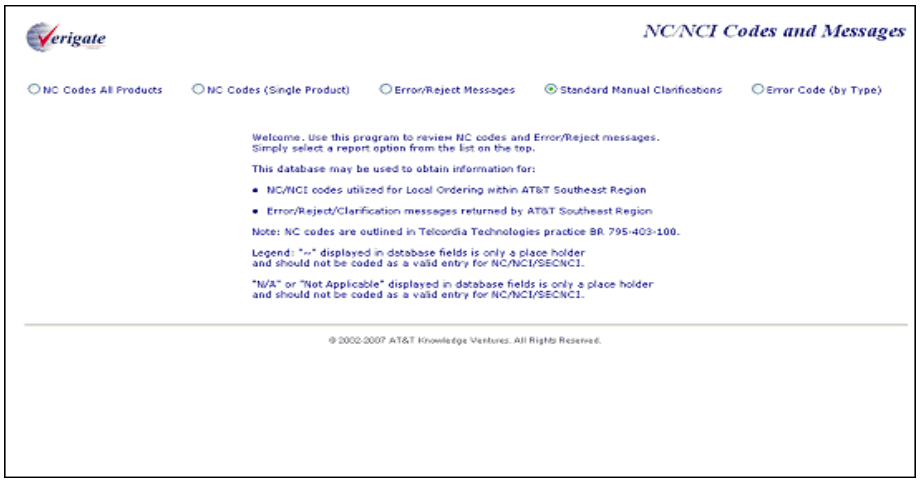
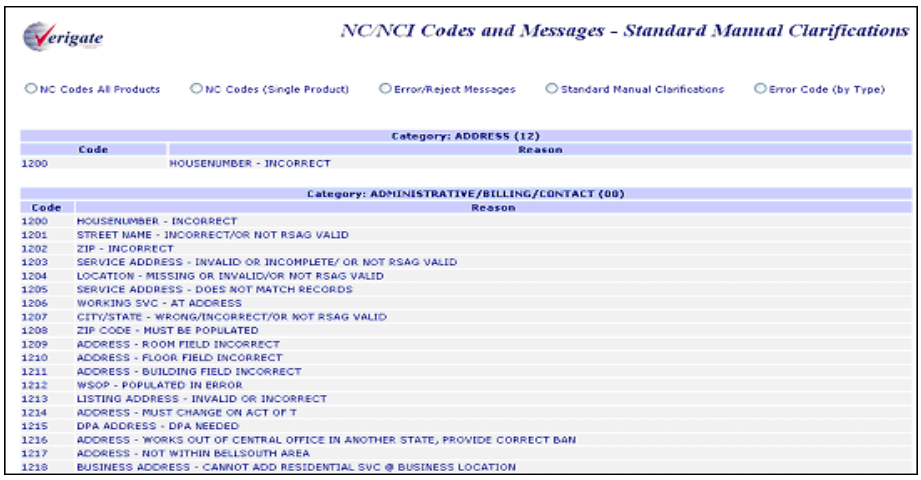
Standard Manual Clarifications – Input Screen

The Standard Manual Clarifications is selected from the NC/NCI Inquiry selection page, the following input screen is presented.



Standard Manual Clarifications – Output Screen



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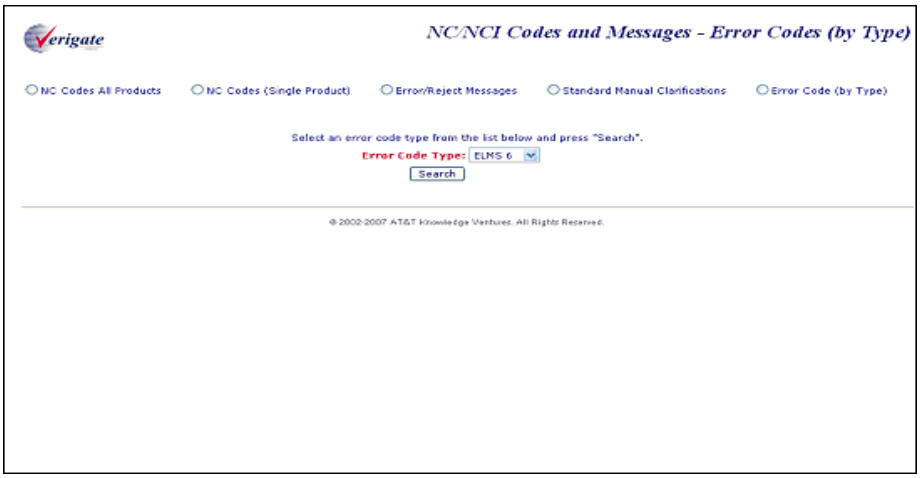
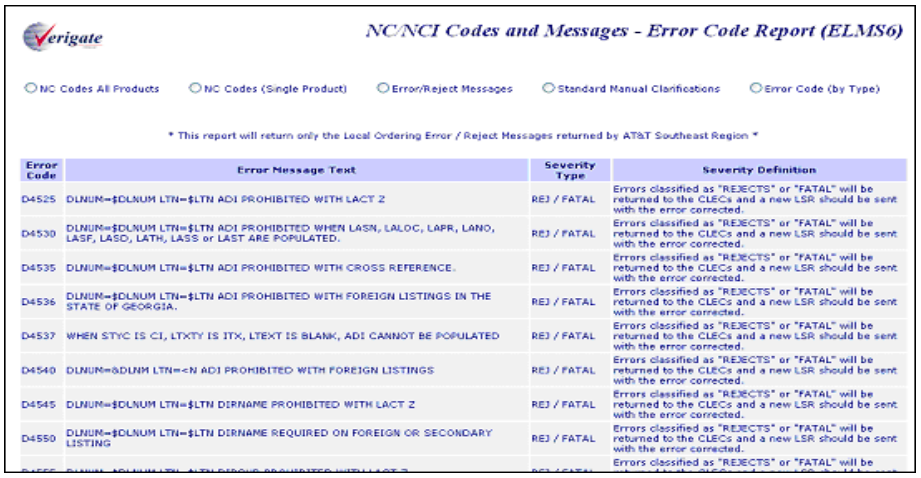
Error Code (By Type) – Input Screen

The Error Code (by Type) is selected from the NC/NCI Inquiry selection page, the following input screen is presented.



Error Code (By Type) – Output Screen



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23 CHAPTER 23 - NETWORK CHANNEL/NETWORK CHANNEL INTERFACE (NC/NCI) INQUIRY

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CHAPTER 24 - IMPAIRMENT STATUS INQUIRY

Overview

The **Impairment Status Inquiry** is used to retrieve impairment status for ordering specific unbundled products as set forth by each state commission. **Impairment Status Inquiry** is requested from the end user by submitting an address followed by the applicable ordering information for the request. The input in the Impairment Status Inquiry should be the same information that would be placed on the LSR for the order. A valid **Impairment Status Inquiry** will return information to the user regarding the impairment or un-impairment status for the address that was submitted.

Impairment Status Inquiry can be accessed from the Main Menu.

Note:

For REQTYPs of F. M, U, V, W, X, ordering 271 Local Switching or "Local Wholesale Complete" that has a SPEC Code of ULSRPS, this inquiry does not apply.

To start the **Impairment Status Inquiry** the user must input the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required
CC	Account Owner Company Code	Conditional

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

Note:

If you are an Agency authorized to conduct business on behalf of the Account Owner, you must input the Account Owner's CC in the "Account Owner CC" box, as well as selecting your own assigned CC from the CC drop down box.

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Field Code	Field Name	Condition
SAPR	Service Address Number Prefix	Optional
SANO	Service Address Number	Required
SASF	Service Address Number Suffix	Optional
SASD	Service Address Street Directional Prefix	Optional
SASN	Service Address Street Name	Required
SATH	Service Address Street Type	Optional
SASS	Service Address Street Directional Suffix	Optional
CITY	City	Required
STATE	State	Required
REQTYP	Requisition Type and Status	Required
ACT	Activity	Required
NC	Network Channel Code	Conditional
NCI	Network Channel Interface Code	Conditional
SECNCI	Secondary Network Channel Interface Code	Conditional
LST	Local Service Termination	Required
SPEC	Service and Product Enhancement Code	Conditional
FAC DESG	Facility Designation	Conditional
FAC TYPE	Facility Type	Conditional
LOC A	Terminating Location A CLLI	Conditional
LOC Z	Terminating Location Z CLLI	Conditional

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

Click on the **Retrieve Impairment Status** button.

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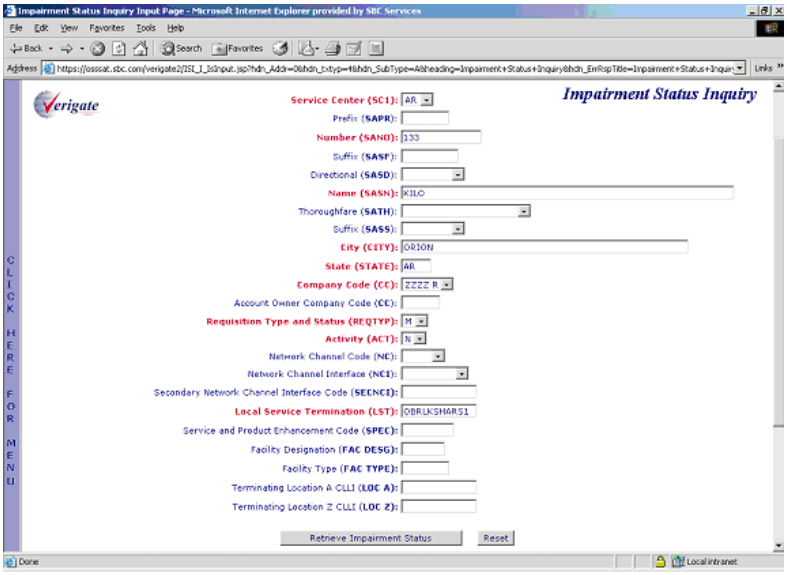
Impairment Status Inquiry – Input Screen

After selecting the **Impairment Status Inquiry** from the Main Menu, the user will receive the input screen needed for the impairment status request. Below is an example.



Impairment Status Response – Output Screen

After submitting the impairment status request, the user will receive the output screen. Below is an example.

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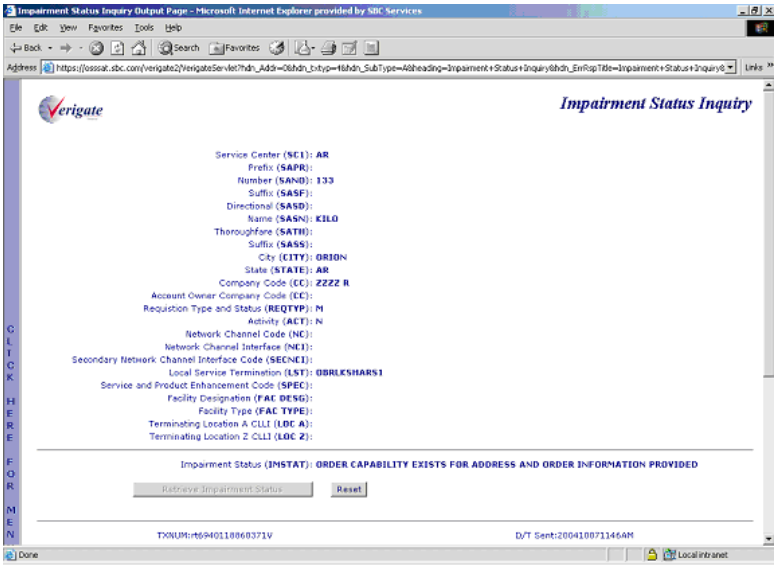

The response will return the impairment status for the address and ordering specific information that was entered on input in the IMSTAT (Impairment Status) field on the response.

Impairment Status Data Definitions

Impairment Status (IMSTAT): Identifies the impairment status related to the address and ordering information requested.

Valid IMSTAT Values
CLEC not contracted or no tariff for XXXX (example: X=DS1 UNE LOOP)
Service Address Unimpaired, request invalid
Enterprise unbundled local switching cannot be ordered
LST Mass Market unimpaired, request invalid
ACTL unimpaired, request invalid
Product not eligible at service address, request invalid
Order capability exists for address and order information provided
Unbundled local switching cannot be ordered, contractually disallowed
Unable to determine commingling information, contact LSC
CFA ACTL must be collocated, contact LSC

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Valid IMSTAT Values
Product not eligible at service address, request invalid
End User serving wire center unimpaired, request invalid

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CHAPTER 25 - TRANSPORT IMPAIRMENT STATUS INQUIRY

Overview

The **Transport Impairment Status Inquiry** is used to check a network database in determining whether or not a specific route and/or CLLI is un-impaired and not required for unbundled obligations as determined by state specific Commissions through impairment analysis. **Transport Impairment Status Inquiry** is requested from the end user by submitting a product and CLLI (LOC A and LOC Z) information. A valid **Transport Impairment Status Inquiry** will return information to the user regarding the impairment or un-impairment for the product and CLLI (LOC A and LOC Z) information that was submitted.

When a **Transport Impairment Status Inquiry** is performed, and the specific route is "Impaired", a second check will automatically be done for a Transport Count validation. If the check determines that the volume cap threshold has been been exceeded, an error message will be returned. If "Unimpaired", no check will be performed and the applicable message in the IMSTAT field will be returned.

Transport Impairment Status Inquiry can be accessed from the Main Menu.

Note:

For REQTYPs of F, M, U, V, W, X, ordering 271 Local Switching or "Local Wholesale Complete" that has a SPEC Code of ULSRPS, this inquiry does not apply.

For REQTYP of A and ordering DS1, DS3 or Dark Fiber Loops with a SPEC of EELXXX, this inquiry does not apply.

To start the **Transport Impairment Status Inquiry**, the user must input the following information:

Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required
PNAME	Product Name	Required
LOC A	Terminating Location A CLLI	Required

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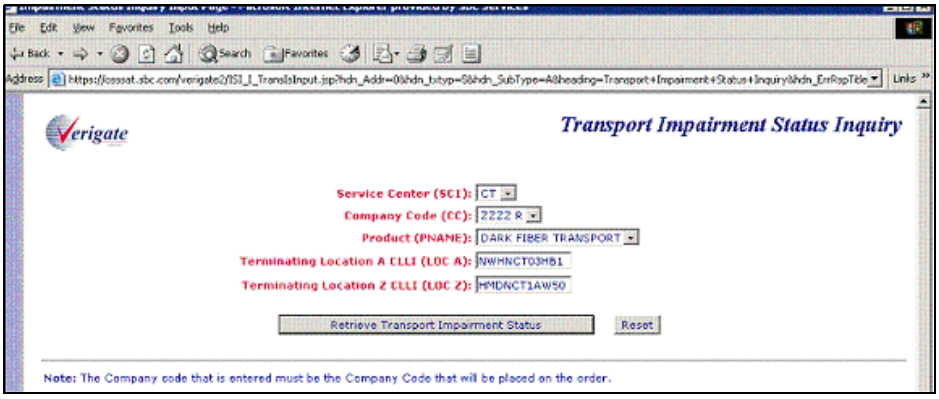
Field Code	Field Name	Condition
LOC Z	Terminating Location Z CLLI	Required

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

Click on the **Retrieve Transport Impairment Status** button.

Transport Impairment Status Inquiry – Input Screen

After selecting the **Transport Impairment Status Inquir**y from the Main Menu, the user will receive the input screen needed for the transport impairment status request. Below is an example.



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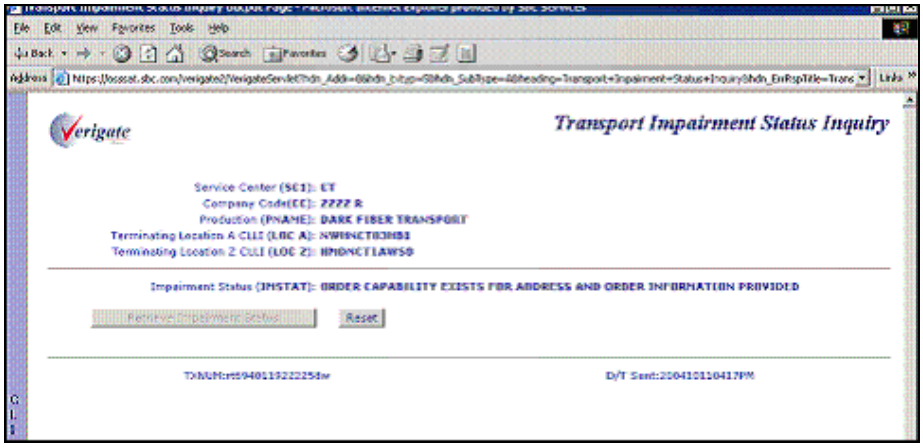
Transport Impairment Status Inquiry – Output Screen

After submitting the transport impairment status request, the user will receive the output screen. Below is an example.



The response will return the impairment status for the product and LOC A and LOC Z information that was entered on input in the IMSTAT (Impairment Status) field on the response.

Transport Impairment Status Data Definitions

Impairment Status (IMSTAT): Identifies the impairment status related to the information requested.

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

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CHAPTER 26 - BATCH CUT PROCESS INQUIRY

Overview

Batch Cut Process Inquiry will provide switch based CLECs the ability to search and reserve available date and time in order to convert customers from one telecommunications carrier's switch to either their own switch or a Non-ILEC third party switch via a limited number of basic analog UNE loops.

AT&T provides CLECs the choice between two options when migrating Mass Market customers to UNE analog Loops – (1) Frame Due Time (FDT) and (2) Coordinated Hot Cut (CHC). Frame Due Time (FDT) allows a CLEC to request that AT&T perform the hot cut anytime within a particular time frame (typically an hour) on the loop due date. Coordinated Hot Cut (CHC) allows a CLEC to request that AT&T reserve central office and local operation personnel to coordinate with the CLEC at a specific time to migrate the end user with a minimum of downtime. In either scenario, FDT or CHC, the CLEC is responsible for activating the porting of the end user's telephone number to the CLEC switch.

When date and time is reserved, a RESID (Response Identifier) will be returned to the user and is to be used on the LSR (Local Service Request). CLECs can only submit and search records for the companies they are authorized to represent.

Batch Cut Process Inquiry can be accessed from the Main Menu and the Address Validation Menu.

Batch Cut Process Inquiry has five functions available:

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

There will be three batch cut options available:

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

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- Bulk Process (AT&T Midwest Region, AT&T Southwest Region and AT&T West Region only)

Enhanced Daily Process

The Enhanced Daily Process option provides switch based CLECs the ability to process an unlimited number of hot cuts per central office, per day, per CLEC for new acquisitions only. This process is applicable for CLECs acquiring new customers on existing UNE-P, Resale and AT&T Retail requests to migrate to analog UNE loops. Enhanced Daily requests are based on a single LSR.

The user will request a desired due date and desired due time. If the desired date and time is available, the desired date and time will be returned to the user for reservation. If the desired time is not available, alternative times or load level overbooking time (least overbooked) time slot will be returned to the user for selection purposes. Time returned will be based on regional time. In AT&T Southwest Region and AT&T Midwest Region, time will be based on Central Time (CT). In AT&T West Region, time will be based on Pacific Time (PT).

In AT&T West Region region, reservation requests must be 3 business days or greater in advance. In AT&T Midwest Region and AT&T Southwest Region, reservation requests must be 5 business days or greater in advance.

Good LSRs must be received within 6 hours. If not, the reservation will be expired and the date and time will no longer be held for that request.

When submitting a batch request (whether FDT or CHC) for the Enhanced Daily Process, due date intervals must be during the following hours in the AT&T 12-State regions:

Normal Hours	Monday through Friday Between 8:00 a.m. and 5:00 p.m. Excluding Holidays

Start times will be displayed in 1/2 hour increments. The last start time requested for a selected date must be in 1/2 hour increments and scheduled before the last business hour for that given day.

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Note:
In AT&T Southwest Region, AT&T Midwest Region and AT&T West Region, requests to convert more than 20 analog UNE loops at a single address (single LSR) would be accomplished via either the Defined or Bulk Project Process.

Defined Batch Process

The Defined Batch Cut Process option is applicable for CLECs converting up to 100 UNE-P, Resale or AT&T Retail DSO services to analog UNE Loops, per CO (Central Office), per CLEC, per day. This provides switch based CLECs the ability to process up to a maximum of 100 lines per day, per central office. This central office/per day maximum is 200, but is limited to 100 lines per CLEC, per day, per CO. *Example:* 2 CLECs requesting 100 lines each or 4 CLECs requesting 50 lines each. Requests for a due date, per central office, individual CLEC cannot exceed the maximum of 100 nor exceed central office maximum capacity of 200. Lines exceeding the central maximum capacity cannot be booked. When the capacity is reached, Defined Batch is not offered for that date and central office.

Note:
This option is available in the AT&T Midwest Region. AT&T West Region and AT&T Southwest Region only.

The user will request a desired due date and desired due time. If the desired date and time is available, the desired date and time will be returned to the user for reservation. If the desired time is not available, alternative times or load level overbooking time (least overbooked) time slot will be returned to the user for selection purposes. In AT&T Southwest Region and AT&T Midwest Region, time will be based on Central Time (CT). In AT&T West Region, time will be based on Pacific Time (PT).

In AT&T Midwest Region, AT&T Southwest Region and AT&T West Region, reservation requests must be 13 business days or greater in advance. Good LSRs must be received by 5:00 p.m. on business day 1. If not, the reservation will be expired and the date and time will no longer be held for that request.

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When submitting a batch request for CHC (Coordinated Hot Cut) for the Defined Batch Process, due date intervals must be during the following hours in AT&T Midwest Region, AT&T West Region and AT&T Southwest Region.:

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

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

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

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Start times will be displayed in 1/2 hour increments. The last start time requested for a selected date must be in 1/2 hour increments and scheduled before the last business hour for that given day.

Note:
In AT&T Southwest Region, AT&T Midwest Region and AT&T West Region, requests to convert more than 20 analog UNE loops at a single address (single LSR) would be accomplished via either the Defined or Bulk Project Process.

Bulk Batch Process

The Bulk Batch Process option provides switch based CLECs the ability to process 101 + hot cuts on a negotiated basis. The due dates and due times are negotiated. The Bulk Batch Cut Process is applicable for CLECs converting 101 + analog UNE loops, per central office, per CLEC, per day.

Note:
This option is available in the AT&T Midwest Region. AT&T West Region and AT&T Southwest Region only.

The user will submit a Bulk Batch request for negotiation. The user receives a Provider Reference Number (PREFNBR) with due date and time. In AT&T Southwest Region and AT&T Midwest Region, time will be based on Central Time (CT). In AT&T West Region, time will be based on Pacific Time (PT). After the manual negotiated process has completed, usually within 2 business days, the user can perform a Bulk Confirmation transaction, where they can obtain the RESID (Response Identifier) and negotiated results. The user issues a LSR with the negotiated due date and time, along with the RESID. In AT&T Midwest Region, AT&T Southwest Region and AT&T West Region, after the negotiation process and receipt of the RESID (Response Identifier), good LSRs must be received by 5:00 P.M. on business day 2. If not, the reservation will be expired and the date and time will no longer be held for that request.

When submitting a batch request (whether FDT or CHC) for the Bulk Batch Process, due date intervals are negotiated and can be provisioned during the

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following hours in AT&T Midwest Region, AT&T West Region and AT&T Southwest Region.

Normal Hours	Monday through Saturday 24 Hours Sundays are exempt due to industry number porting constraints

Start times will be displayed in 1/2 hour increments. The last start time requested for a selected date must be in 1/2 hour increments and scheduled before the last business hour for that given day.

Note:
In AT&T Southwest Region, AT&T Midwest Region and AT&T West Region, requests to convert more than 20 analog UNE loops at a single address (single LSR) would be accomplished via either the Defined or Bulk Project Process.

Batch Cut Process Inquiry – Inquiry/Reservation

The initial inquiry allows the user to view available cut date and time, based on the Batch Cut Option (BC OPT) for either Enhanced Daily or Defined Batch being requested. This will be preformed in real time. The CLEC will be able to view available cut schedules based on Central Office (CO) and Local Operations Center (LOC) capacities for a given date and time and the quantity of lines (WTNs) being requested.

Note:
This activity will not be available for the Batch Cut Option of Bulk Batch Process.

After the user selects **Batch Cut Process Inquiry**, Inquiry/Reservation option from the Main Menu or Address Validation Menu, the user must input the following data to submit the request:

Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required

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Field Code	Field Name	Condition
	Account Owner CC	Required when an agency is doing business on behalf of another company, otherwise Conditional.
BC OPT	Batch Cut Option	Required
CUT TYP	Cut Type	Required
LST	Local Service Termination	Required
QR	Quantity Requested	Required
IDLC	IDLC Indicator	Required
DDD	Desired Due Date	Required
DFDT	Desired Due Time	Required

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

Select the **Retrieve Batch Cut Info** button.

Batch Cut Process Inquiry – Inquiry/Reservation-Inquiry Input Screen

After selecting the **Batch Cut Process Inquiry - Inquiry/Reservation** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the batch cut reservation inquiry. Below is an example.

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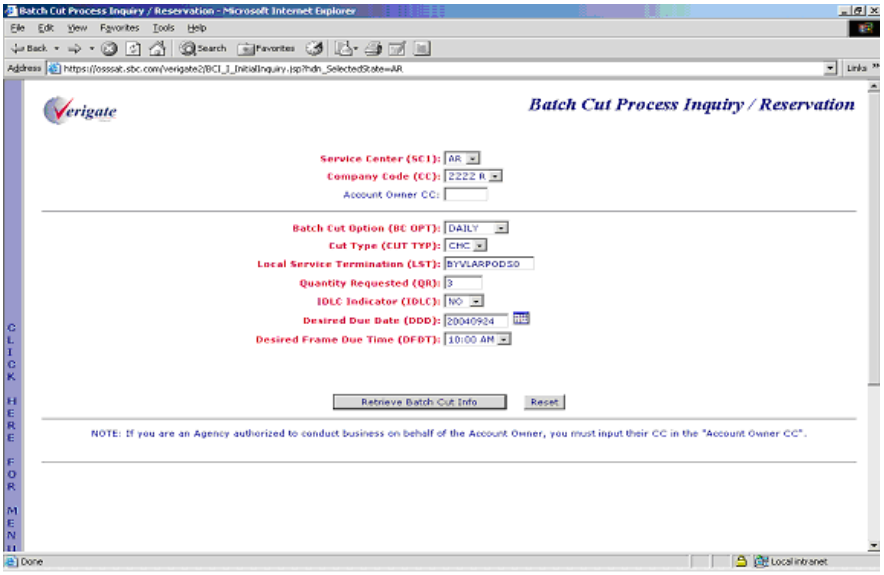

Batch Cut Process Inquiry – Inquiry/Reservation-Inquiry Output Screen

The CLEC will be able to view cut capacity for a given date and time, based on the availability and the quantity of lines requested for a CO. The initial input will be mirrored back to the user, along with the response of available date and time(s) for reservation in the lower portion of the screen. The following screen shows the output when the desired date and time is available:

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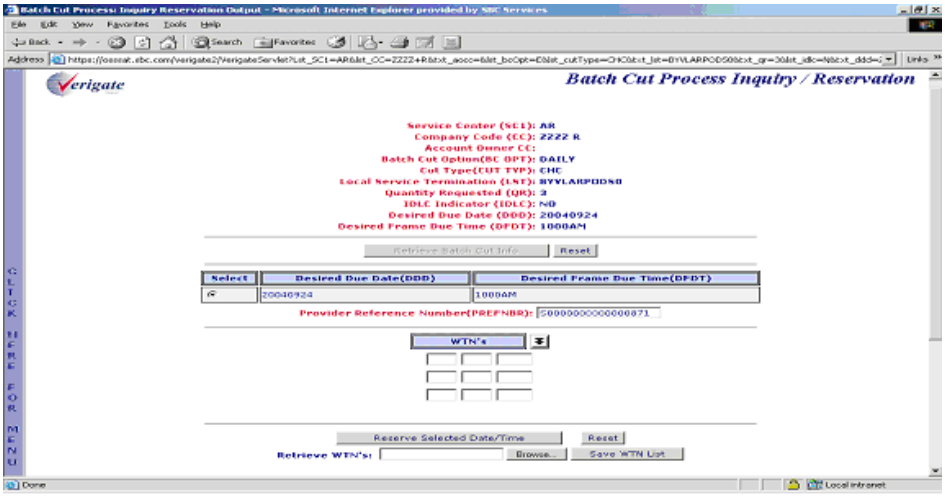
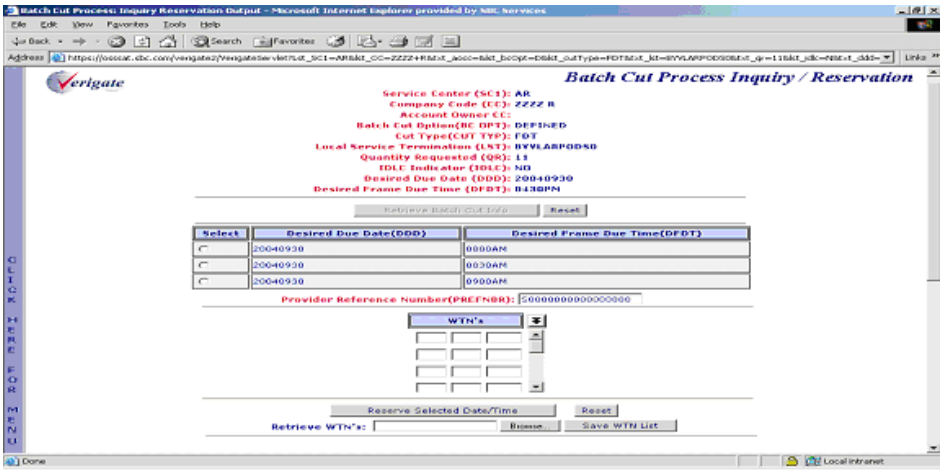


The following screen shows the output of alternative date and time(s) that are available:



Selection Section

This section will include either the requested date and time or alternative date and time(s) available for the user to reserve.

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Desired Due Date (DDD): Identifies the desired due date available to the user for the FDT or CHC coordination.

Desired Due Time (DFDT): Identifies the start time(s) available to the user for the FDT or CHC coordination for a specific desired due date. If the desired time is available, the desired date and time will be returned to the user for reservation. If the desired time is not available, alternative date and time(s) available will be returned to the user for selection purposes. When alternative date and time(s) are returned, the user can select a date and time combination to reserve. If no alternative time for that day is available, the user will need to search for a different desired date and time (Defined Batch only).

Start times will be displayed in 1/2 hour increments. The last start time requested for a selected date must be in 1/2 hour increments and scheduled before the last business hour for that given day.

Provider Reference Number (PREFNBR): This number will be assigned to the response. This is not the RESID (Response Identifier) and cannot be used on the LSR.

Note:
A PREFNBR will be assigned in each search transaction and will be used in the reservation transaction. The PREFNBR will expire if not used for a reservation in the following time frame: 2 minutes per line, 20 minute minimum and 120 (2 hours) minutes maximum. If the PREFNBR expires, a new search must be submitted.

WTN Section

This section is for adding all WTNs associated with the batch request.

Working Telephone Numbers (WTNs): The number of all WTNs (Working Telephone Numbers) associated with this single batch inquiry must match the QR (Quantity Requested) on the initial inquiry.

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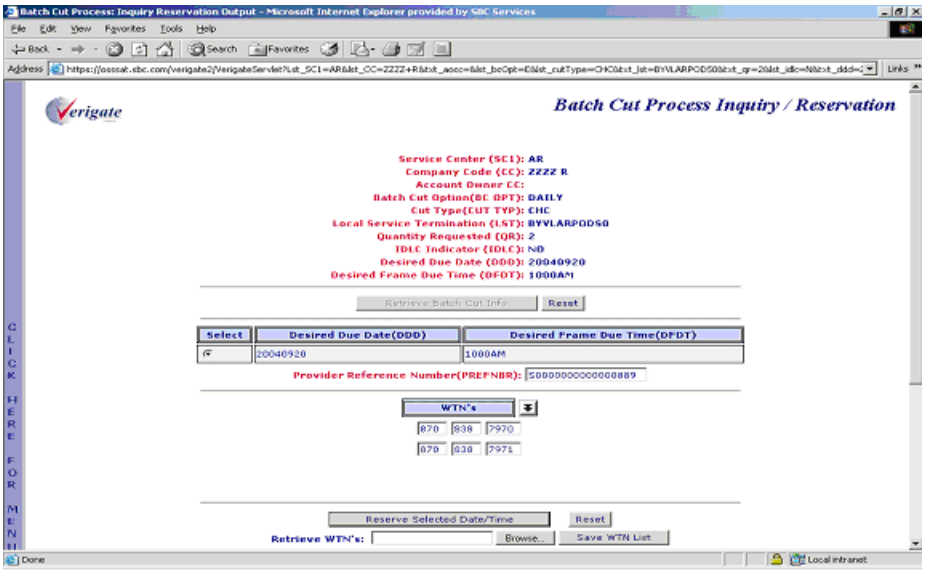
Batch Cut Process Inquiry – Inquiry/Reservation- Reservation Input Screen



Reserve Selected Date and Time

A reservation can be submitted after the search output is received. If alternative times are returned on the response, the user must select the date and time they are wishing to reserve. Selection is made by click on the appropriate radio button. Only one radio button can be selected at a time.

The user must then enter all Working Telephone Numbers (WTNs) associated with this batch cut inquiry. The number of WTNs entered must match the QR (Quantity Requested) on the initial inquiry. The user will enter the WTNs requested and submit the reservation request.

Retrieve WTN List

The user can click on the **Retrieve WTN List** button to retrieve a batch upload list of WTNs they can associate with a reservation. WTN lists must be saved as.CSV files.

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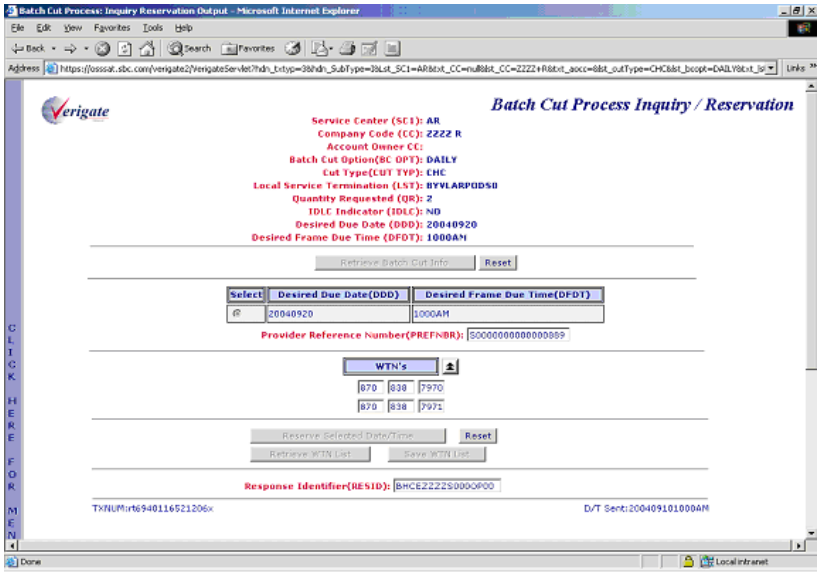
Save WTN List

The user can click on the **Save WTN List** button to save the batch upload of WTNs they wish to associate with a reservation. WTN lists must be saved as .CSV files.

The user must then click on the **Reserve Selected Date/Time** button at the bottom of the page.

Batch Cut Process Inquiry – Inquiry/Reservation-Reservation Output Screen

After submitting the batch cut inquiry reservation, the user will receive the output screen. Below is an example.



On the response the following will be returned:

Response Identifier (RESID): The RESID will be returned and associated with the reservation transaction. This identifies the response number assigned by AT&T. The RESID will need to be submitted on the LSR.

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If the RESID associated with a reserved cut date and time is not used in the order process, the cut date and time will be returned to the available pool after the expiration time frame. The RESID will no longer be valid for that request.

Note:
AT&T will hold the assignment of the reserved date and time increments for 6 hours for the Daily Process, up to 5:00 PM Business Day 1 for the Defined Batch Process. If the CLEC has not submitted an LSR to utilize the reserved capacity within these timeframes, the reservation will automatically expire.

Batch Cut Process Inquiry – View Results/Modify

This function will allow the user to view existing Batch Cut reservation details associated with a RESID (Response Identifier). Based on the RESID entered, the corresponding batch results will be returned. A PREFNBR can also be entered to view a pending bulk reservation. CLECs will only be able to view their own batch reservations.

After the user selects **Batch Cut Process Inquiry**, View Results option from the Main Menu or the Address Validation Menu, the user must input the following data to submit the request:

Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required
	Account Owner CC	Required when an agency is doing business on behalf of another company, otherwise Conditional.
RESID	Response Identifier	Conditional
PREFNBR	Provider Reference Number	Conditional

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

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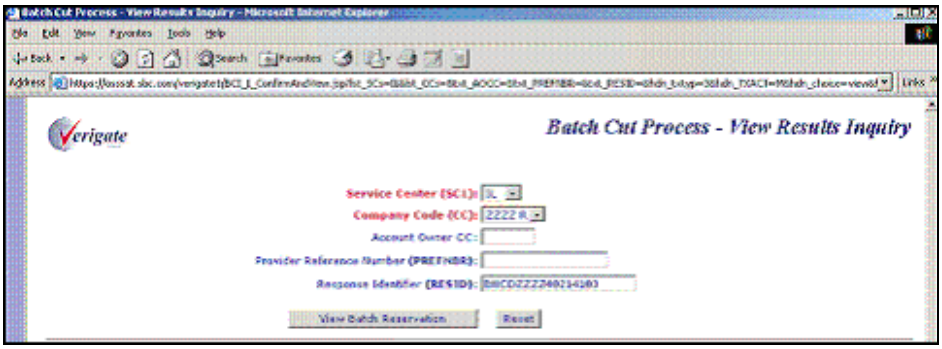
Note:
Either a RESID (Response Identifier) or a PREFNBR (Provider Reference Number) is required.

The user must then click on the **View Batch Reservation** button at the bottom of the page.

Batch Cut Process Inquiry – View Results/Modify-View Results Input Screen

After selecting the **Batch Cut Process Inquiry - View Results/Modify** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the view results request. Below is an example.



Batch Cut Process Inquiry – View Results/Modify-View Results Output Screen

The initial input from the View Results request will be mirrored back to the user, along with the details of the Batch Cut Reservation request.

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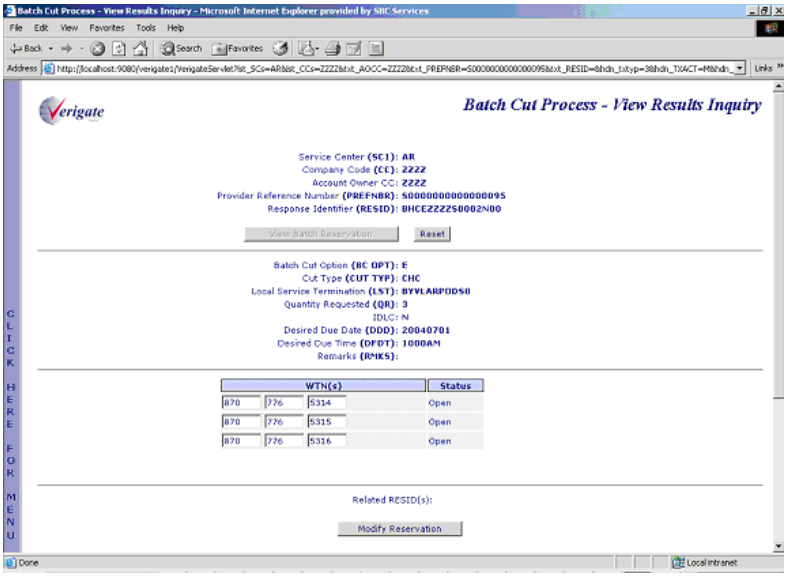

Status (STATUS): A status of every WTN listed will be returned on the response. See table below for status descriptions.

Status Code	Status Description	Explanation
O	Open	WTN was created in reservation database and can be modified. A service order has not been submitted on this WTN yet.
E	Expired	WTN has expired in reservation database and can be modified. A service order was never received in the allotted held time frame.
R	Reschedule	WTN was rescheduled in the reservation database and may or may not be modified, based on the due date. If a service order was submitted for this WTN, it can no longer be modified.
S	Scheduled	WTN was received on Service Order and the order is in reservation scheduler and cannot be modified.
C	Completed	WTN has been completed in WFA/C and cannot be modified.

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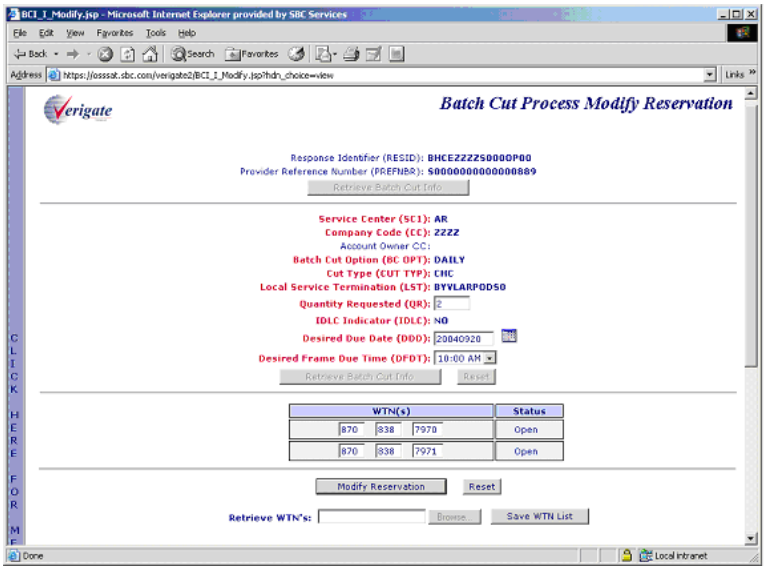
Status Code	Status Description	Explanation
D	Deleted	WTN has been removed from the reservation database and cannot be modified.
X	Canceled	WTN was Canceled by service order pass and cannot be modified.

RELATED RESID(s): Any related response identifiers related to this request will be returned. This would be available when modifications have been submitted. Details associated with a specific RESID will be returned.

If the user has the need to modify a request, the user can click on the **Modify Reservation** button to edit or reschedule the batch cut reservation.

Batch Cut Process Inquiry – View Results/Modify-Modify Input Screen

Once the user has clicked on the **Modify Reservation** button, the following screen will appear.



This function will provide the CLEC with the capability to modify an existing reservation. If the existing reservation has not yet been completed, modifications

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can be submitted. A completed request cannot be modified. If the WTN(s) are modified, the same Response Identifier (RESID) will be returned. Only WTNs in the status of open or Expired can be modified. Batch cut options types of Enhanced Daily, Defined or Bulk can be modified.

The user will be able to modify the QR (Quantity Requested), WTNs (Working telephone Number), Desired Due Date (DDD) and Desired Frame Due Time (FDT). Any other modification to any other fields required a new request for availability and reservation and a new RESID (Response Identifier) would be associated with the batch request. Basically, this is a brand new reservation request to check availability to reserve and a new RESID.

Quantity Requested (QR): Will mirror back the QR that was submitted in an editable field box. This field can be edited as long as the QR is decreasing and an LSR has not been issued on the WTNs. The TN's associated need to be either in Open or Expired status. If the QR is increasing a new reservation request will need to be submitted.

Desired Due Date (DDD): Will mirror back the DDD that was submitted in an editable field box. The CLEC can reschedule or edit the DDD (Desired Due Date) and DFDT (Desired Due Time) as long as it is before the due date of the request. The new DDD must be at a minimum of 13 days out. The reservation process begins by inquiring about availability, the user selects the desired due date/time and reserves the request. A new RESID (Response Identifier) will be associated with the reservation request.

Desired Due Time (DFDT): Will mirror back the DFDT that was submitted in an editable field box. The CLEC can reschedule or edit the DDD (Desired Due Date) and DFDT (Desired Due Time) as long as it is before the due date of the request. The new DDD must be at a minimum of 13 days out. The reservation process begins by inquiring about availability, the user selects the desired due date/time and reserves the request. A new RESID (Response Identifier) will be associated with the reservation request.

Working Telephone Numbers (WTNs): The WTN(s) entered will be mirrored back and may be in an editable field, based on the status. The CLEC can edit existing WTNs only when they are in either "Open" or "Expired" status. When the WTNs are edited, the same RESID (Response Identifier) will be associated with the reservation request.

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Note:
The WTN list can be expanded by clicking on the arrow outside the scroll bar.

Once the user has modified any fields, the user will click on the **Modify Reservation** button to submit the modification request. If the WTN(s) are modified, the same Response Identifier (RESID) will be returned. If the Date/ Time is modified, a new transaction is run and a new Response Identifier will be returned.

Retrieve WTN List

The user can click on the **Retrieve WTN List** button to retrieve a batch upload list of WTNs they can associate with a reservation. WTN lists must be saved as .CSV files.

Save WTN List

The user can click on the **Save WTN List** button to save the batch upload of WTNs they wish to associate with a reservation. WTN lists must be saved as .CSV files.

Batch Cut Process Inquiry – View Results/Modify-Modify Output Screen

Below is an example of the output screen when the user has modified the Desired Due Date (DDD). The user receives a new RESID along with a message indicating that the modification was successful.

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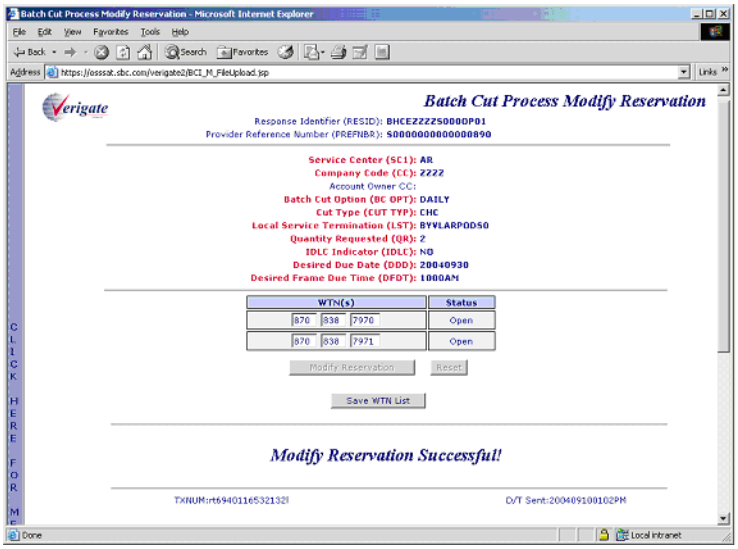

Batch Cut Process Inquiry – Bulk Reservation

The Bulk Batch reservation inquiry allows the CLEC the capability to request a cut capacity for a negotiated date and time based on the quantity of lines requested.

The Bulk Process allows CLECs to schedule large volume of conversions.

A Provider Reference Number (PREFNBR) will be returned and associated with the transaction. This PREFNBR will be used later in the Bulk Confirmation activity.

After the user selects the **Batch Cut Process Inquiry**, Bulk Reservation option from the Main Menu or the Address Validation Menu, the user must input the following data to submit the request:

Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required

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Field Code	Field Name	Condition
	Account Owner CC	Required when an agency is doing business on behalf of another company, otherwise Conditional.
BC OPT	Batch Cut Option	Required
CUT TYP	Cut Type	Required
LST	Local Service Termination	Required
QR	Quantity Requested	Required
IDLC	IDLC Indicator	Required
DDD	Desired Due Date	Required
DFDT	Desired Due Time	Required
RMKS	Remarks	Optional
WTNs	Working Telephone Numbers	Required

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

Retrieve WTN List

The user can click on the **Retrieve WTN List** button to retrieve a batch upload list of WTNs they can associate with a reservation. WTN lists must be saved as .CSV files.

Save WTN List

The user can click on the **Save WTN List** button to save the batch upload of WTNs they wish to associate with a reservation. WTN lists must be saved as .CSV files.

The user must then click on the **Retrieve Batch Cut Info** button at the bottom of the page.

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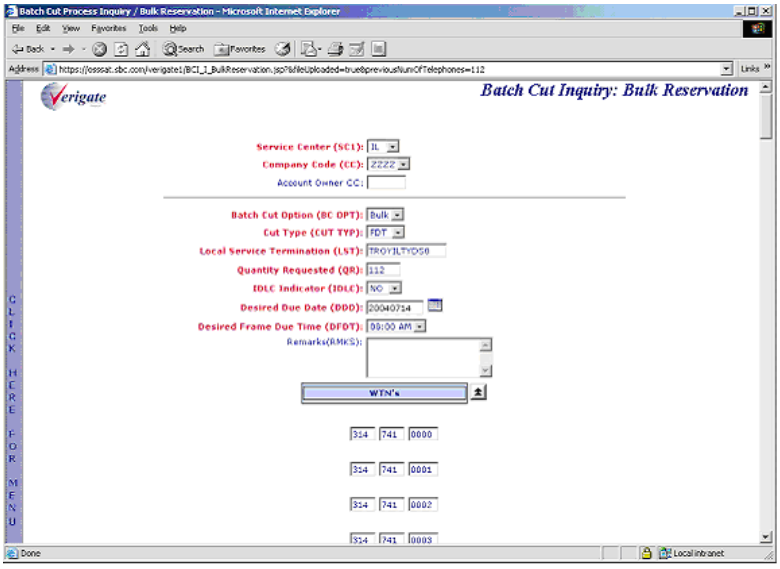
Batch Cut Process Inquiry – Bulk Reservation – Input Screen

After selecting the **Batch Cut Process Inquiry - Bulk Reservation** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the bulk reservation request. Below is an example.



Batch Cut Process Inquiry – Bulk Reservation – Output Screen

The initial input will be mirrored back to the user, along with a Provider Response Number (PREFNBR) in the lower portion of the screen.

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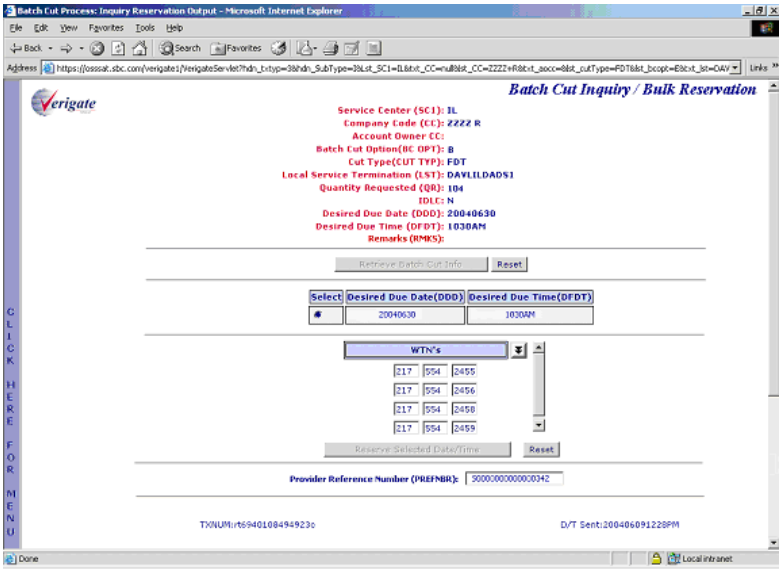

Provider Reference Number (PREFNBR): This number will be assigned to the response. This is not the RESID (Response Identifier) and cannot be used on the LSR. The PREFNBR will be used to retrieve the bulk batch negotiated reservation and RESID, which will be needed on the LSR.

Note:

AT&T will hold the assignment of the reserved date and time increments up to 5:00 PM Business Day 2 for the Bulk Batch Process. If the CLEC has not submitted an LSR to utilize the reserved capacity within this timeframe, the reservation will automatically expire.

Batch Cut Process Inquiry – Bulk Confirmation

This is for the Bulk Batch process only. This function allows the CLEC to check if the bulk batch negotiation has been completed and been issued a RESID (Response Identifier).

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After the user selects **Batch Cut Process Inquiry**, Bulk Confirmation, from the Main Menu or the Address Validation Menu, the user must input the following data to submit the request:

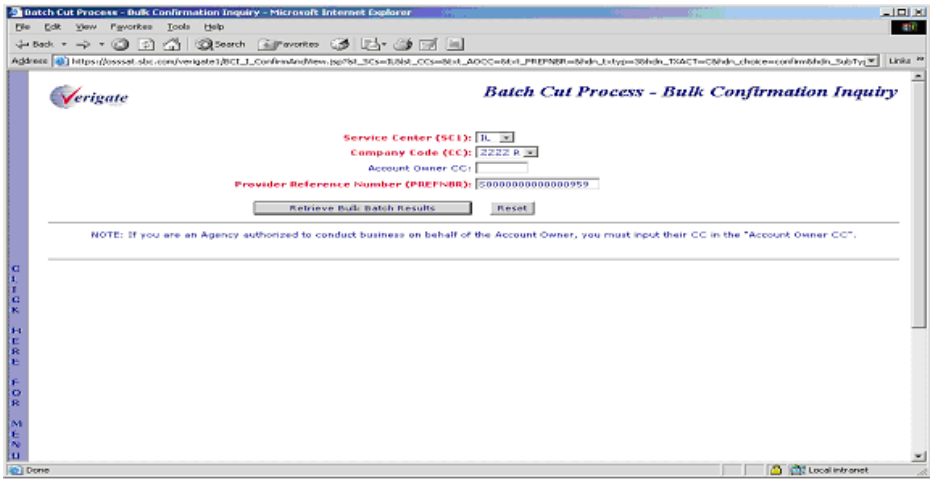
Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required
	Account Owner CC	Conditional
PREFNBR	Provider Reference Number	Required

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

The user must then click on the **Retrieve Bulk Batch Results** button at the bottom of the page.

Batch Cut Process Inquiry – Bulk Confirmation – Input Screen

After selecting the **Batch Cut Process Inquiry - Bulk Confirmation** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the bulk confirmation request. Below is an example.



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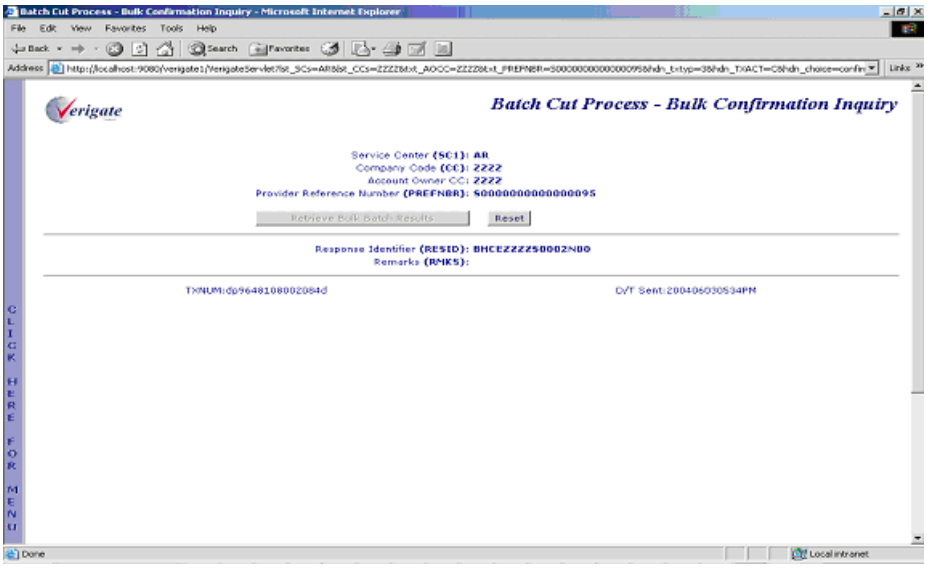
Batch Cut Process Inquiry – Bulk Confirmation – Output Screen

If the Bulk Batch has been processed, a RESID (response identifier) will be returned along with any remarks associated with this reservation. The RESID is needed to submit on the LSR. If the reservation is not submitted on an LSR, the date and time will be released and made available after 5:00 PM Business Day 2.



Note:
Confirmation with the RESID should be available after 2 business days from the original Bulk Batch request.

Bulk Confirmation – Results Not Available - Output Screen

If the Bulk Batch process has not yet been processed and the RESID has not yet been assigned, the user will receive and message indicating that the confirmation is not available at this time.

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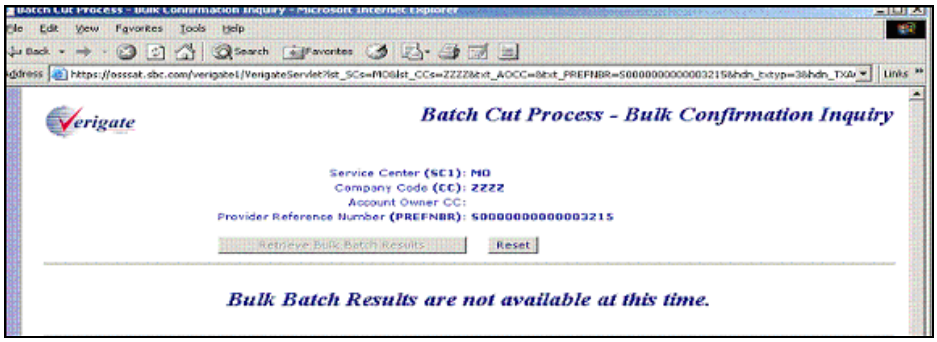

Batch Cut Process Inquiry – Cancel Reservation

This function will allow the CLEC the capability to cancel an existing reservation. This activity will cancel the entire batch reservation. Batch reservations can only be canceled when all the WTNs are either in Open or Expire Status. The user will receive a confirmation message of the cancellation. The canceled reservation message can be viewed up to the due date but cannot be modified.

Note:
If any RESID is canceled, ALL related RESIDs associated with this batch will be canceled.

After the user selects **Batch Cut Process Inquiry**, Cancel Reservation, from the Main Menu or the Address Validation Menu, the user must input the following data to submit the request:

Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required
	Account Owner CC	Conditional
RESID	Response Identifier	Conditional
PREFNBR	Provider Reference Number	Conditional

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

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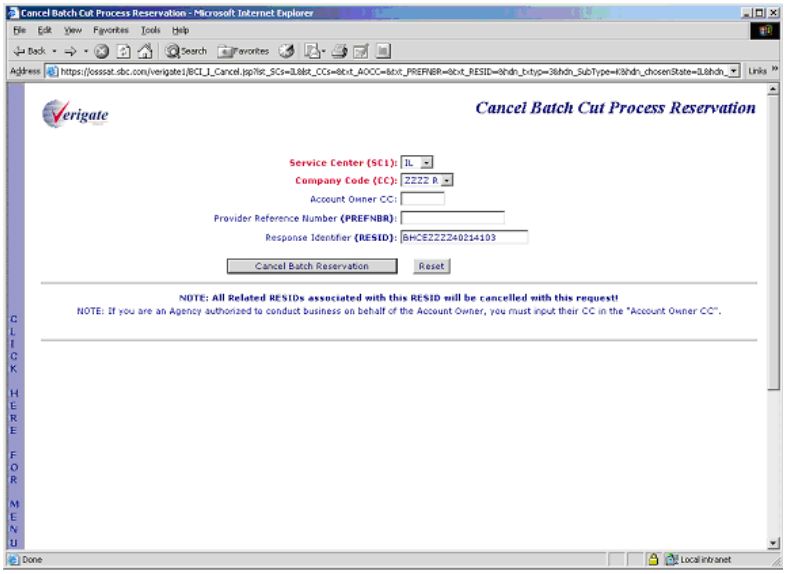
The user must then click on the **Cancel Batch Reservation** button at the bottom of the page.

Batch Cut Process Inquiry – Cancel Reservation – Input Screen

After Selecting the **Batch Cut Process Inquiry - Cancel Reservation** from the Main Menu or the Address Validation Menu, the user will receive the input screen needed for the cancel reservation request. Below is an example.



Batch Cut Process Inquiry – Cancel Reservation – Output Screen

The user will receive and message indicating that the cancellation was successful.

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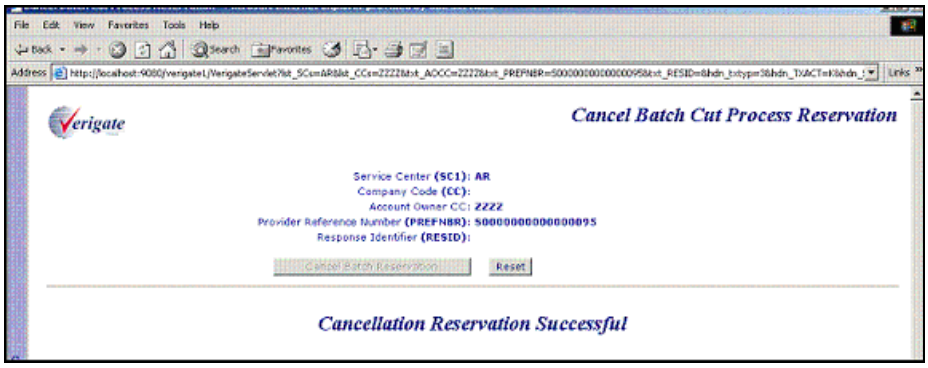

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CHAPTER 27 - COMPLEX PRODUCTS INQUIRY

Overview

Complex Products Inquiry provides the CLEC's the ability to request complex preorder data. This Pre-Order data will be product specific and will allow the to populate this information on a Complex LSR. The response will include necessary information for Centrex and/or Centrex ISDN for the LSR.

Complex Products Inquiry can be accessed from the Main Menu and the Address Validation Menu.

Complex Products Inquiry has four functions available:

- Inquiry
- View Results
- Modify
- Cancel

Complex Products Inquiry – CENTREX/CENTREX ISDN Initial Request

The initial inquiry allows the user to submit a request to the LSC to obtain the necessary pre-order Centrex/Centrex ISDN components needed to issue an LSR. If the transaction passes the field edits, it will be stored in a database and assigned a unique Provider Reference Number (PREFNBR) value.

After the user selects Complex Products Inquiry from the Main Menu or the Address Validation Menu, the user can select Centrex/Centrex ISDN from the following screen:

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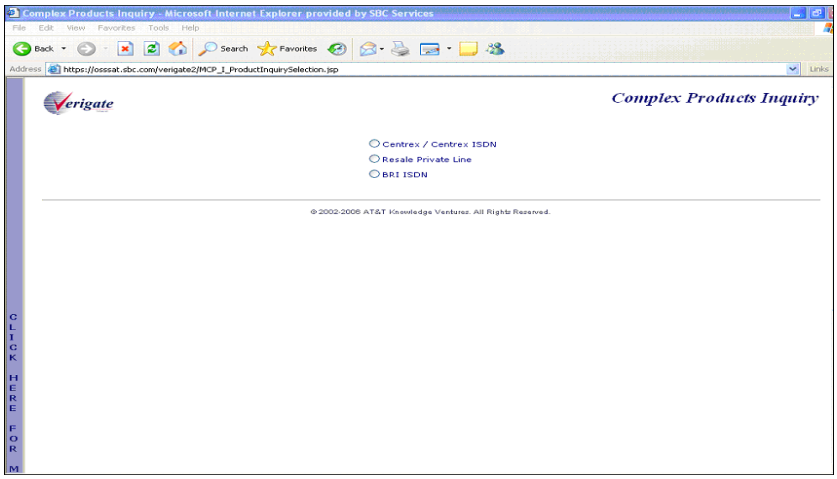

The user must input the following data to submit a request for new, change, or outside move service.

Field Code	Field Name	Condition
	Type of Transaction Selection	Required
SC1	Service Center	Required
PON	Purchase Order Number	Required
CC	Company Code	Required
	Account Owner CC	Required when an agency is doing business on behalf of another company, otherwise Conditional.
TOS	Type of Service	Required
MS	Market Segment	Required
ATN	Account Telephone Number	Conditional
NC	Network Channel Code	Optional
NCI	Network Channel Interface Code	Conditional
SECNCI	Secondary Network Channel Interface Code	Conditional

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Field Code	Field Name	Condition
RMKS INIT	Initiator Remarks	Conditional
VTA	Variable Term Agreement	Optional
INIT	Initiator Identification	Required
TELNO	Initiator Telephone Number	Required
EMAIL	Initiator Electronic Mail Address	Optional
NAME	End-User Name	Required
SAPR	Service Address Number Prefix	Conditional
SANO	Service Address Number	Required
SASF	Service Address Number Suffix	Conditional
SASD	Service Address Street Directional Prefix	Conditional
SASN	Service Address Street Name	Required
SATH	Service Address Street Type	Conditional
SASS	Service Address Street Directional Suffix	Conditional
LD1	Location Designator 1	Conditional
LV1	Location Value 1	Conditional
LD2	Location Designator 2	Conditional
LV2	Location Value 2	Conditional
LD3	Location Designator 3	Conditional
LV3	Location Value 3	Conditional
AAI	Additional Address Information	Optional
CITY	City	Required
STATE	State	Optional
ZIP CODE	Zip Code	Required
CPE MFR	Customer Premises Equipment Manufacturer	Optional
CPE MOD	Customer Premises Equipment Model	Conditional
HNUM	Hunt Number	Conditional
HNTYP	Hunting Type Code	Conditional

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Field Code	Field Name	Condition
HTNQTY	Hunting Telephone Numbers Quantity Requested	Conditional
CB	Common Block	Conditional
QR	Quantity Requested	Conditional
QR ISDN	Quantity Requested ISDN	Conditional
BRIQTY	BRI Quantity of Facilities Requested	Conditional
ISDNP	ISDN Protocol Type	Conditional
CPGQTY	Call Pick Up Group Quantity Requested	Optional

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

Secondary Location Information

The customer may have two locations that would be served by the same central office where the Centrex is located. The customer can elect to have the same common block serve both locations. If secondary location information is needed for this request, the user will click on the "YES" box, making the Secondary Location fields capable to be populated.

Note:
The default of the Secondary Location is set at No. Therefore, the "YES" box must be checked in other to submit secondary location information.

Field Code	Field Name	Condition
SAPR	Service Address Number Prefix	Conditional
SANO	Service Address Number	Required
SASF	Service Address Number Suffix	Conditional
SASD	Service Address Street Directional Prefix	Conditional
SASN	Service Address Street Name	Required

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Field Code	Field Name	Condition
SATH	Service Address Street Type	Conditional
SASS	Service Address Street Directional Suffix	Conditional
LD1	Location Designator 1	Conditional
LV1	Location Value 1	Conditional
LD2	Location Designator 2	Conditional
LV2	Location Value 2	Conditional
LD3	Location Designator 3	Conditional
LV3	Location Value 3	Conditional
AAI	Additional Address Information	Optional
CITY	City	Required
STATE	State	Optional

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

Click on the **Submit Request** button.

Complex Products Inquiry – Centrex/Centrex ISDN Initial Request – Input Screen

After selecting **Centrex/Centrex ISDN from the Complex Products Inquiry screen,** the user will receive the input screen needed for the complex products inquiry. Below is an example.

Note:
The Hunt Group Information Section and all the fields within the section can repeat up to a maximum of 999 times.

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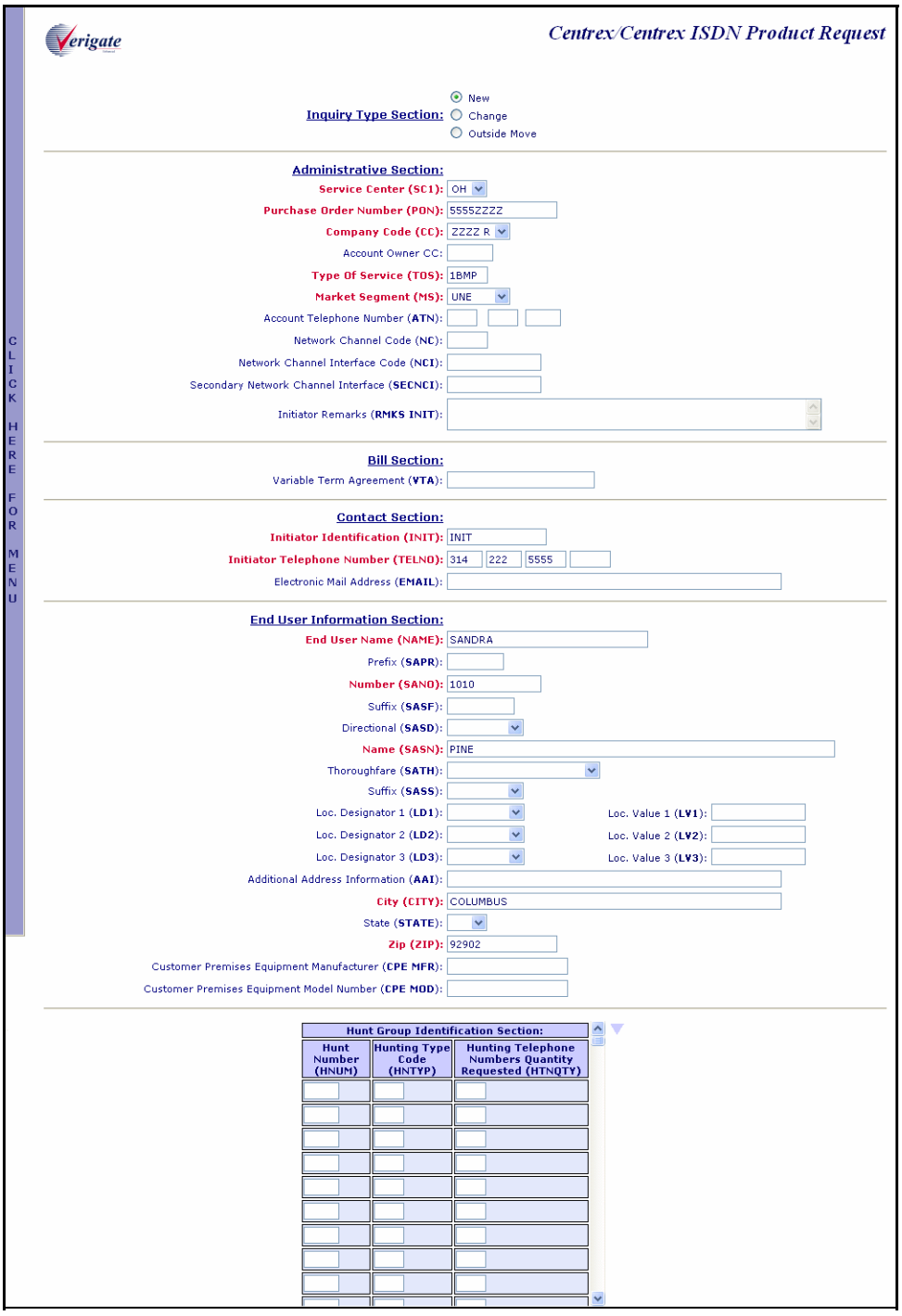

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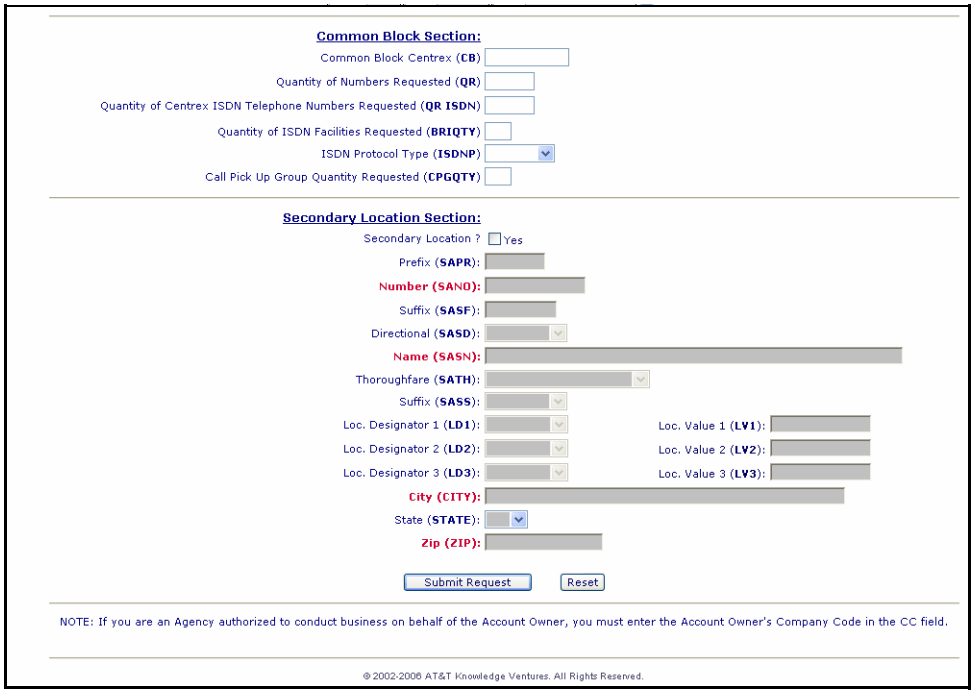

Complex Products Inquiry – Centrex/Centrex ISDN Initial Request – Output Screen

After submitting the **Complex Products Inquiry** (initial), the user will receive the output screen when a successful request has been sent. Below is an example.

The response will include the following:

Field Code	Field Name
SC1	Service Center
CC	Company Code
	Account Owner CC
PON	Purchase Order Number

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Field Code	Field Name
PREFNBR	Provider Reference Number

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

Along with the above fields, the user will receive a message that the transaction was successful and that the request has been sent.

<Insert Screen Print to be provided later>

Complex Products Inquiry – Centrex/Centrex ISDN View Results Request

The View Results inquiry allows the user to view the response screen for a completed inquiry.

Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required
	Account Owner CC	Conditional
PROD CD	Product Code	Required
PON	Purchase Order Number	Conditional
PREFNBR	Provider Reference Number	Conditional

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

Click on the **View Results** button.

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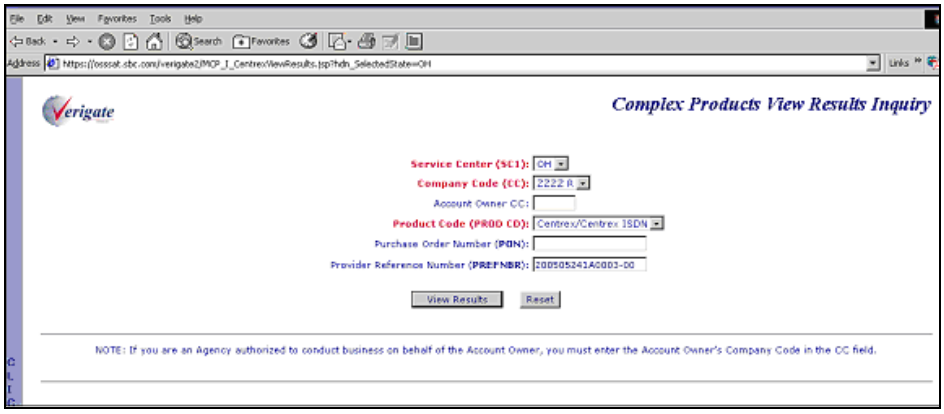
Complex Products Inquiry – Centrex/Centrex ISDN View Results - Input Screen



Complex Products Inquiry – Centrex/Centrex ISDN View Results by PREFNBR – Output Screen (Open Status)

After submitting the view results by PREFNBR, the user will receive the output screen. Below is an example of the screen the user will receive when the results are not yet available. When the results are not complete, this is referred to as an open status.

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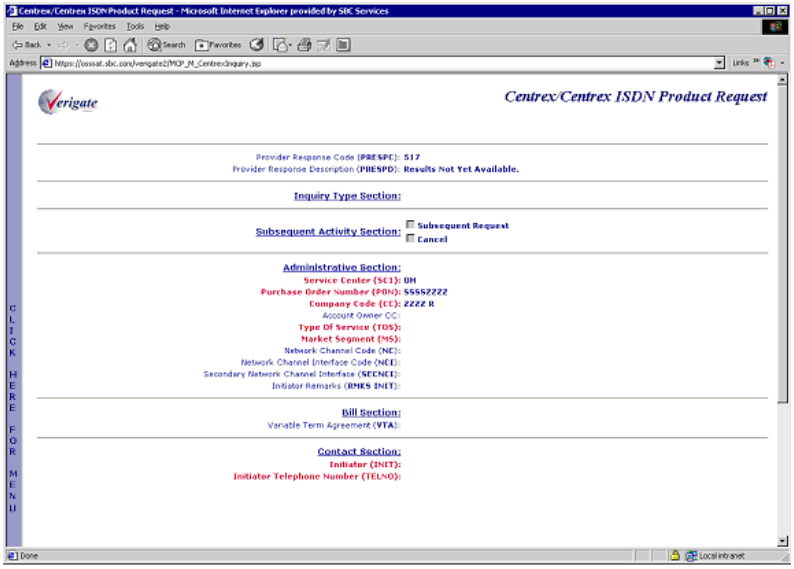

Complex Products Inquiry – Centrex/Centrex ISDN View Results by PREFNBR – Output Screen (Complete Status)

After submitting the view results by PREFNBR, the user will receive the output screen. Below is an example of the screen the user receives when the results are available. When the results are available, this is referred to as a complete status. The request cannot be canceled or modified.

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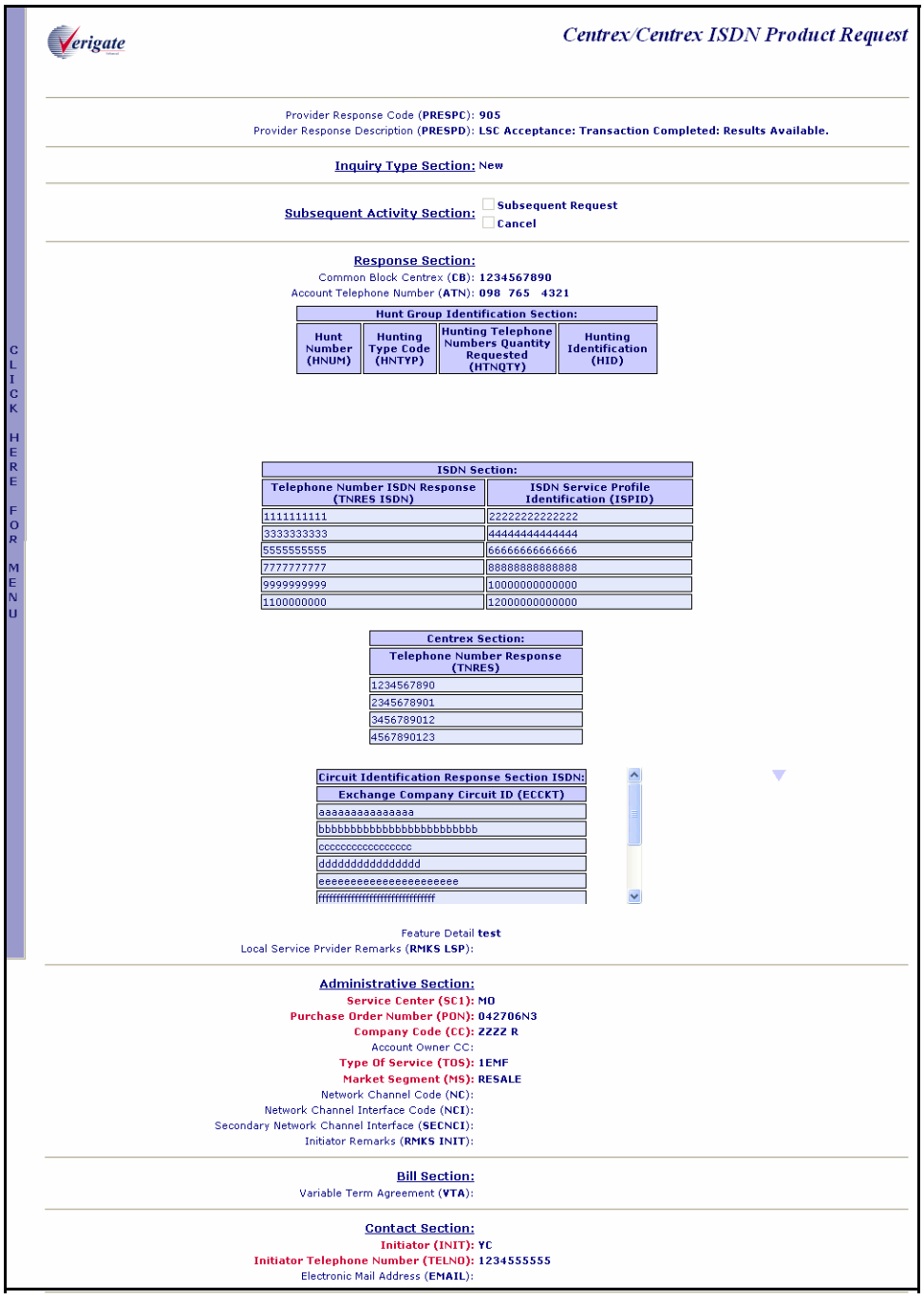

Verigate

Centrex/Centrex ISDN Product Request

CLICK HERE FOR MENU

Provider Response Code (**PRESPC**): **905**
Provider Response Description (**PRESPD**): **LSC Acceptance: Transaction Completed: Results Available.**

Inquiry Type Section: New

Subsequent Activity Section: ☐ Subsequent Request ☐ Cancel

Response Section:
Common Block Centrex (**CB**): **1234567890**
Account Telephone Number (**ATN**): **098 765 4321**

Hunt Group Identification Section:			
Hunt Number (HNUM)	Hunting Type Code (HNTYP)	Hunting Telephone Numbers Quantity Requested (HTNQTY)	Hunting Identification (HID)

ISDN Section:	
Telephone Number ISDN Response (TNRES ISDN)	ISDN Service Profile Identification (ISPID)
1111111111	22222222222222
3333333333	44444444444444
5555555555	66666666666666
7777777777	88888888888888
9999999999	10000000000000
1100000000	12000000000000

Centrex Section:
Telephone Number Response (TNRES)
1234567890
2345678901
3456789012
4567890123

Circuit Identification Response Section ISDN:
Exchange Company Circuit ID (ECCKT)
aaaaaaaaaaaaaa
bbbbbbbbbbbbbbbbbbbbbbbb
ccccccccccccccc
ddddddddddddddd
eeeeeeeeeeeeeeeeeeeee
fffffffffffffffffffffffff

Feature Detail **test**
Local Service Prvider Remarks (**RMKS LSP**):

Administrative Section:
Service Center (SC1): MO
Purchase Order Number (PON): 042706N3
Company Code (CC): ZZZZ R
Account Owner CC:
Type Of Service (TOS): 1EMF
Market Segment (MS): RESALE
Network Channel Code (**NC**):
Network Channel Interface Code (**NCI**):
Secondary Network Channel Interface (**SECNCI**):
Initiator Remarks (**RMKS INIT**):

Bill Section:
Variable Term Agreement (**VTA**):

Contact Section:
Initiator (INIT): YC
Initiator Telephone Number (TELNO): 1234555555
Electronic Mail Address (**EMAIL**):

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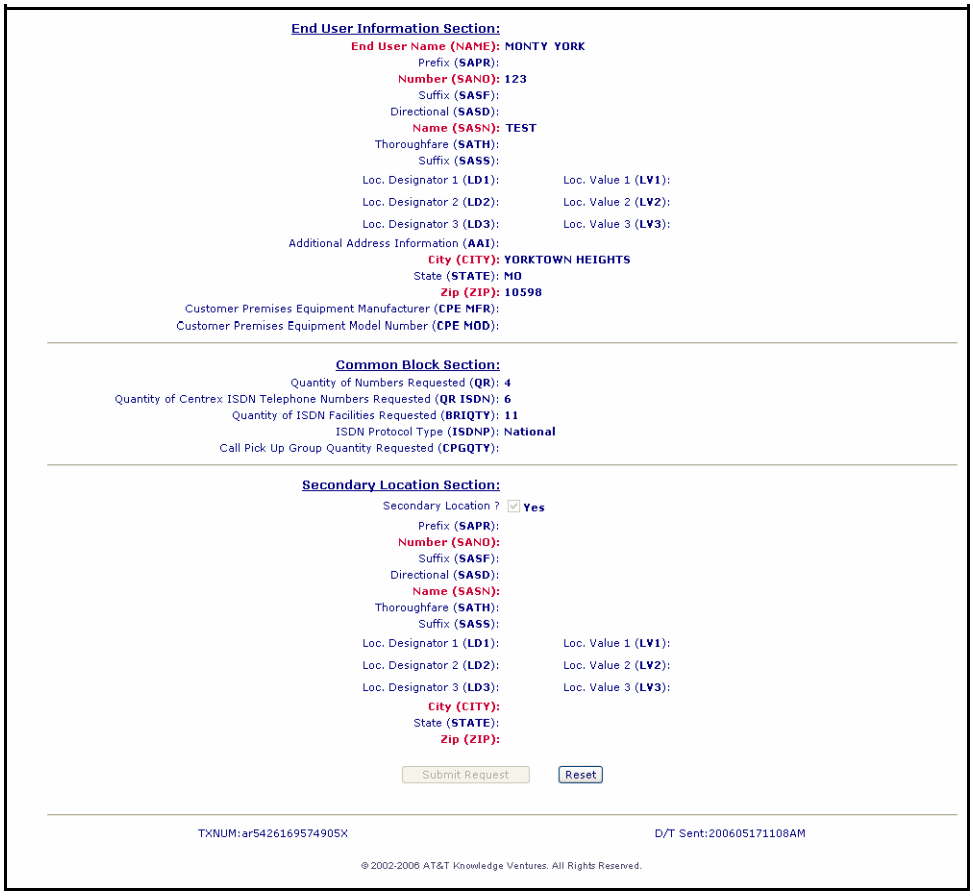

End User Information Section:

End User Name (NAME): MONTY YORK
Prefix (SAPR):
Number (SANO): 123
Suffix (SASF):
Directional (SASD):
Name (SASN): TEST
Thoroughfare (SATH):
Suffix (SASS):
Loc. Designator 1 (LD1): Loc. Value 1 (LV1):
Loc. Designator 2 (LD2): Loc. Value 2 (LV2):
Loc. Designator 3 (LD3): Loc. Value 3 (LV3):
Additional Address Information (AAI):
City (CITY): YORKTOWN HEIGHTS
State (STATE): MO
Zip (ZIP): 10598
Customer Premises Equipment Manufacturer (CPE MFR):
Customer Premises Equipment Model Number (CPE MOD):

Common Block Section:

Quantity of Numbers Requested (QR): 4
Quantity of Centrex ISDN Telephone Numbers Requested (QR ISDN): 6
Quantity of ISDN Facilities Requested (BRIQTY): 11
ISDN Protocol Type (ISDNP): National
Call Pick Up Group Quantity Requested (CPGQTY):

Secondary Location Section:

Secondary Location ? Yes
Prefix (SAPR):
Number (SANO):
Suffix (SASF):
Directional (SASD):
Name (SASN):
Thoroughfare (SATH):
Suffix (SASS):
Loc. Designator 1 (LD1): Loc. Value 1 (LV1):
Loc. Designator 2 (LD2): Loc. Value 2 (LV2):
Loc. Designator 3 (LD3): Loc. Value 3 (LV3):
City (CITY):
State (STATE):
Zip (ZIP):

Submit Request Reset

TXNUM:ar5426169574905X D/T Sent:200605171108AM

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Complex Products Inquiry – Centrex/Centrex ISDN View Results by PON – Output Screen (Open Status)

After submitting the view results inquiry by PON, the user will receive the output screens. Below are examples of the screens the user receives when the results are not available. When the results are not complete, this is referred to as an open status. The response contains the message indicating that the results are not yet available.

In addition to waiting for the complete results, the user can also change or cancel the request via the options in the Subsequent Activity Section. Please refer to the Subsequent Activity section in this chapter on how to cancel or modify a request.

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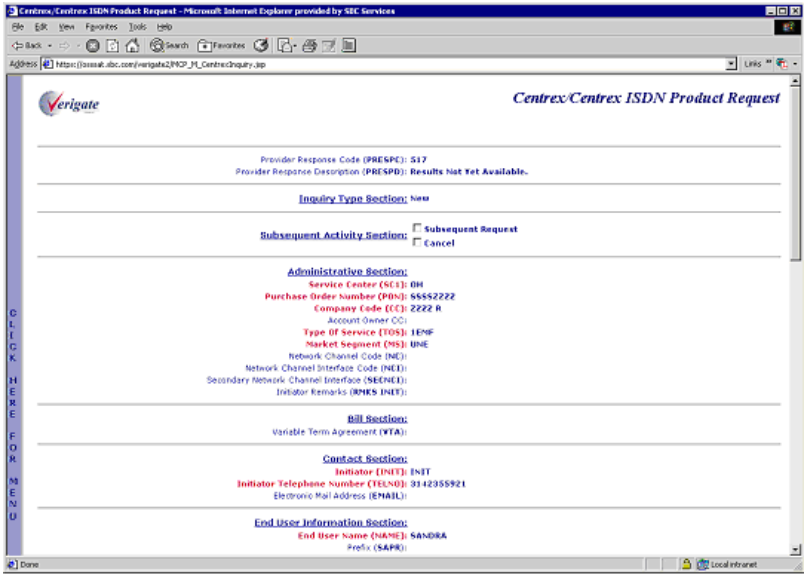

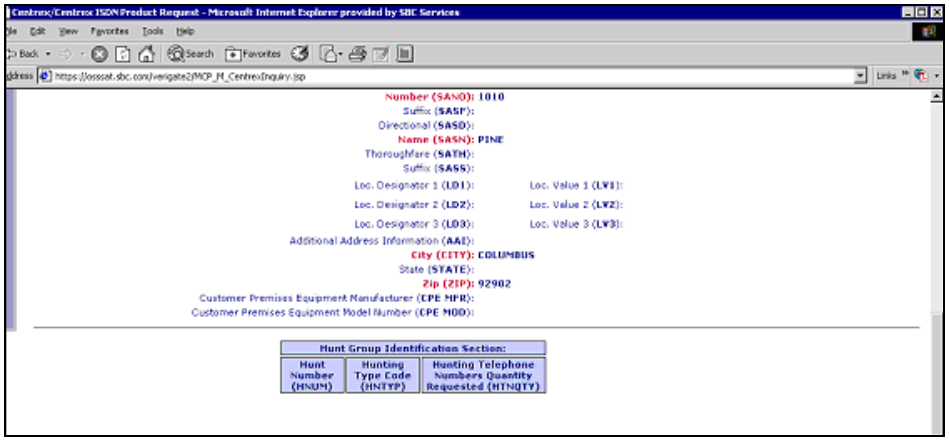

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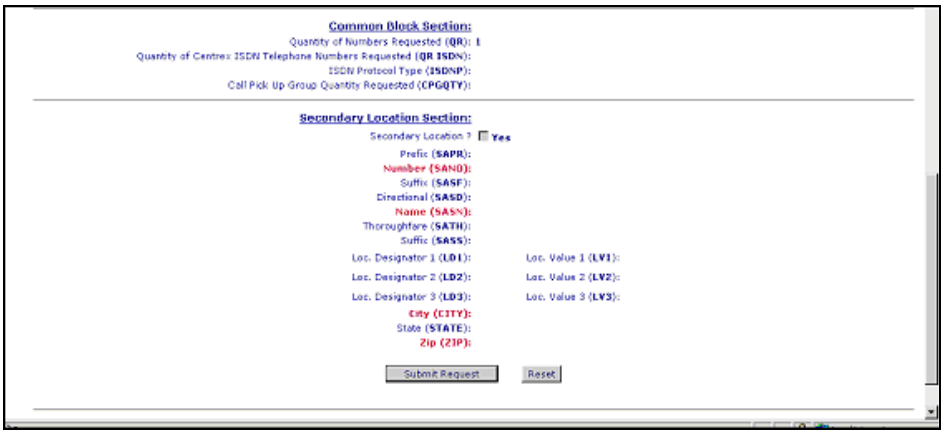

Complex Products Inquiry - Centrex/Centrex ISDN View Results by PON - Output Screen (Completed Status)

After submitting the view results inquiry by PON, the user will receive the output screens. Below are examples of the screens the user receives when the results are available. When the results are available, this is referred to as a complete status. The Provider Response Description (PRESPD) contains the message indicating that the LSC has accepted and completed the request. The user cannot submit a subsequent request, however, the user can cancel this request. Please refer to the Subsequent Activity section in this chapter on how to cancel a request.

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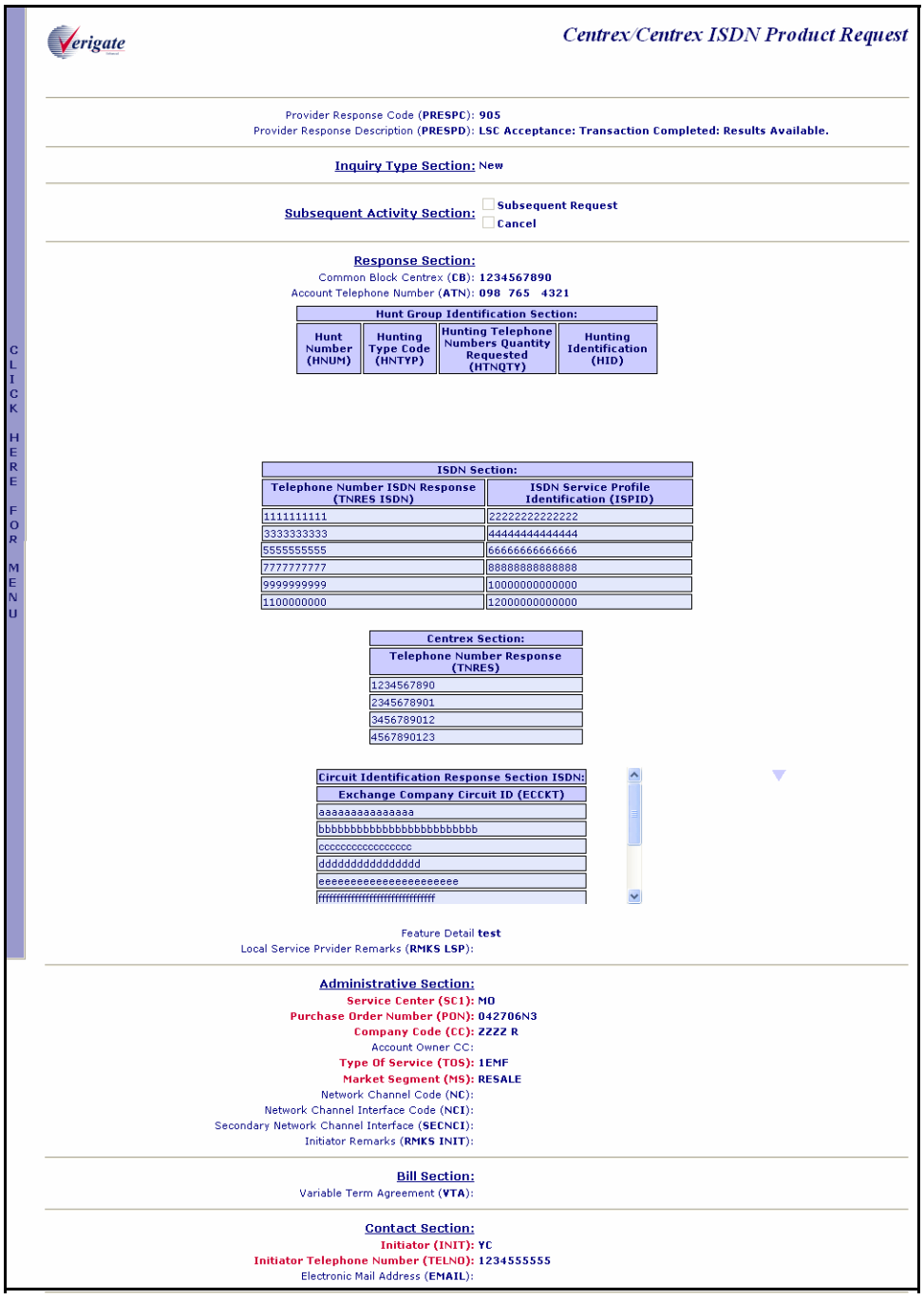

CLICK HERE FOR MENU

Verigate

Centrex/Centrex ISDN Product Request

Provider Response Code (**PRESPC**): **905**
Provider Response Description (**PRESPD**): **LSC Acceptance: Transaction Completed: Results Available.**

Inquiry Type Section: New

Subsequent Activity Section: ☐ **Subsequent Request** ☐ **Cancel**

Response Section:
Common Block Centrex (**CB**): **1234567890**
Account Telephone Number (**ATN**): **098 765 4321**

Hunt Group Identification Section:			
Hunt Number (HNUM)	Hunting Type Code (HNTYP)	Hunting Telephone Numbers Quantity Requested (HTNQTY)	Hunting Identification (HID)

ISDN Section:	
Telephone Number ISDN Response (TNRES ISDN)	ISDN Service Profile Identification (ISPID)
1111111111	22222222222222
3333333333	44444444444444
5555555555	66666666666666
7777777777	88888888888888
9999999999	10000000000000
1100000000	12000000000000

Centrex Section:
Telephone Number Response (TNRES)
1234567890
2345678901
3456789012
4567890123

Circuit Identification Response Section ISDN:
Exchange Company Circuit ID (ECCKT)
aaaaaaaaaaaaaa
bbbbbbbbbbbbbbbbbbbbbbbb
ccccccccccccccc
ddddddddddddddd
eeeeeeeeeeeeeeeeeeeee
fffffffffffffffffffffffffffff

Feature Detail **test**
Local Service Prvider Remarks (**RMKS LSP**):

Administrative Section:
Service Center (SC1): MO
Purchase Order Number (PON): 042706N3
Company Code (CC): ZZZZ R
Account Owner CC:
Type Of Service (TOS): 1EMF
Market Segment (MS): RESALE
Network Channel Code (**NC**):
Network Channel Interface Code (**NCI**):
Secondary Network Channel Interface (**SECNCI**):
Initiator Remarks (**RMKS INIT**):

Bill Section:
Variable Term Agreement (**VTA**):

Contact Section:
Initiator (INIT): YC
Initiator Telephone Number (TELNO): 1234555555
Electronic Mail Address (**EMAIL**):

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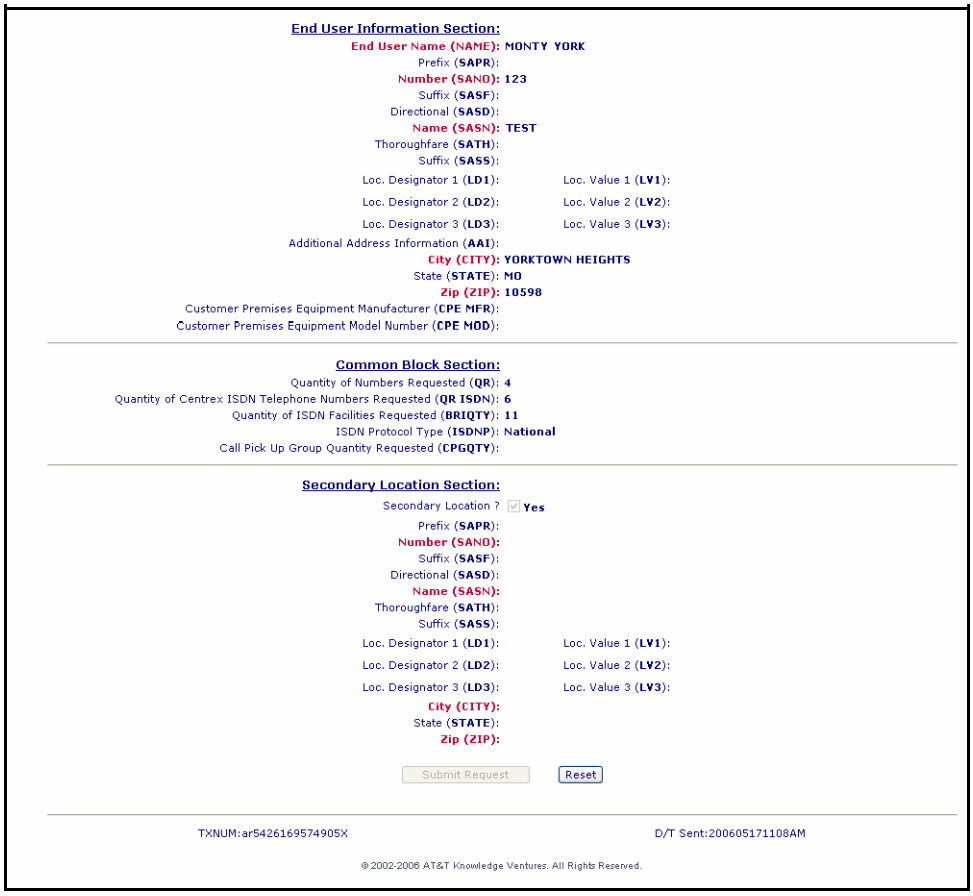

End User Information Section:

End User Name (NAME): MONTY YORK
Prefix (SAPR):
Number (SANO): 123
Suffix (SASF):
Directional (SASD):
Name (SASN): TEST
Thoroughfare (SATH):
Suffix (SASS):
Loc. Designator 1 (LD1): Loc. Value 1 (LV1):
Loc. Designator 2 (LD2): Loc. Value 2 (LV2):
Loc. Designator 3 (LD3): Loc. Value 3 (LV3):
Additional Address Information (AAI):
City (CITY): YORKTOWN HEIGHTS
State (STATE): MO
Zip (ZIP): 10598
Customer Premises Equipment Manufacturer (CPE MFR):
Customer Premises Equipment Model Number (CPE MOD):

Common Block Section:

Quantity of Numbers Requested (QR): 4
Quantity of Centrex ISDN Telephone Numbers Requested (QR ISDN): 6
Quantity of ISDN Facilities Requested (BRIQTY): 11
ISDN Protocol Type (ISDNP): National
Call Pick Up Group Quantity Requested (CPGQTY):

Secondary Location Section:

Secondary Location ? Yes
Prefix (SAPR):
Number (SANO):
Suffix (SASF):
Directional (SASD):
Name (SASN):
Thoroughfare (SATH):
Suffix (SASS):
Loc. Designator 1 (LD1): Loc. Value 1 (LV1):
Loc. Designator 2 (LD2): Loc. Value 2 (LV2):
Loc. Designator 3 (LD3): Loc. Value 3 (LV3):
City (CITY):
State (STATE):
Zip (ZIP):

Submit Request Reset

TXNUM:ar5426169574905X D/T Sent:200605171108AM

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Complex Products Inquiry – Centrex/Centrex ISDN Request – Subsequent Activity Request

The subsequent activity inquiry allows the user to change a request already submitted. The change can only be submitted when the request is retrieved via a PON. A subsequent request can only be submitted when the request has not been completed or in open status. This means the results are not yet available. The request can be canceled at any time. The type of transaction the user is wanting to submit must be identified.

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Subsequent Request

When attempting to submit a subsequent request, click on the Subsequent Request box and input the modification to the desired fields and then scroll down to the bottom of the screen and click on the **Submit Request** button.

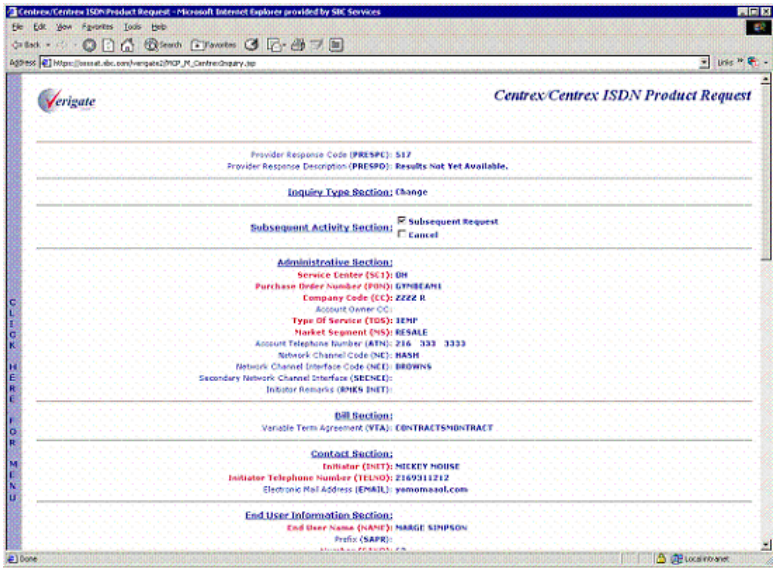
Cancel

When canceling the request, simply click on the Cancel box and then scroll down to the bottom of the screen and click on the **Submit Request** button.

Note:
The RMKS INIT field must be populated for either a Subsequent Request or a Cancel.

Complex Products Inquiry – Centrex/Centrex ISDN Request – Subsequent Request - Input Screen

See the Complex Products Inquiry - Centrex/Centrex ISDN Initial Request for information on how to complete the Administrative Section, Contact Section, End User Section, Hunt Group Identification Section, Common Block Section, and Secondary Location Section.



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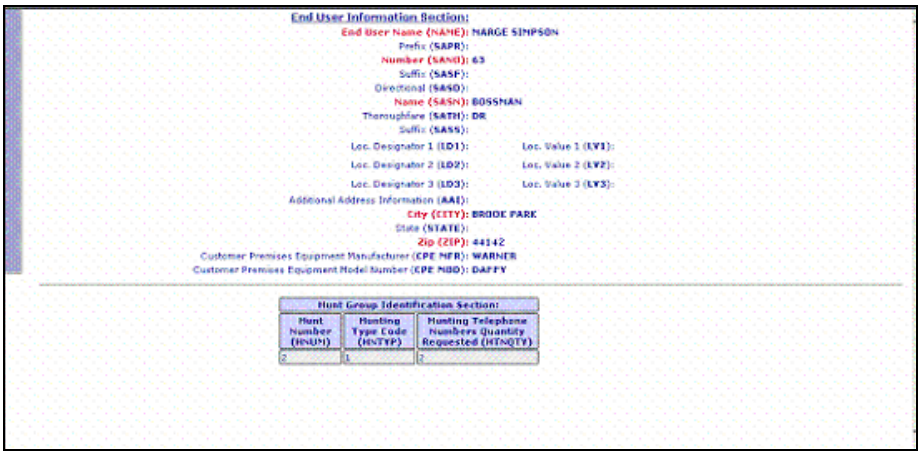

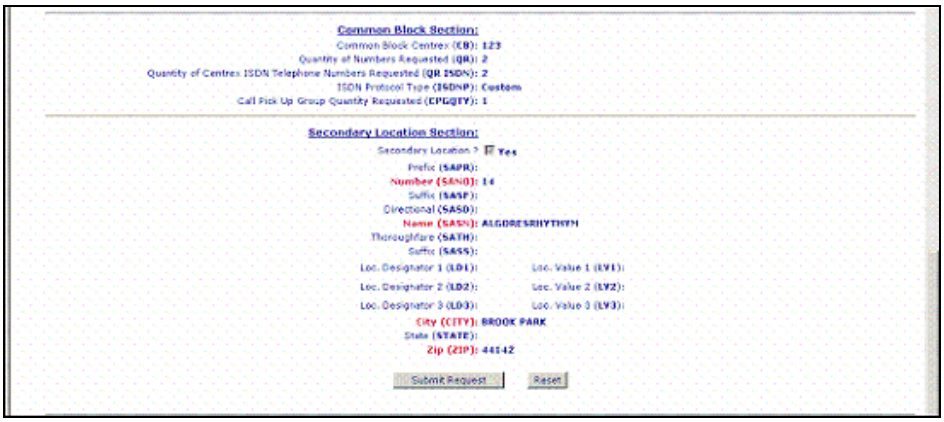

Complex Products Inquiry – Centrex/Centrex ISDN Request – Subsequent Request – Output Screen

When a successful subsequent transaction has been submitted, a PREFNBR will be returned to the user. This PREFNBR will be the same PREFNBR as received on the initial response, with a change to the suffix. Each modification will increase the suffix by 1.

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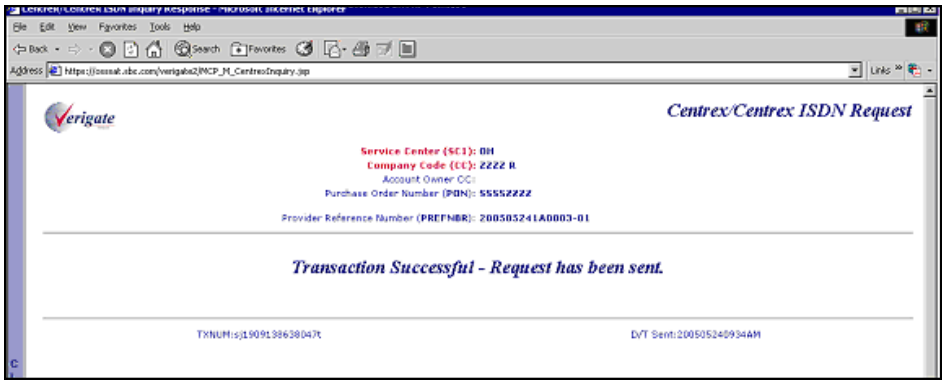
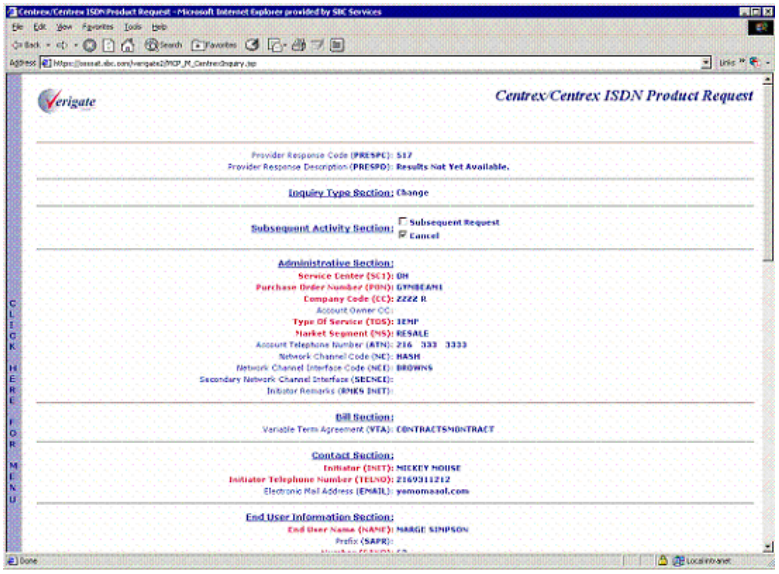


Complex Products Inquiry – Centrex/Centrex ISDN Request – Cancel Request - Input Screen



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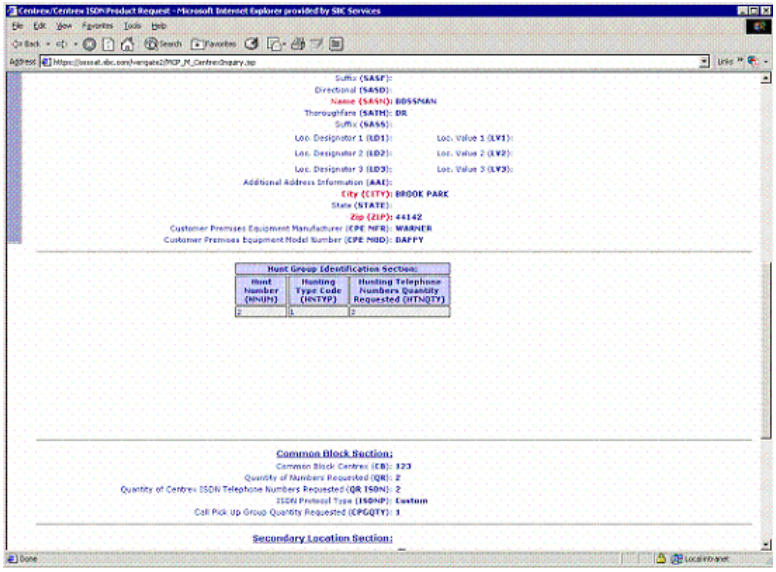

Complex Products Inquiry – Centrex/Centrex ISDN Request – Cancel Request - Output Screen

When a successful cancel request has been submitted, the user will receive a response indicating that the request has been successfully canceled.

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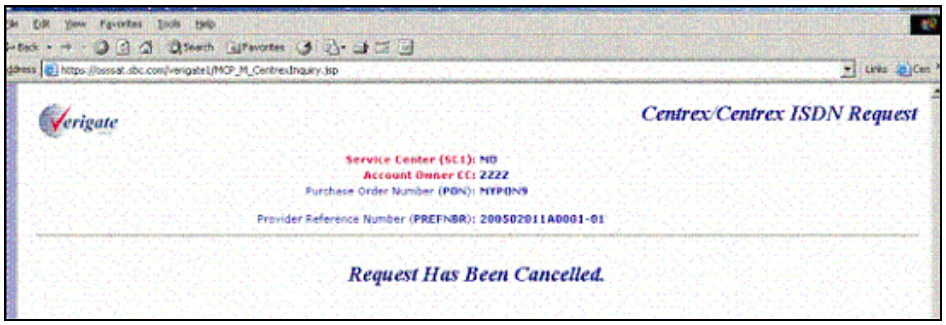
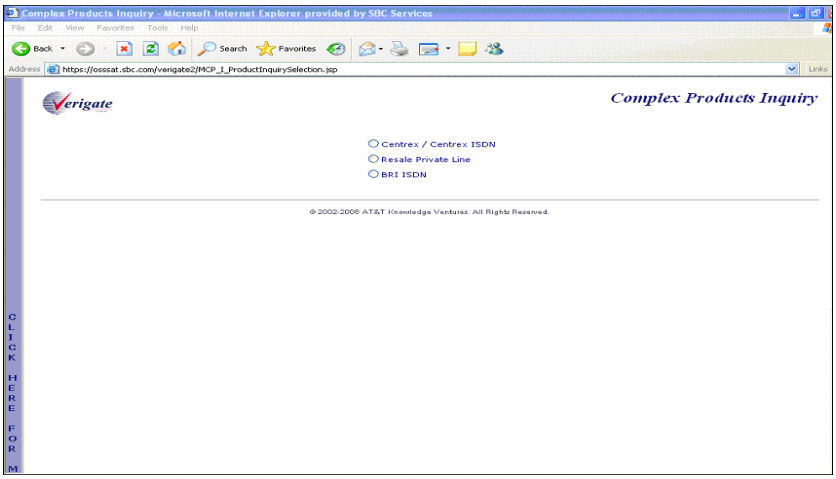


Complex Products Inquiry –Resale Private Line – Initial Request

After the user selects Complex Products Inquiry, Initial Product Inquiry option from the Main Menu or the Address Validation Menu, the user will click on "Resale Private Line" on the following input screen:



Complex Products Inquiry – Resale Private Line Initial Request – Input Screen

After selecting **Resale Private Line** from the **Complex Products Inquiry screen,** the user will receive the input screen needed for the Resale Private Line inquiry. Below is an example.

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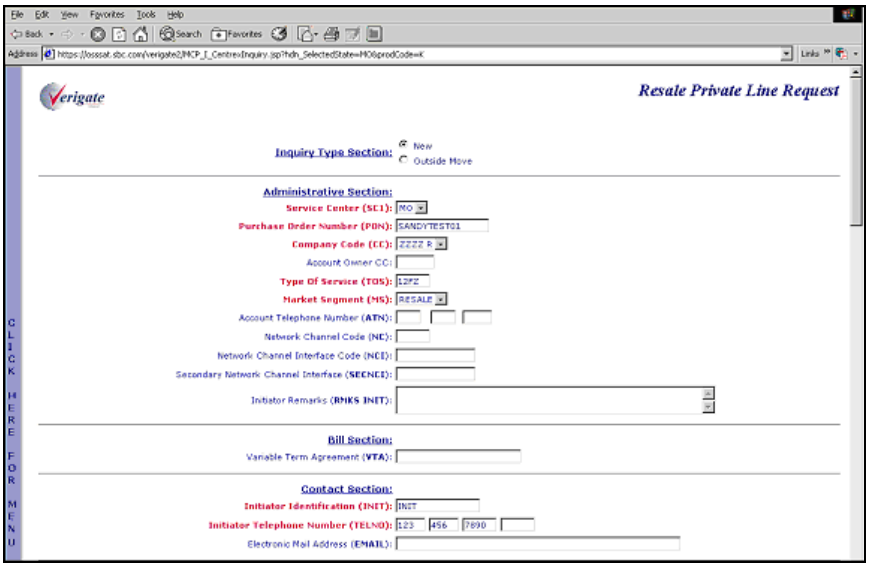

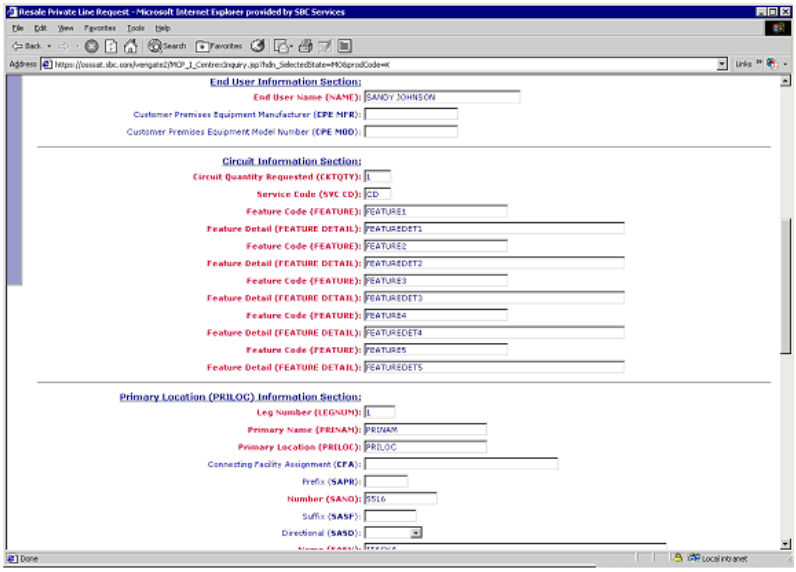

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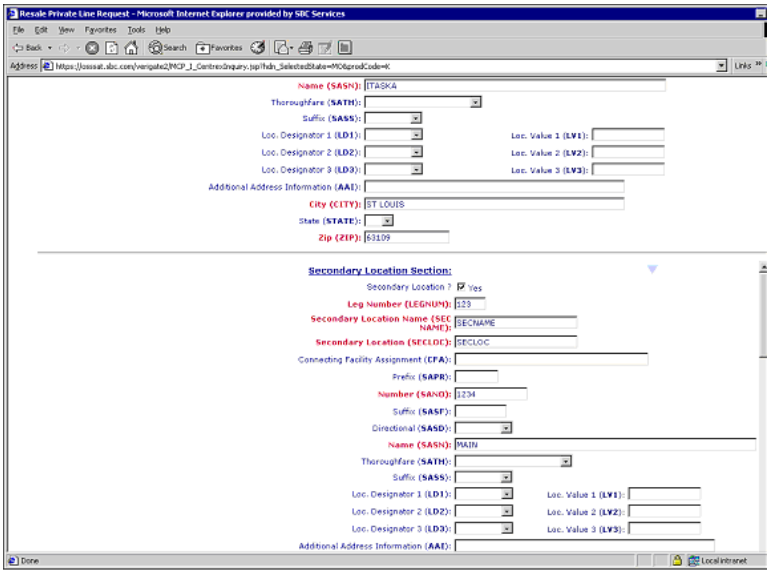

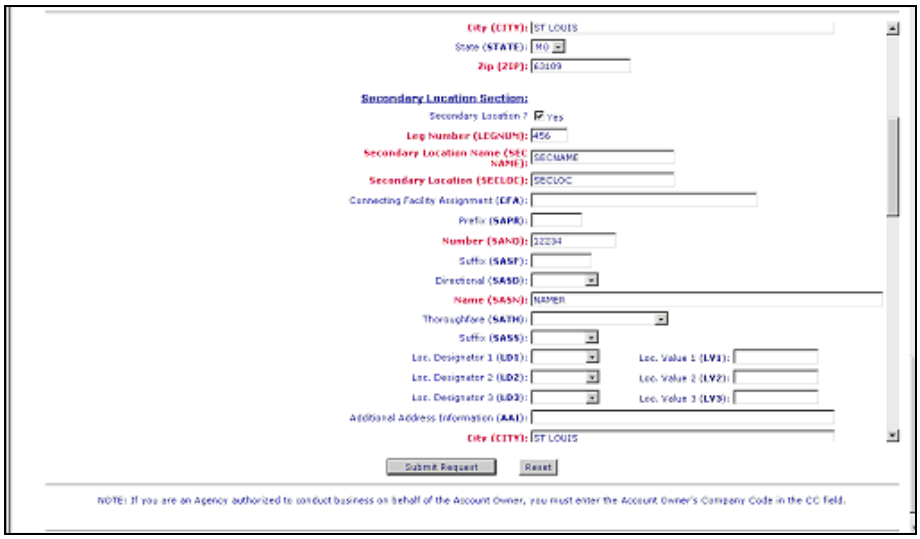

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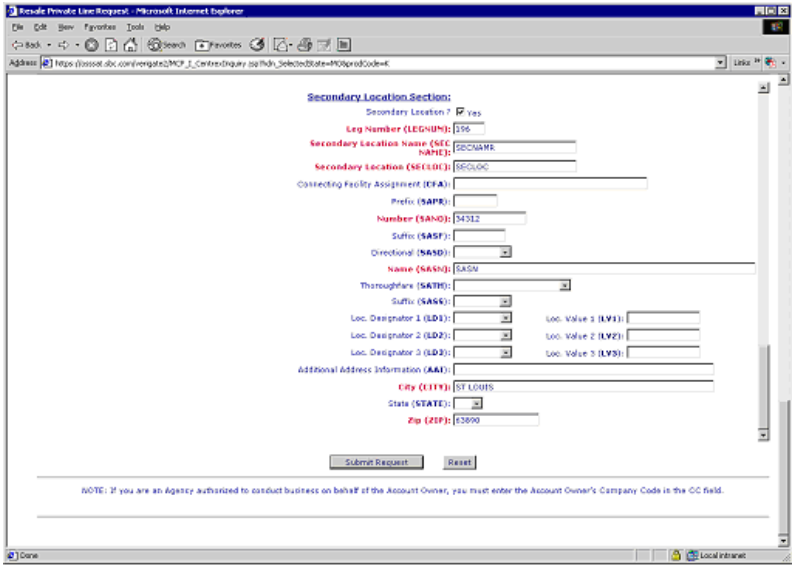

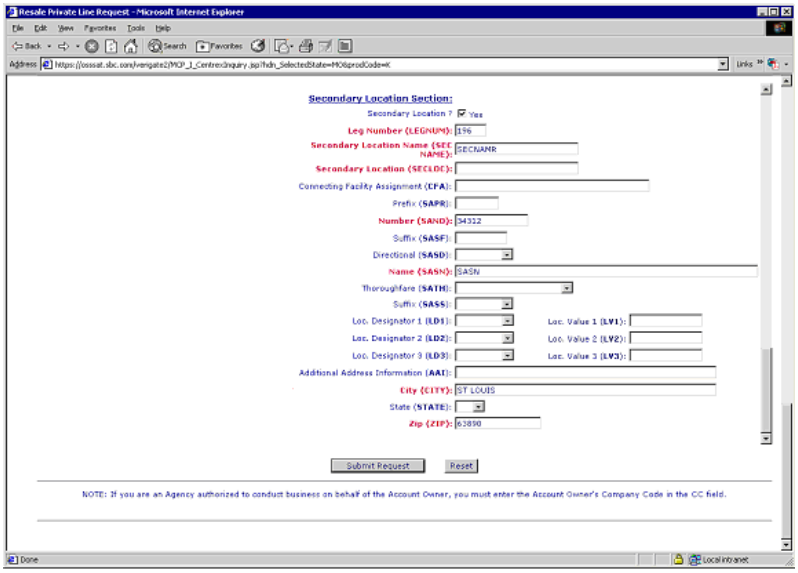

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The user must input the following data to submit the request for a new inquiry:

Field Code	Field Name	Condition
	Type of Transaction Selection	Required
SC1	Service Center	Required
PON	Purchase Order Number	Required
CC	Company Code	Required
	Account Owner CC	Optional
TOS	Type of Service	Required
MS	Market Segment	Required
ATN	Account Telephone Number	Conditional
NC	Network Channel Code	Conditional
NCI	Network Channel Interface Code	Conditional
SECNCI	Secondary Network Channel Interface Code	Conditional
RMKS INIT	Initiator Remarks	Conditional
VTA	Variable Term Agreement	Optional
INIT	Initiator Identification	Required
TELNO	Initiator Telephone Number	Required
EMAIL	Initiator Electronic Mail Address	Optional
NAME	End-User Name	Required
CPE MFR	Customer Premises Equipment Manufacturer	Optional
CPE MOD	Customer Premises Equipment Model	Conditional
CKTQTY	Circuit Quantity	Required
SVC CD	Service Code	Required
LEGNUM	Leg Number	Required
PRINAM	Primary Name	Required
PRILOC	Primary Location	Optional
SAPR	Service Address Number Prefix	Conditional
SANO	Service Address Number	Required

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Field Code	Field Name	Condition
SASF	Service Address Number Suffix	Conditional
SASD	Service Address Street Directional Prefix	Conditional
SASN	Service Address Street Name	Required
SATH	Service Address Street Type	Conditional
SASS	Service Address Street Directional Suffix	Conditional
LD1	Location Designator 1	Conditional
LV1	Location Value 1	Conditional
LD2	Location Designator 2	Conditional
LV2	Location Value 2	Conditional
LD3	Location Designator 3	Conditional
LV3	Location Value 3	Conditional
AAI	Additional Address Information	Optional
CITY	City	Required
STATE	State	Optional
ZIP CODE	Zip Code	Required
CFA	Connecting Facility Assignment	Optional
FEATURE	Feature Codes	Conditional
FEATURE DETAIL	Feature Detail	Conditional

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

Secondary Location Information Section

The customer may have two locations that would be served by the same central office where the Centrex is located. The customer can elect to have the same common block serve both locations. If secondary location information is needed for this request, the user will click on the "YES" box, making the Secondary Location fields capable to be populated.

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Note:
The default of the Secondary Location is set at No. Therefore, the "YES" box must be checked in other to submit secondary location information.

Field Code	Field Name	Condition
LEGNUM	Leg Number	Conditional
SAPR	Service Address Number Prefix	Conditional
SANO	Service Address Number	Required
SASF	Service Address Number Suffix	Conditional
SASD	Service Address Street Directional Prefix	Conditional
SASN	Service Address Street Name	Required
SATH	Service Address Street Type	Conditional
SASS	Service Address Street Directional Suffix	Conditional
LD1	Location Designator 1	Conditional
LV1	Location Value 1	Conditional
LD2	Location Designator 2	Conditional
LV2	Location Value 2	Conditional
LD3	Location Designator 3	Conditional
LV3	Location Value 3	Conditional
AAI	Additional Address Information	Optional
CITY	City	Required
STATE	State	Optional
ZIP CODE	Zip Code	Required

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

Click on the **Submit Request** button.

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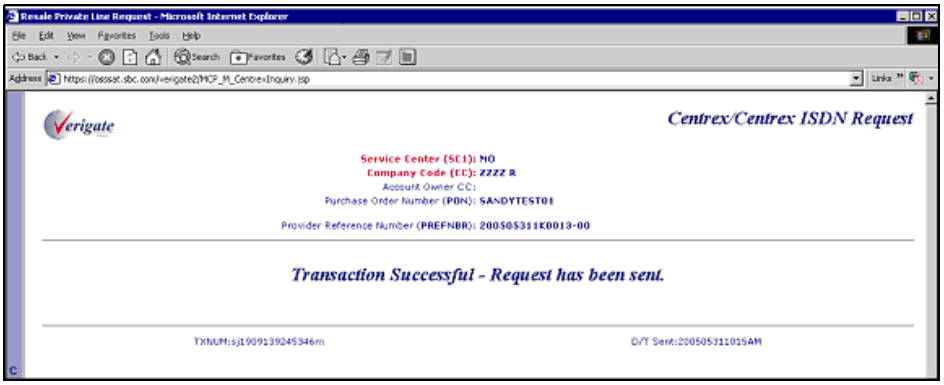
Complex Products Inquiry – Resale Private Line Initial Request – Output Screen

After submitting the **Resale Private Line Inquiry** (initial), the user will receive the output screen. Below is an example of the screen the user receives when a successful request has been sent.

The response will include the following:

Field Code	Field Name
SC1	Service Center
CC	Company Code
	Account Owner CC
PON	Purchase Order Number
PREFNBR	Provider Reference Number

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



Complex Products Inquiry – Resale Private Line View Results Request

The View Results inquiry allows the user to view the response screen for a completed inquiry.

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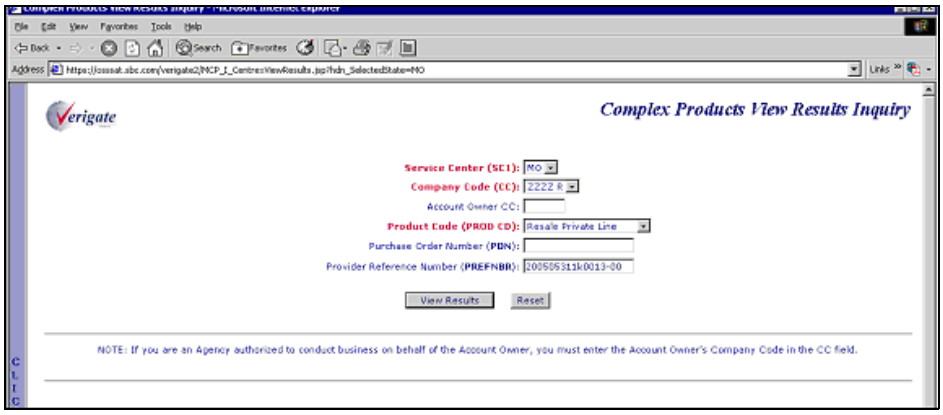
Field Code	Field Name	Condition
SC1	Service Center	Required
	Account Owner CC	Conditional
PROD CD	Product Code	Required
PON	Purchase Order Number	Conditional
PREFNBR	Provider Reference Number	Conditional

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

Click on the **View Results** button.

Complex Products Inquiry – Resale Private Line View Results - Input Screen



Complex Products Inquiry – Resale Private Line - View Results by PREFNBR – Output Screen (Open Status)

After submitting the view results by PREFNBR, the user will receive the output screen. Below is an example of the screen the user receives when the results are not yet available. When the results are not complete, this is referred to as an open status.

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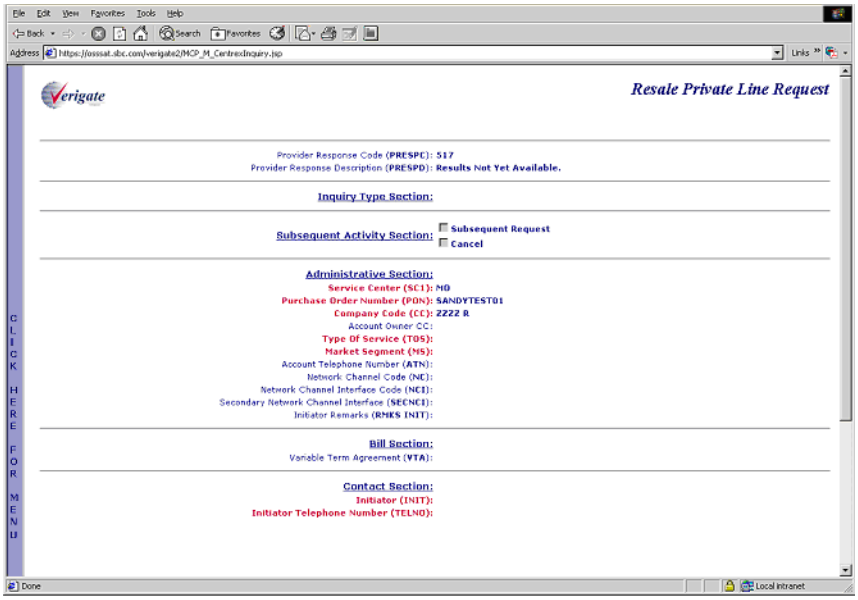

Complex Products Inquiry – Resale Private Line - View Results by PREFNBR – Output Screen (Complete Status)

After submitting the view results by PREFNBR, the user will receive the output screen. Below is an example of the screen the user receives when the results are available. When the results are available, this is referred to as a complete status. The request cannot be canceled or modified.

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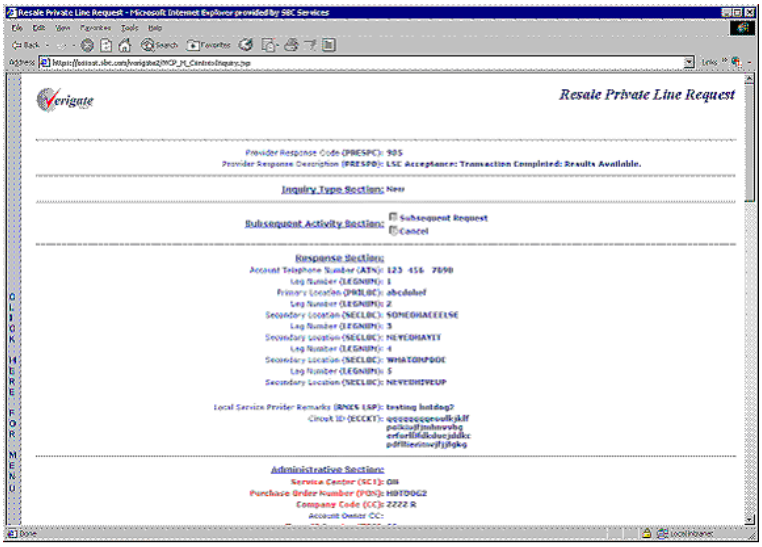

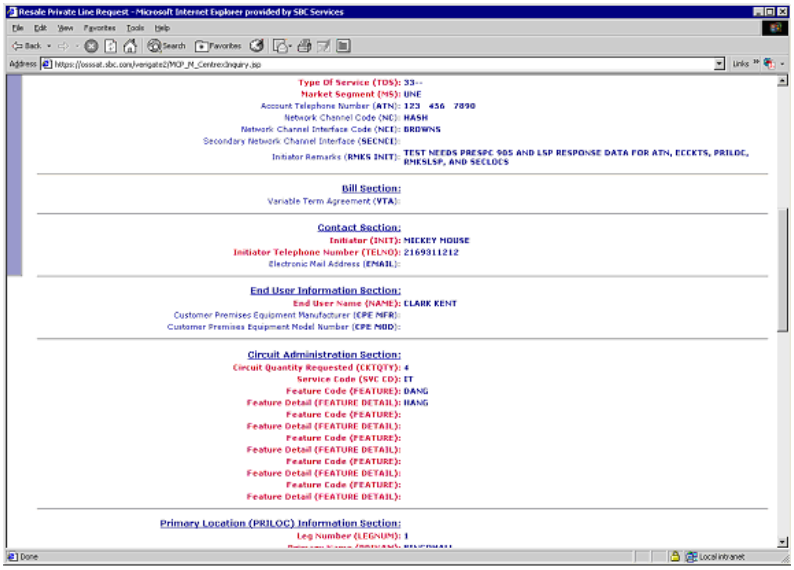

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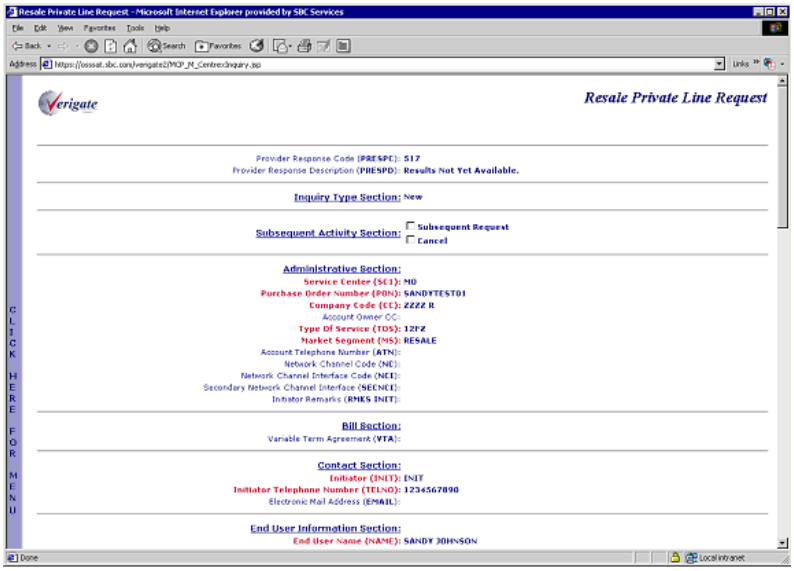
Complex Products Inquiry – Resale Private Line View Results by PON – Output Screen (Open Status)

After submitting the view results inquiry by PON, the user will receive the output screens. Below are examples of the screens the user receives when the results are not available. When the results are not complete, this is referred to as an open status. The response contains the message indicating that the results are not yet available.

In addition to waiting for the complete results, the user can also change or cancel the request via the options in the Subsequent Activity Section. Please refer to the Subsequent Activity section in this chapter on how to cancel or modify a request.



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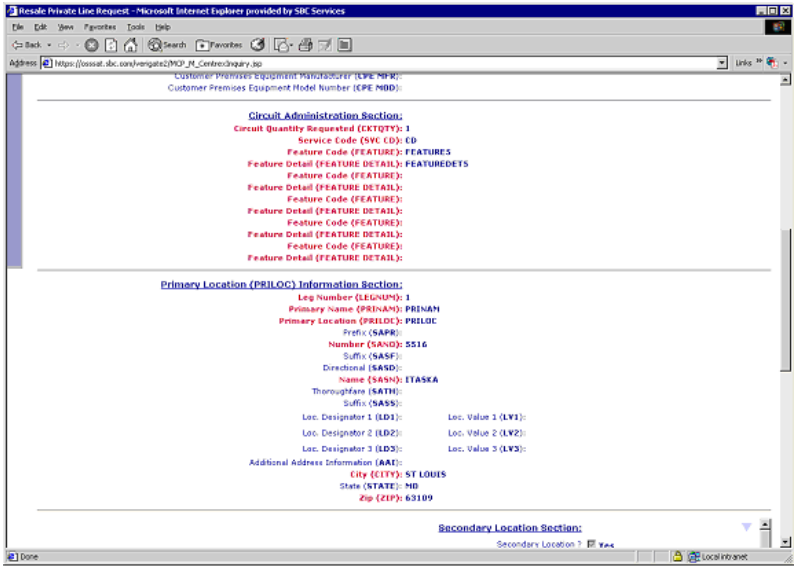

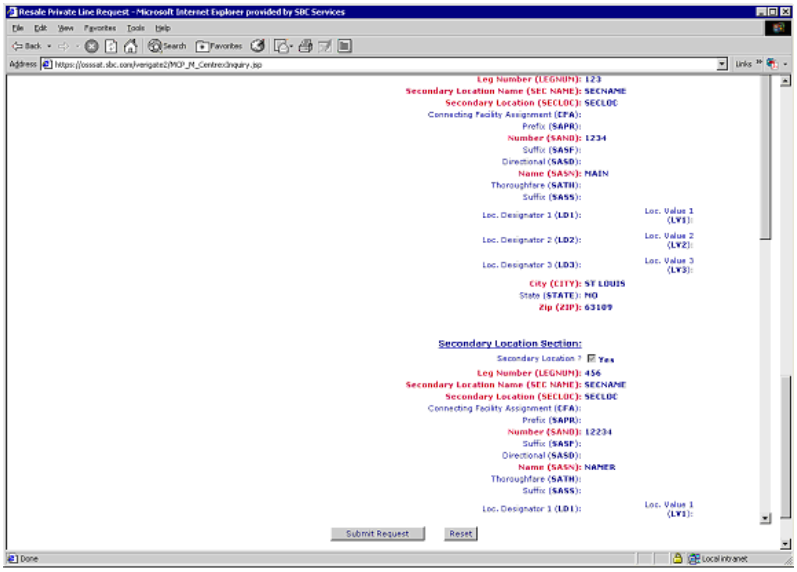

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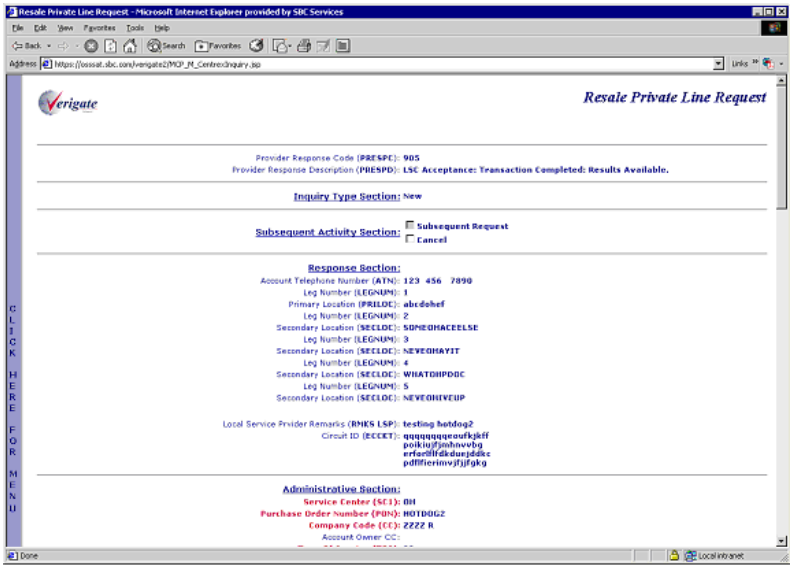
Complex Products Inquiry – Resale Private Line View Results by PON – Output Screen (Completed Status)

After submitting the view results inquiry by PON, the user will receive the output screens. Below are examples of the screens the user receives when the results are available. (NOTE: These results are associated with a different request other than the one shown above.) When the results are available, this is referred to as a complete status. The Provider Response Description (PRESPD) contains the message indicating that the LSC has accepted and completed the request. The user cannot submit a subsequent request. However the user can cancel this request. Please refer to the Subsequent Activity section in this chapter on how to cancel a request.



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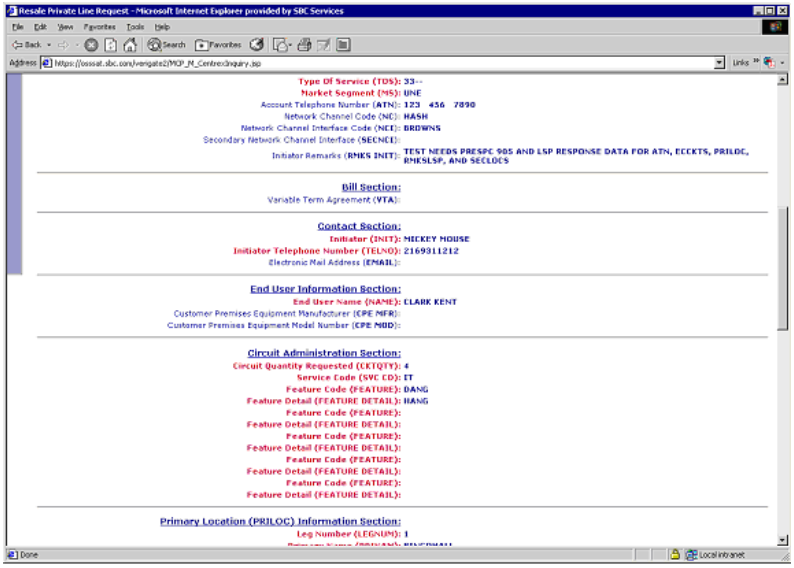

Complex Products Inquiry – Resale Private Line Request – Subsequent Activity Request

The subsequent activity inquiry allows the user to change a request already submitted. The change can only be submitted when the request is retrieved via a PON. A subsequent request can only be submitted when the request has not been completed or in open status. This means the results are not yet available. The request can be canceled at any time. The type of transaction the user is wanting to submit must be identified.

Subsequent Request

When attempting to submit a subsequent request, click on the Subsequent Request box and input the modification to the desired fields and then scroll down to the bottom of the screen and click on the **Submit Request** button.

Cancel

When canceling the request, simply click on the Cancel box and then scroll down to the bottom of the screen and click on the **Submit Request** button.

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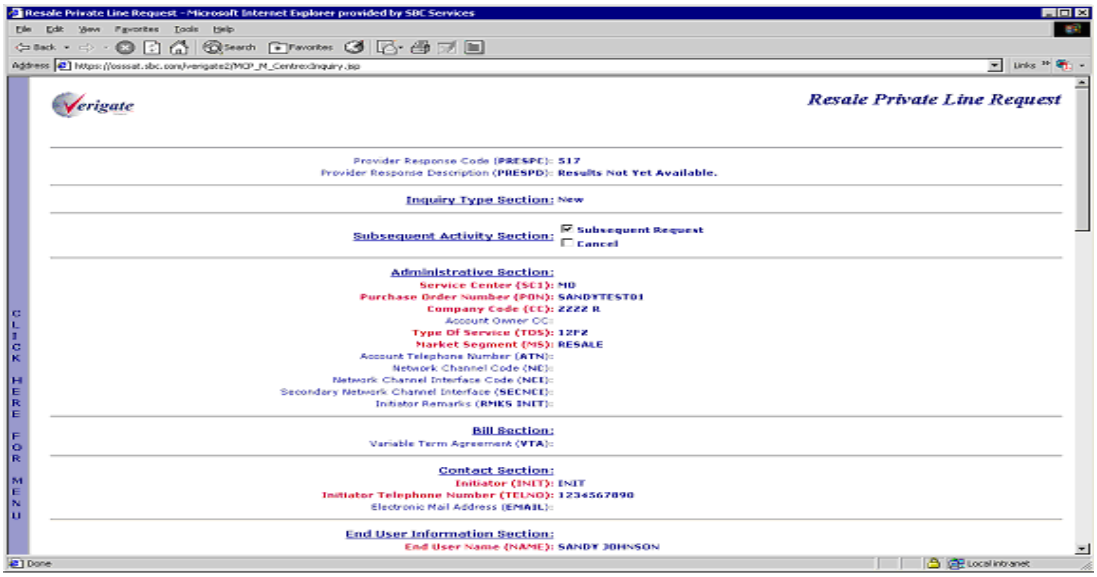
Note:
The RMKS INIT field must be populated for either a Subsequent Request or a Cancel.

Complex Products Inquiry – Resale Private Line Request – Subsequent Request - Input Screen

See the Complex Products Inquiry - Centrex/Centrex ISDN Initial Request for information on how to complete the Administrative Section, Contact Section, End User Section, Hunt Group Identification Section, Common Block Section, and Secondary Location Section.



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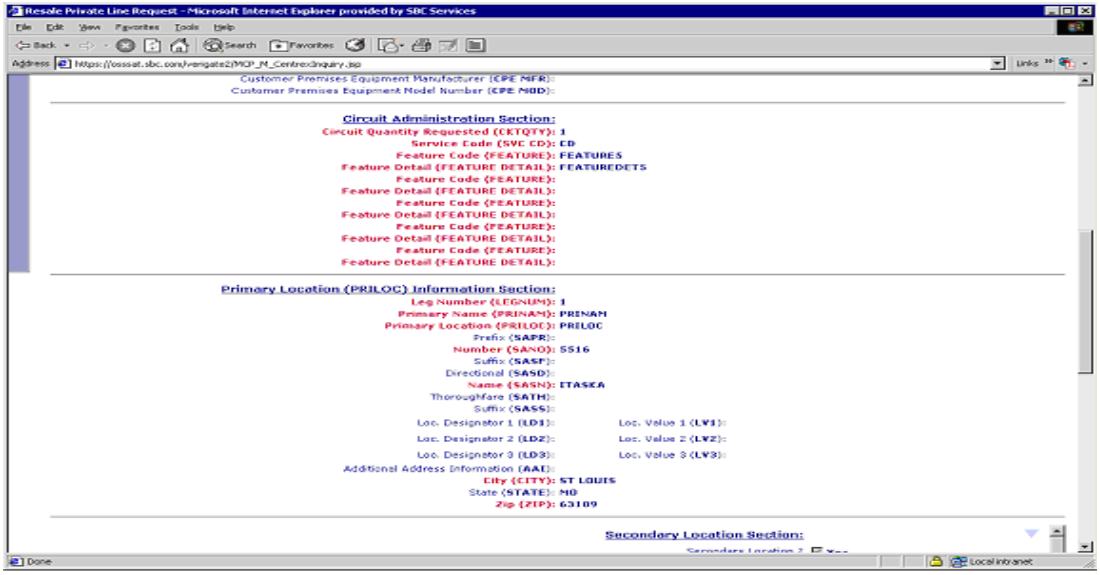
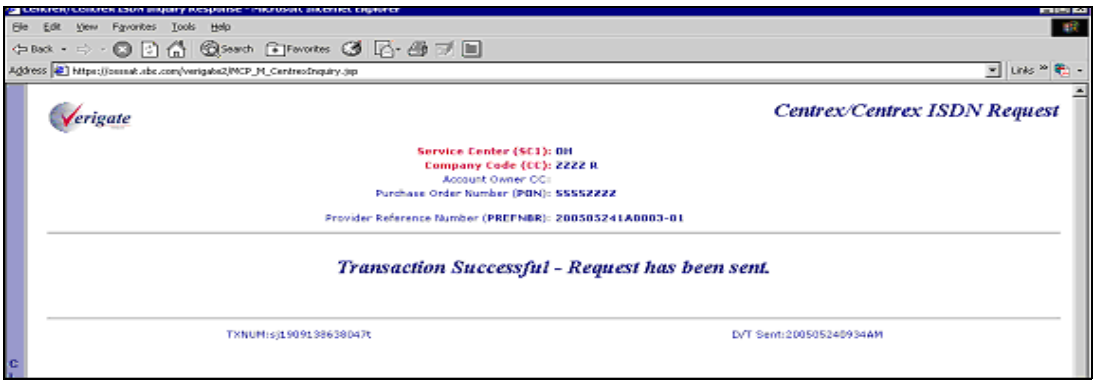


Complex Products Inquiry – Resale Private Line Request – Subsequent Request – Output Screen

When a successful subsequent transaction has been submitted, a PREFNBR will be returned to the user. This PREFNBR will be the same PREFNBR as received on the initial response, with a change to the suffix. Each modification will increase the suffix by 1. Below is an example of an output screen for a subsequent request.



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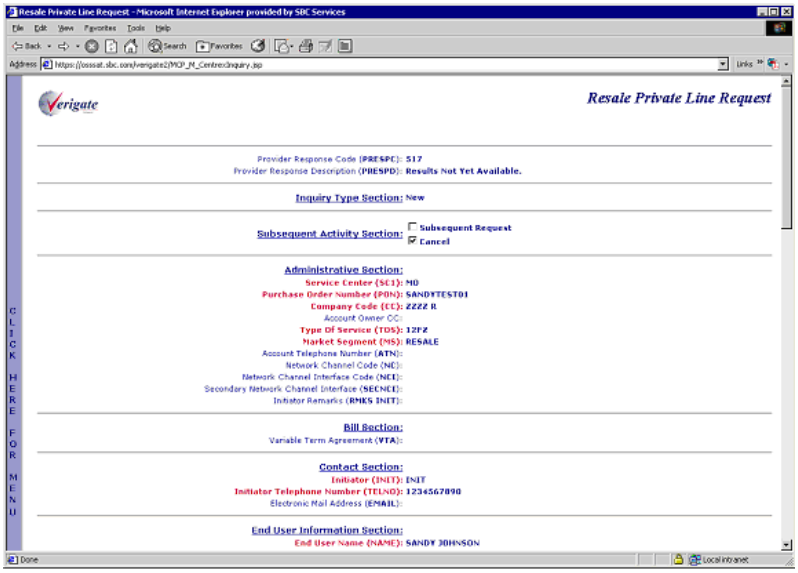
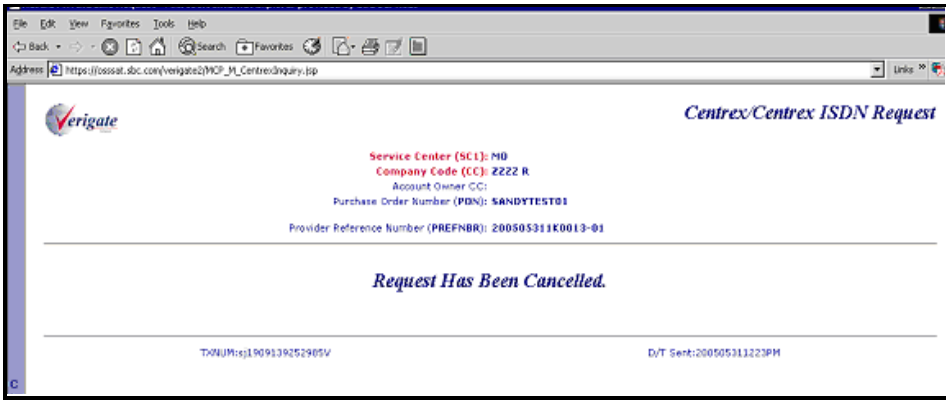
Complex Products Inquiry – Resale Private Line Request – Cancel Request - Input Screen



Complex Products Inquiry – Resale Private Line Request – Cancel Request - Output Screen

When a successful cancel request has been submitted, the user will receive a response indicating that the request has been successfully canceled.



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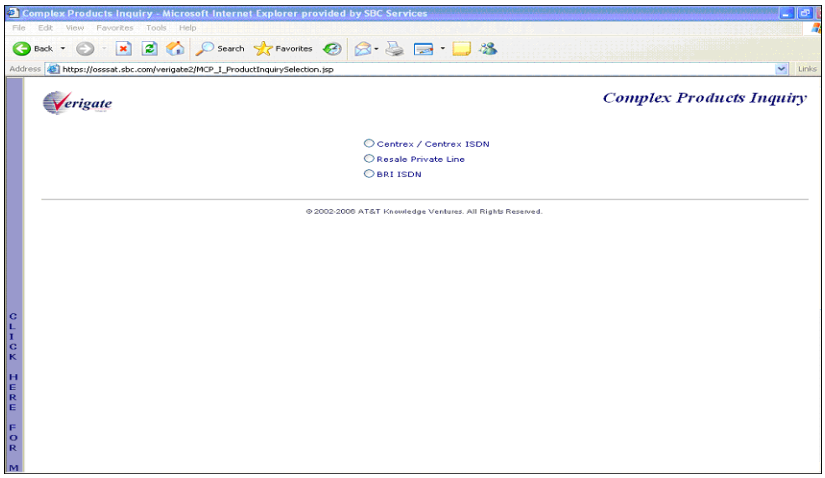
Complex Products Inquiry – BRI ISDN Initial Request

The initial inquiry allows the user to submit a request to the LSC to obtain the necessary pre-order BRI ISDN components needed to issue an LSR. If the transaction passes the field edits, it will be stored in a database and assigned a unique Provider Reference Number (PREFNBR) value.

After the user selects Complex Products Inquiry from the Main Menu or the Address Validation Menu, the user can select BRI ISDN from the following screen:



The user must input the following data to submit a request for new, change or outside move service.

Field Code	Field Name	Condition
SC1	Service Center	Required
PON	Purchase Order Number	Required
CC	Company Code	Required
	Account Owner CC	Required when an agency is doing business on behalf of another company, otherwise Conditional.

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Field Code	Field Name	Condition
TOS	Type of Service	Required
MS	Market Segment	Required
ATN	Account Telephone Number	Conditional
NC	Network Channel Code	Optional
NCI	Network Channel Interface Code	Conditional
RMKS INIT	Initiator Remarks	Conditional
VTA	Variable Term Agreement	Optional
INIT	Initiator Identification	Required
TELNO	Initiator Telephone Number	Required
EMAIL	Initiator Electronic Mail Address	Optional
NAME	End-User Name	Required
SAPR	Service Address Number Prefix	Conditional
SANO	Service Address Number	Required
SASF	Service Address Number Suffix	Conditional
SASD	Service Address Street Directional Prefix	Conditional
SASN	Service Address Street Name	Required
SATH	Service Address Street Type	Conditional
SASS	Service Address Street Directional Suffix	Conditional
LD1	Location Designator 1	Conditional
LV1	Location Value 1	Conditional
LD2	Location Designator 2	Conditional
LV2	Location Value 2	Conditional
LD3	Location Designator 3	Conditional
LV3	Location Value 3	Conditional
AAI	Additional Address Information	Optional
CITY	City	Required
STATE	State	Optional
ZIP CODE	Zip Code	Required

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Field Code	Field Name	Condition
CPE MFR	Customer Premises Equipment Manufacturer	Optional
CPE MOD	Customer Premises Equipment Model	Conditional
HNUM	Hunt Number	Conditional
HNTYP	Hunting Type Code	Conditional
HTNQTY	Hunting Type Numbers	Conditional
QR ISDN	Quantity Requested ISDN	Conditional
ISDNP	ISDN Protocol Type	Conditional
BRIQTY	BRI Quantity of Facilities Requested	Conditional
LST	Local Service Termination	Conditional
LNUM	Line Number	Conditional
LNA	Line Number Activity	Conditional
ECCKT	Exchange Company Circuit ID	Conditional
FEATURE	Feature Code	Conditional
FEATURE DETAIL	Feature Detail	Optional
SUP	Supplement Type	Conditional

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

Click on the **Submit Request** button.

Complex Products Inquiry - BRI ISDN Initial Request - Input Screen

After selecting BRI ISDN from the Complex Products Inquiry Screen, the user will receive the input screen needed for the Complex Products Inquiry. Below is an example.

Note:

The Hunt Group Information Section and all the fields within this section can repeat up to a maximum of 999 times.

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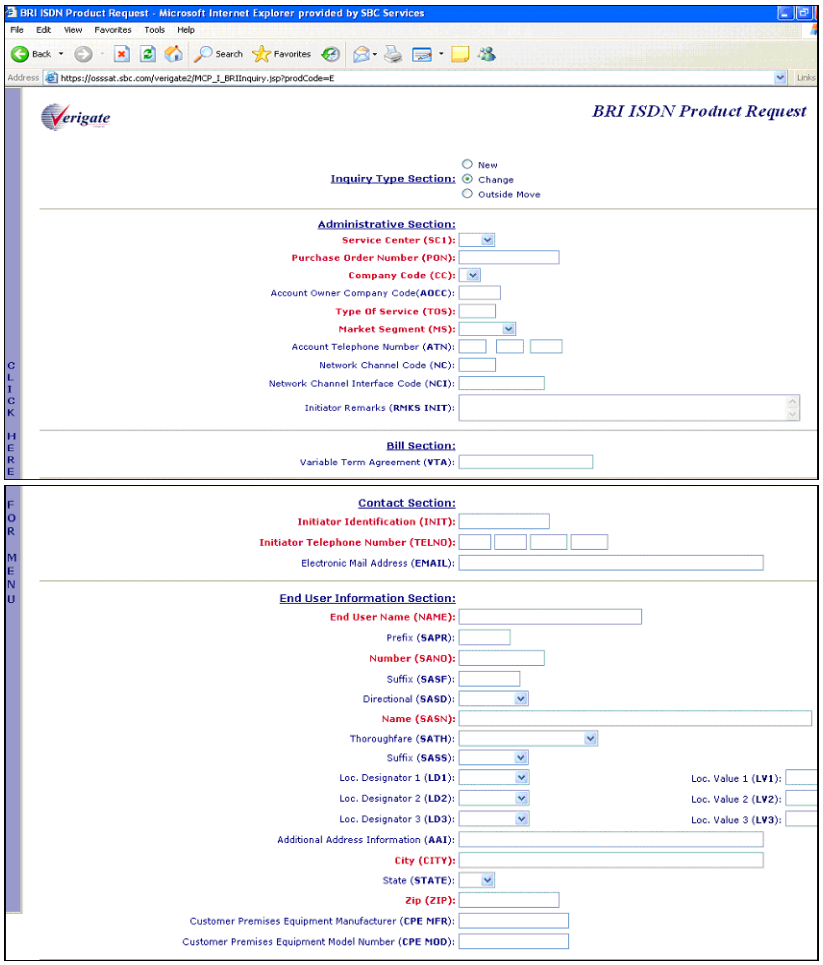
The Facility and Service Detail Section and all the fields within this section can repeat up to a maximum of 99 times.



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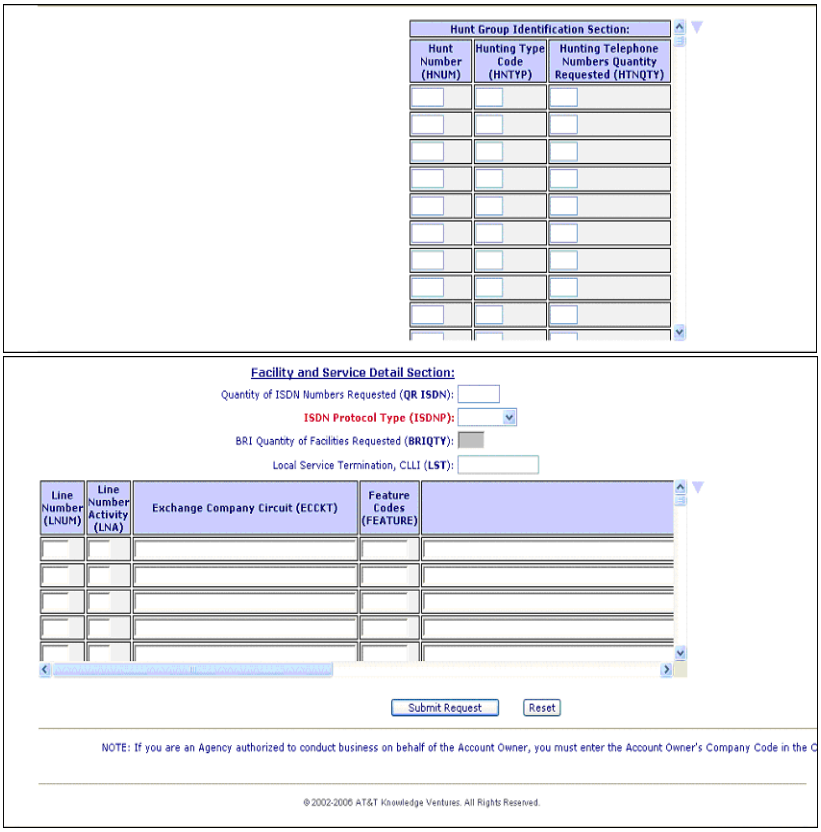

Complex Products Inquiry - BRI ISDN Initial Request - Output Screen

After submitting the Complex Products Inquiry (Initial), the user will receive the output screen when a successful request has been sent.

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The response will include the following:

Field Code	Field Name
SC1	Service Center
CC	Company Code
	Account Owner CC
PON	Purchase Order Number
PREFNBR	Provider Reference Number

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

Along with the above fields, the user will receive a message that the transaction was successful and that the request has been sent.

<No Screen Print to be Provided>

Complex Products Inquiry - BRI ISDN View Results Request

The View Results Inquiry allows the user to view the response screen for a completed inquiry.

Field Code	Field Name	Condition
SC1	Service Center	Required
CC	Company Code	Required
	Account Owner CC	Required when an agency is doing business on behalf of another company, otherwise Conditional.
PROD CD	Product Code	Required
PON	Purchase Order Number	Conditional

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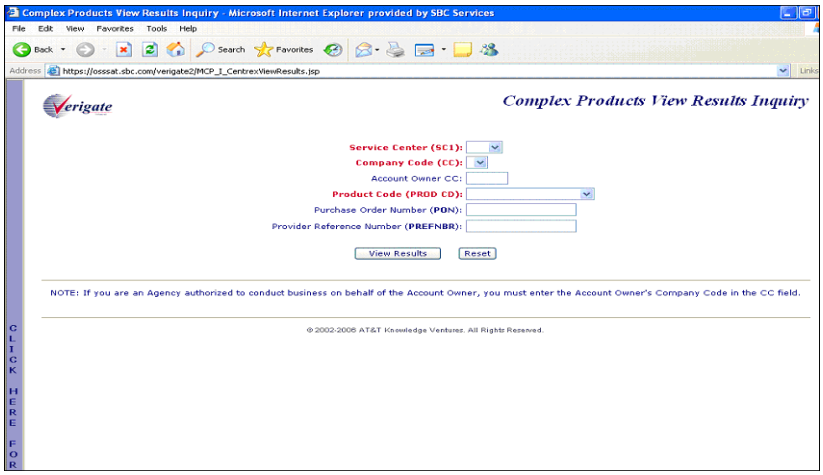
Field Code	Field Name	Condition
PREFNBR	Provider Reference Number	Conditional

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

Complex Products Inquiry - BRI ISDN View Results - Input Screen



Complex Products Inquiry - BRI ISDN View Results by PREFNBR - Output Screen (Open Status)

After submitting the view results by PREFNBR, the user will receive the output screen. Below is an example of the screen the user will receive when the results are not yet available. When the results are not complete, this is referred to as an open status.

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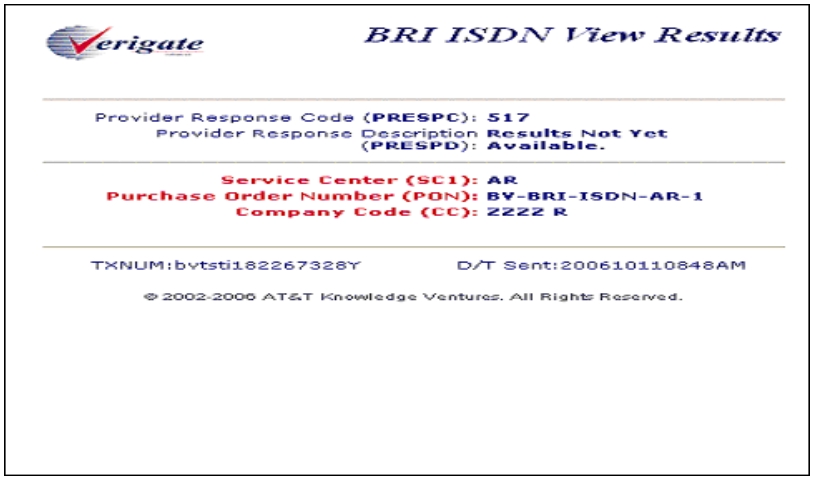

Note:
User will receive PRESPC 517 "Results Not Yet Available" if no data is available.

Complex Products Inquiry - BRI ISDN View Results by PREFNBR - Output Screen (Complete Status)

After submitting the view results by PREFNBR, the user will receive the output screen. When the results are available, this is referred to as a complete status. The request cannot be modified or canceled.

<No Screen Print to be Provided>

Complex Products Inquiry - BRI ISDN View Results by PON - Output Screen (Open Status)

After submitting the view results inquiry by PON, the user will receive the output screens. When the results are not complete, this is referred to as an open status. The response contains the message indicating that the results are not yet available.

In addition to waiting for the complete results, the user can also change or cancel the request via the options in the Subsequent Activity Section. Please refer to the Subsequent Activity section in this Chapter on how to cancel or modify a request.

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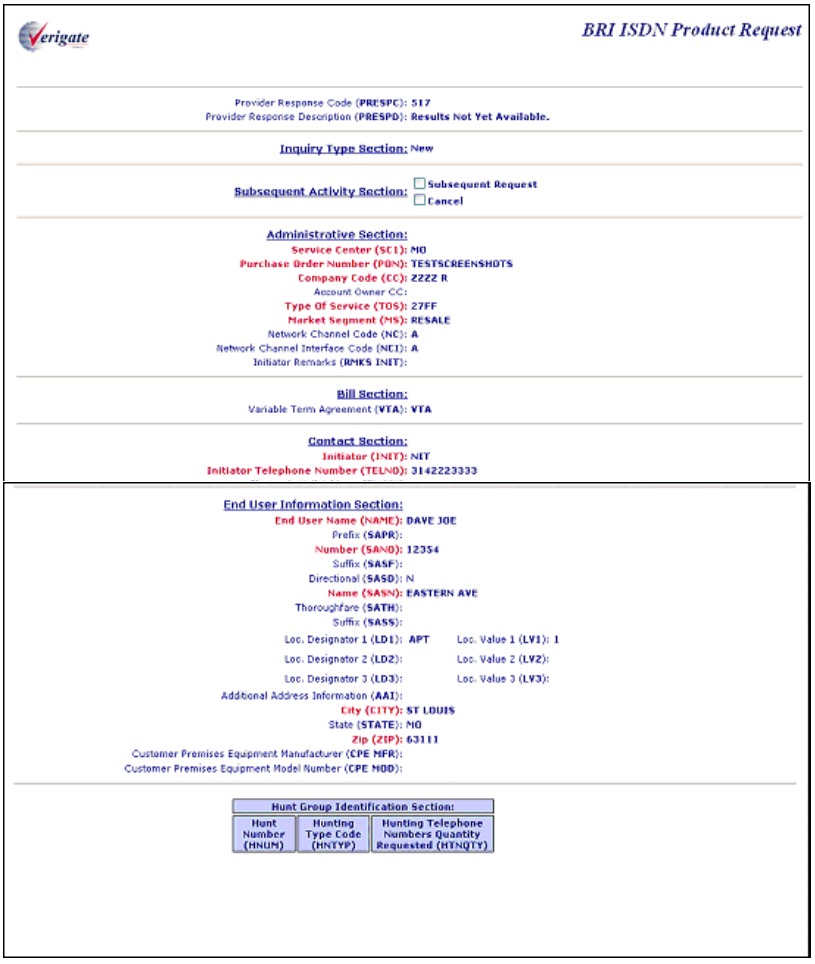

Verigate

BRI ISDN Product Request

Provider Response Code (PRESPC): 517
Provider Response Description (PRESPD): Results Not Yet Available.

Inquiry Type Section: New

Subsequent Activity Section: ☐ Subsequent Request ☐ Cancel

Administrative Section:
Service Center (SC1): MO
Purchase Order Number (PON): TESTSCREENSHOTS
Company Code (CC): ZZZZ R
Account Owner CC:
Type Of Service (TOS): 2FFF
Market Segment (MS): RESALE
Network Channel Code (NC): A
Network Channel Interface Code (NCI): A
Initiator Remarks (RMKS INIT):

Bill Section:
Variable Term Agreement (VTA): VTA

Contact Section:
Initiator (INIT): NET
Initiator Telephone Number (TELNO): 3142223333

End User Information Section:
End User Name (NAME): DAVE JOE
Prefix (SAPR):
Number (SAND): 12354
Suffix (SASF):
Directional (SASD): N
Name (SASN): EASTERN AVE
Thoroughfare (SATH):
Suffix (SASS):
Loc. Designator 1 (LD1): APT Loc. Value 1 (LV1): 1
Loc. Designator 2 (LD2): Loc. Value 2 (LV2):
Loc. Designator 3 (LD3): Loc. Value 3 (LV3):
Additional Address Information (AAI):
City (CITY): ST LOUIS
State (STATE): MO
Zip (ZIP): 63111
Customer Premises Equipment Manufacturer (CPE MFR):
Customer Premises Equipment Model Number (CPE MDD):

Hunt Group Identification Section:

Hunt Number (HNUM)	Hunting Type Code (HNTYP)	Hunting Telephone Numbers Quantity Requested (HTNQTY)

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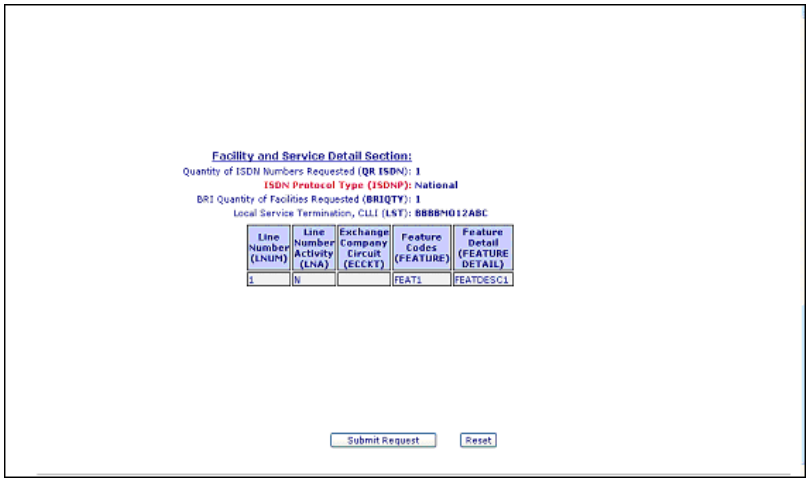

Complex Product Inquiry - BRI ISDN View Results by PON - Output Screen (Complete Status)

After submitting the view results inquiry by PON, the user will receive the output screens. Below are examples of the screens the user receives when the results are available. When the results are available, this is referred to as a complete status. The Provider Response Description (PRESPD) contains the message indicating that the LSC has accepted and completed the request. The user cannot submit a subsequent request, but the user can cancel this request. Please refer to the Subsequent Activity section for this product on how to cancel a request.

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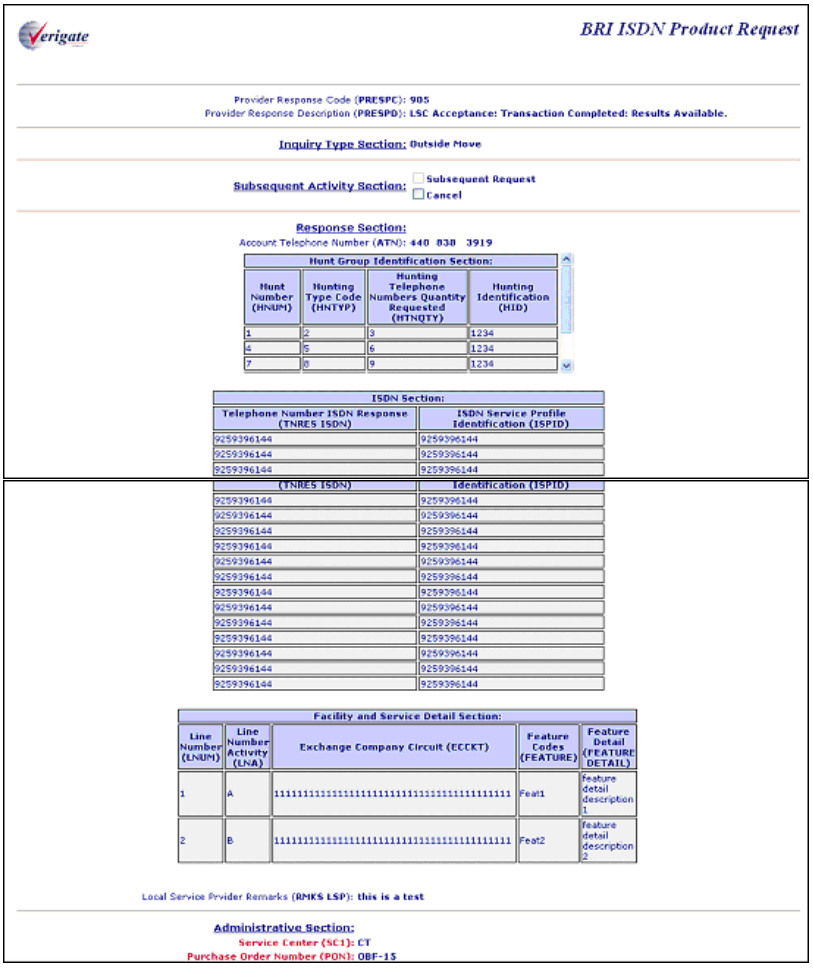

Verigate

BRI ISDN Product Request

Provider Response Code (PRESPC): 905
Provider Response Description (PRESPD): LSC Acceptance: Transaction Completed: Results Available.

Inquiry Type Section: Outside Move

Subsequent Activity Section: ☐ Subsequent Request ☐ Cancel

Response Section:

Account Telephone Number (ATN): 440 838 3919

Hunt Group Identification Section:

Hunt Number (HNUM)	Hunting Type Code (HNTYP)	Hunting Telephone Numbers Quantity Requested (HTNQTY)	Hunting Identification (HID)
1	2	3	1234
4	5	6	1234
7	8	9	1234

ISDN Section:

Telephone Number ISDN Response (TNRES ISDN)	ISDN Service Profile Identification (ISPID)
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144

(TNRES ISDN)	Identification (ISPID)
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144
9259396144	9259396144

Facility and Service Detail Section:

Line Number (LNUM)	Line Number Activity (LNA)	Exchange Company Circuit (ECCKT)	Feature Codes (FEATURE)	Feature Detail (FEATURE DETAIL)
1	A	11111111111111111111111111111111111111	Feat1	feature detail description 1
2	B	11111111111111111111111111111111111111	Feat2	feature detail description 2

Local Service Provider Remarks (RMKS LSP): this is a test

Administrative Section:
Service Center (SC1): CT
Purchase Order Number (PON): OBF-15

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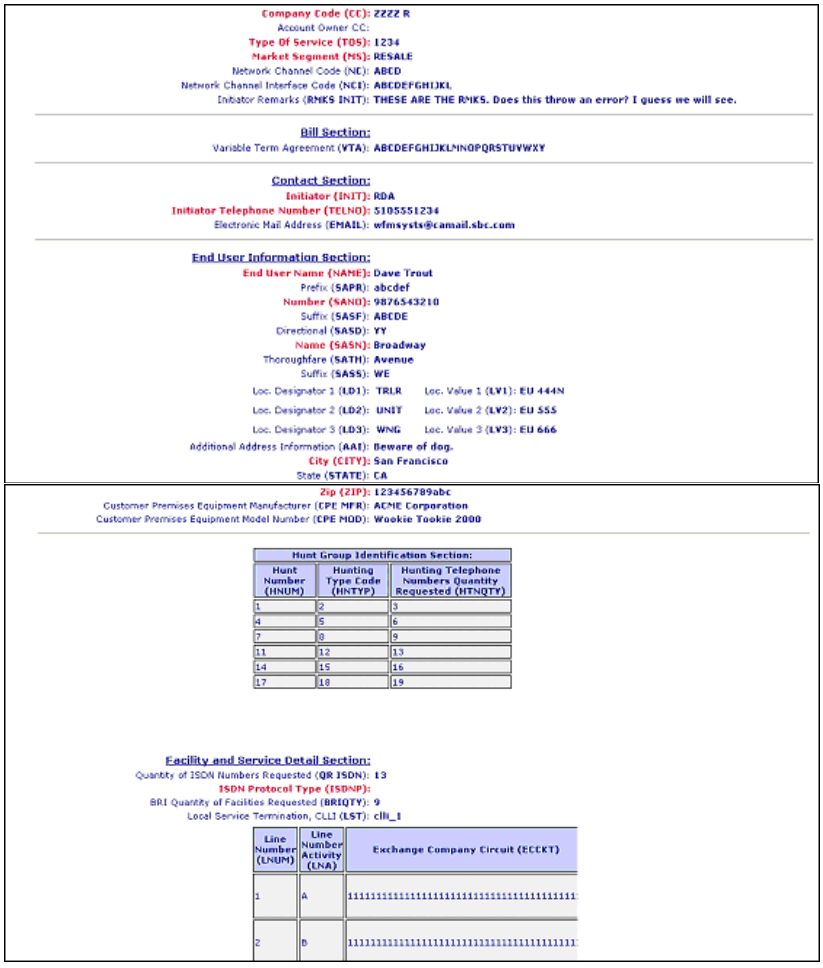

Company Code (CC): ZZZZ R
Account Owner CC:
Type Of Service (TOS): 1234
Market Segment (MS): RESALE
Network Channel Code (NC): ABCD
Network Channel Interface Code (NCI): ABCDEFGHIJKL
Initiator Remarks (RMKS INIT): THESE ARE THE RMKS. Does this throw an error? I guess we will see.

Bill Section:
Variable Term Agreement (VTA): ABCDEFGHIJKLMNOPQRSTUVWXY

Contact Section:
Initiator (INIT): RDA
Initiator Telephone Number (TELNO): 5105551234
Electronic Mail Address (EMAIL): wfmsysts@camail.sbc.com

End User Information Section:
End User Name (NAME): Dave Trout
Prefix (SAPR): abcdef
Number (SANO): 9876543210
Suffix (SASF): ABCDE
Directional (SASD): YY
Name (SASN): Broadway
Thoroughfare (SATH): Avenue
Suffix (SASS): WE
Loc. Designator 1 (LD1): TRLR Loc. Value 1 (LV1): EU 444N
Loc. Designator 2 (LD2): UNIT Loc. Value 2 (LV2): EU 555
Loc. Designator 3 (LD3): WNG Loc. Value 3 (LV3): EU 666
Additional Address Information (AAI): Beware of dog.
City (CITY): San Francisco
State (STATE): CA
Zip (ZIP): 123456789abc
Customer Premises Equipment Manufacturer (CPE MFR): ACME Corporation
Customer Premises Equipment Model Number (CPE MOD): Wookie Tookie 2000

Hunt Group Identification Section:

Hunt Number (HNUM)	Hunting Type Code (HNTYP)	Hunting Telephone Numbers Quantity Requested (HTNQTY)
1	2	3
4	5	6
7	8	9
11	12	13
14	15	16
17	18	19

Facility and Service Detail Section:
Quantity of ISDN Numbers Requested (QR ISDN): 13
ISDN Protocol Type (ISDNP):
BRI Quantity of Facilities Requested (BRIQTY): 9
Local Service Termination, CLLI (LST): cli_1

Line Number (LNUM)	Line Number Activity (LNA)	Exchange Company Circuit (ECCKT)
1	A	11111111111111111111111111111111111111111
2	D	11111111111111111111111111111111111111111

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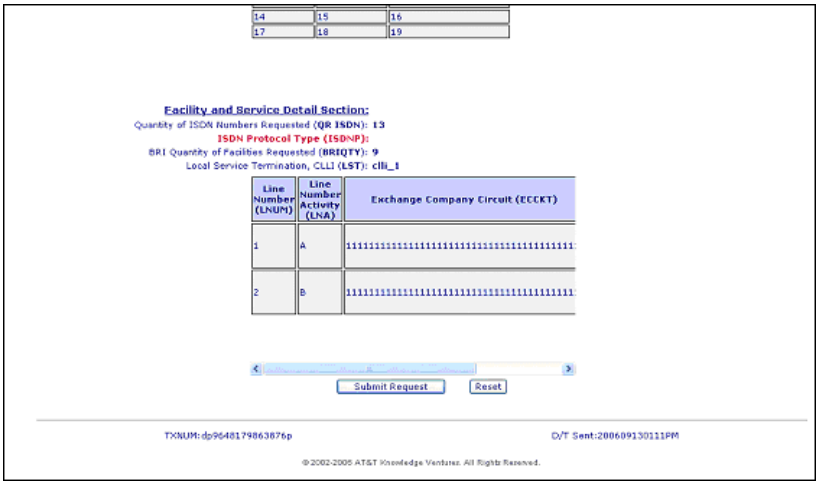

Complex Products Inquiry - BRI ISDN - Subsequent Activity Request

The subsequent activity inquiry allows the user to change a request already submitted. The change can only be submitted when the request is retrieved via a PON. A subsequent request can be submitted only when the request has not been completed or in open status. This means the results are not yet available. The request can be canceled at any time. The type of transaction the user is wanting is to submit must be identified.

Subsequent Request

When attempting to submit a subsequent request, click on the Subsequent Request box and input the modification to the desired fields and then scroll down to the bottom of the screen and click on the **Submit Request** button.

Cancel

When canceling the request, simply click on the Cancel box and then scroll down to the bottom of the screen and click on the **Submit Request** button.

Note:
The RMKS INIT field must be populated for either a Subsequent Request or a Cancel.

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Complex Products Inquiry - BRI ISDN Request - Subsequent Request - Input Screen

See the Complex Products Inquiry - BRI ISDN Initial Request for information on how to complete the Administrative Section, Bill Section, Contact Section, End User Section, Hunt Group Identification Section and Facility and Service Detail Section.

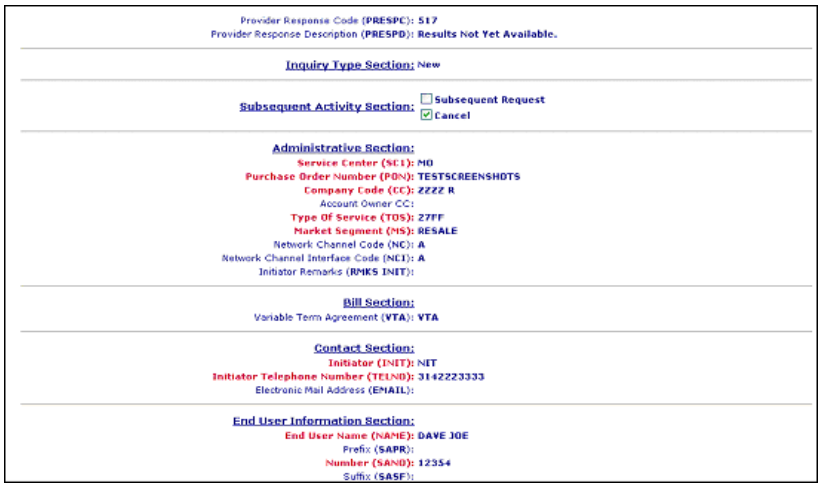
<No Screen Print to be provided>

Complex Products Inquiry - BRI ISDN Request - Subsequent Request - Output Screen

When a successful transaction has been submitted, a PREFNBR will be returned to the user. This PREFNBR will be the same PREFNBR as received on the initial response, with a change to the suffix. Each modification will increase the suffix by 1.

<No Screen Print to be provided>

Complex Products Inquiry - BRI ISDN Request - Cancel Request - Input Screen



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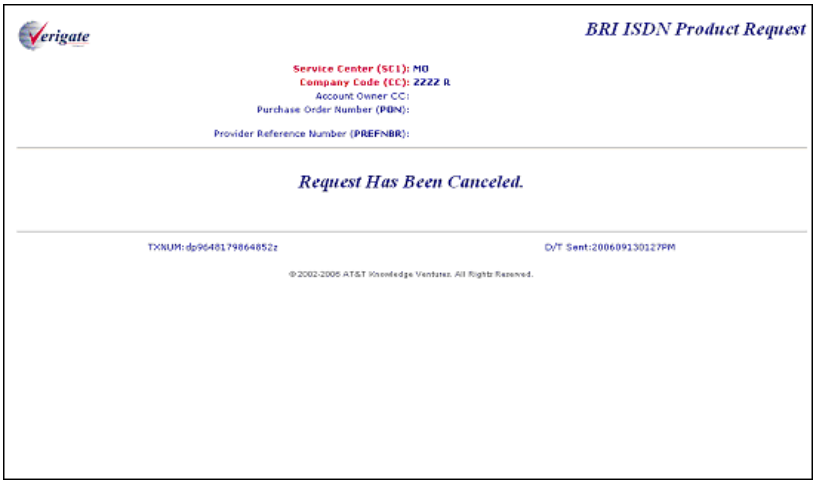
Complex Products Inquiry - BRI ISDN Request - Cancel Request - Output Screen

When a successful cancel request has been submitted, the user will receive a response indicating that the request has been successfully canceled.



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CHAPTER 27 - COMPLEX PRODUCTS INQUIRY

Complex Products Inquiry – BRI ISDN Initial Request

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CHAPTER 28 - LOOP MAKEUP FOR SPARE FACILITIES

Overview

The **Loop Makeup for Spare Facilities Inquiry** allows the user the ability to view Loop Makeup details on new or spare facilities owned by AT&T Southeast. If determined that the loop is capable of supporting implementation of UNE xDSL (ADSL, HDSL), UCL (Unbundled Copper Loop), UVL (Unbundled Voice Loop), and UDL (Unbundled Digital Loop) services, this also allows the user the ability to reserve new or spare facilities. The Address Validation Inquiry should be performed prior to this transaction since this inquiry is based on having a valid address.

The **Loop Makeup for Spare Facilities Inquiry** can be accessed from the Main Menu located under the Loop Qualification Heading.

When the Loop Makeup for Spare Facilities Inquiry, is selected, the user is presented with the following input fields:

Field Code	Field Name	Condition
AREA	Geographic Location	Required
TN	Telephone Number	Conditional

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

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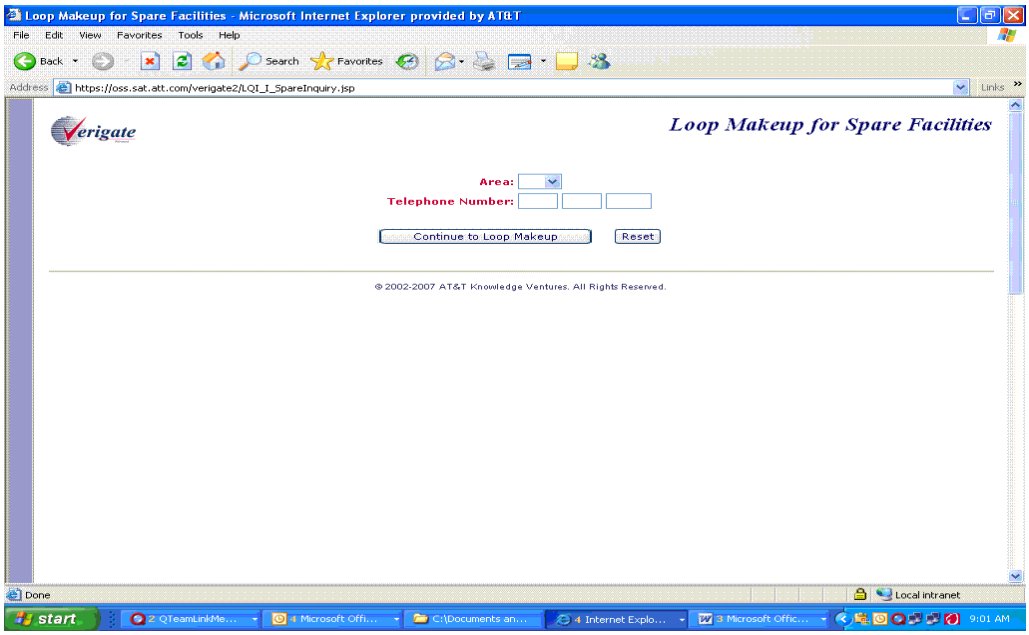
Loop Makeup for Spare Facilities - Input Screen



From the input screen, the user will have two options for continuing with the Inquiry:

- If the user clicks the "**Continue to Loop Makeup**" button after populating both the **Area and TN fields,** an address validation will be performed to validate the address based upon input of the two fields. If the Address Validation returns a validated address match (a positive match) the user will be able to proceed forward.
- If the user clicks the "**Continue to Loop Makeup**" button after populating the **Area field but without the TN field populated,** the Address Validation input screen will be displayed to allow the user to validate the address by house number. See Chapter 2, Address Validation, for directions in utilizing this inquiry. If the Address Validation returns a validated address match (a positive match) the user will be able to proceed forward.

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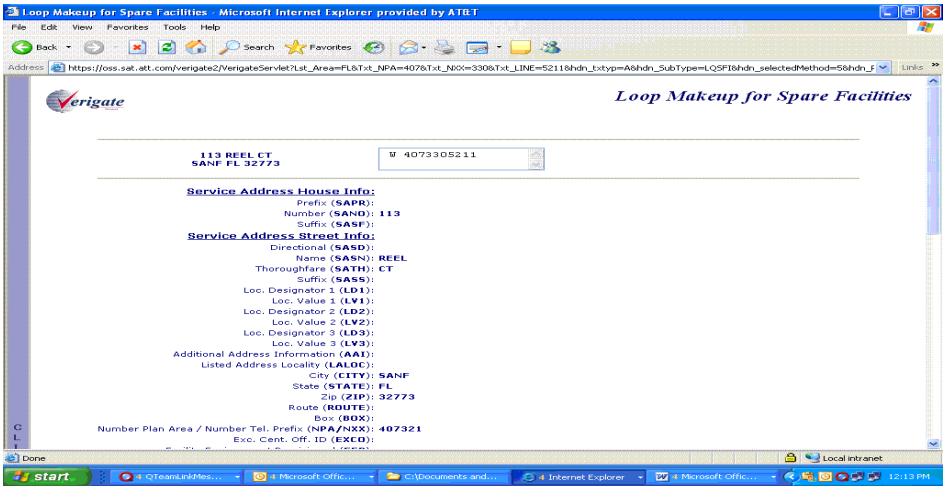
Loop Makeup for Spare Facilities - Response Screen with Address Validation



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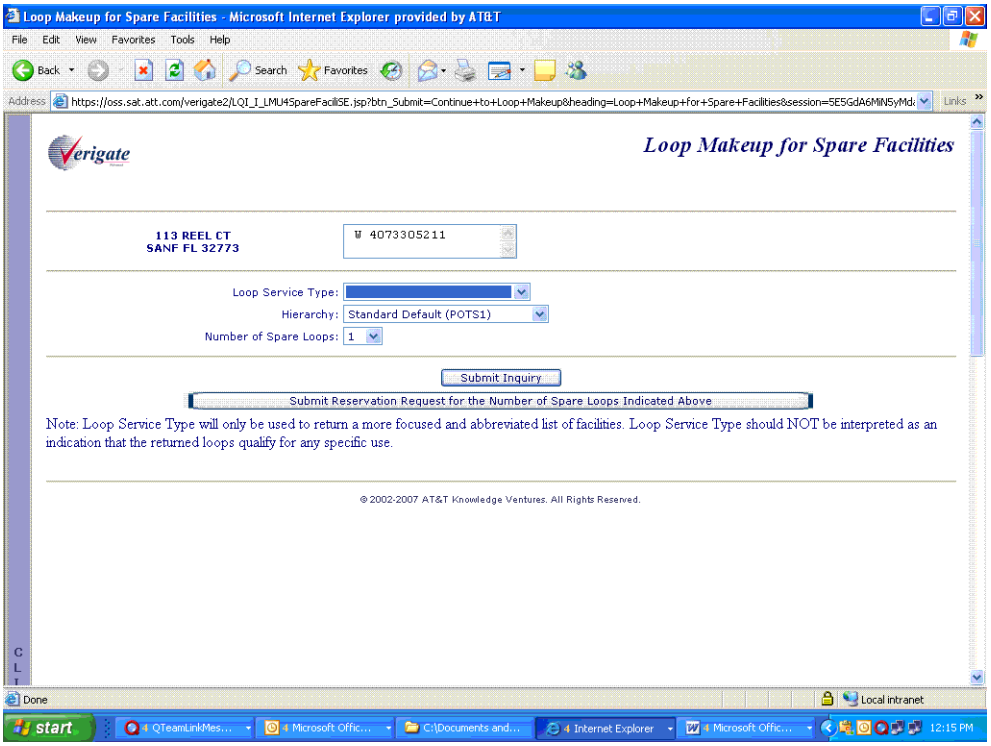
After the user clicks on **"Continue to Loop Makeup"** button, the following input screen will be displayed:



The same address information and working TNs from the initial response screen will be displayed.

To narrow the search criteria, the user may select a value from any of the drop down boxes to be included in the response

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Loop Service Type:

- Optional dropdown with the following values:
  - ADSL (2 wire)
  - HDSL (2 wire)
  - HDSL (4 wire)
  - Short Copper Loop (2 wire)
  - Short Copper Loop (4 wire)
  - Long Copper Loop (2 wire)
  - Long Copper Loop (4 wire)
  - UVL-2 W/SL1 Loop Start
  - UVL-2W/SL2 Loop Start
  - UVL-4W/SL2 Loop Start
  - UVL-2W/SL2 Ground Start
  - UVL-4W/SL2 Ground Start
  - UVL-2W/SL2 Reverse Battery
  - UDL-4W/DS0 2.4 KBPS
  - UDL-4W/DS0 4.8 KBPS
  - UDL-4W/DS0 9.6 KBPS
  - UDL-4W/DS0 19.2 KBPS
  - UDL-4W/DS0 56 KBPS
  - UDL-4W/DS0 64 KBPS
  - UDL-4W DS1 & ISDN
  - UDL-2W Basic Rate ISDN

Note:
If no Loop Service Type is selected, the default is POTS1.

- **Hierarchy**

  Optional dropdown with the following values:
  - Standard Default (POTS1) (default)
  - Copper (NL L), UPG, IPG-SDP=A
  - UPG, IPG-SDP=A, Metal
  - Copper (L, NL, DLC)

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Note:
Hierarchy searches will be made within the limitations of the LFACS assignment search criteria. When applicable, the following message may be returned: "Additional spare pairs may be available but are outside the search capability available to the automated system. You may wish to submit a manual Loop Makeup Inquiry to obtain loop information on additional spare pairs that may be available."

- **Number of Spare Loops**
  - Optional dropdown with values of 1 through 10
  - The default is 1

Note:
You can reserve facilities with the additional service types, but may only use the reserved facilities to order REQTYPE A OR B - ADSL (2W), HDSL (2W, 4W), UCL (2W, 4W) and REQTYP A - Line Sharing, Line Splitting, SL1 and UCL-ND services.

Note:
Loop Service Type will only be used to return a more focused and abbreviated list of facilities. Loop Service Type should NOT be interpreted as an indication that the returned loops qualify for any specific use."

Note:
Either Loop Service Type or Hierarchy can be used with this inquiry, but not both together as they are mutually exclusive.

The user will continue by clicking the **"Submit Inquiry"** button.

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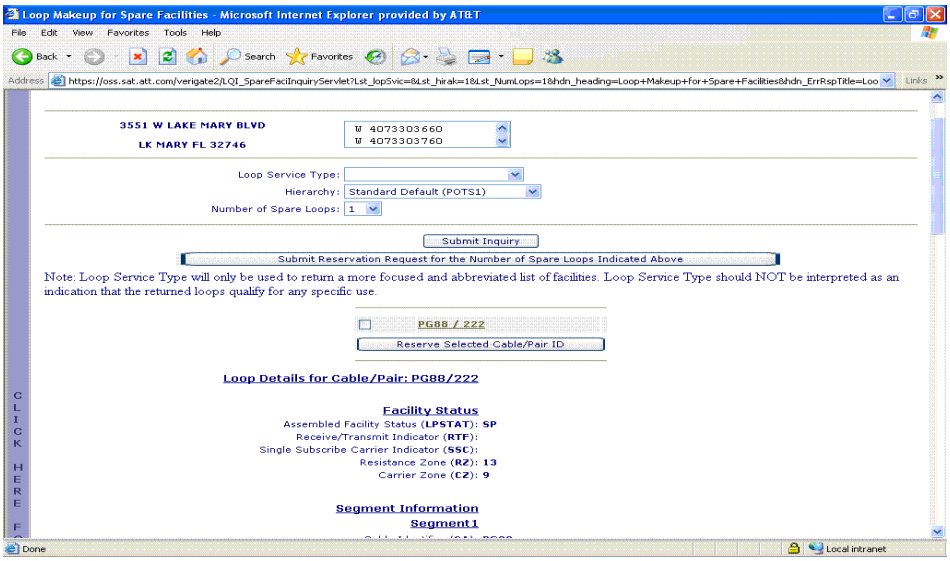
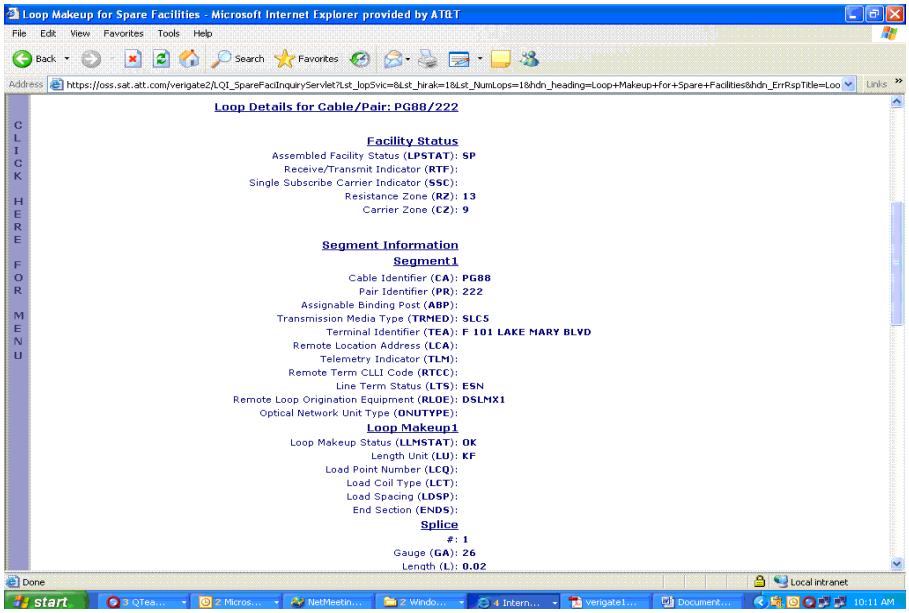
Loop Makeup for Spare Facilities - Response Screen





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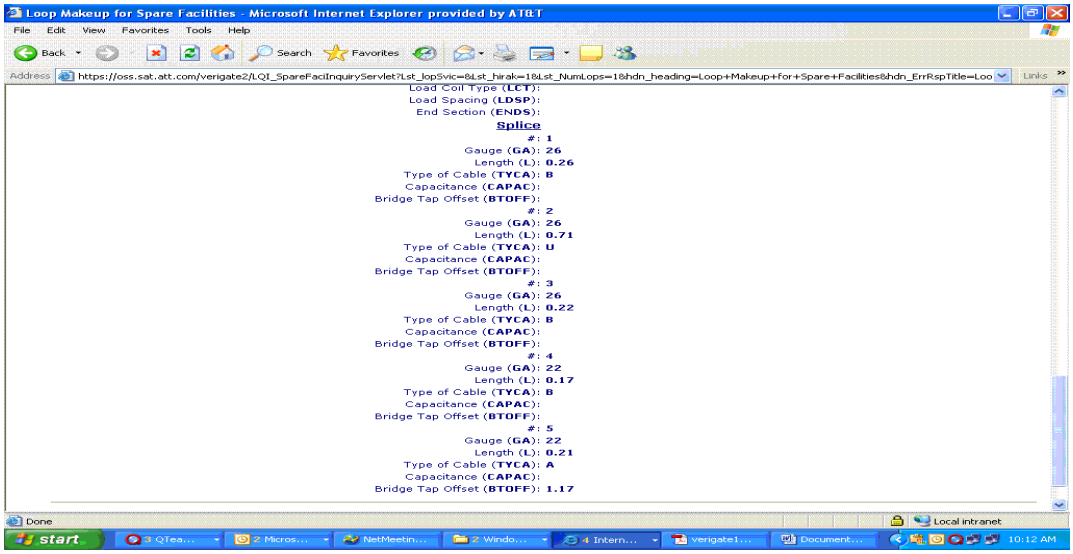

The Response Screen contains the following:

- Address information and working TNs from the original address validation performed
- Editable pre-populated input fields from the previous screen. The user may submit a new transaction with different inputs from these screens.
- CABLE/PAIR ID information
- Reservation ID field. This will be blank unless the corresponding Cable/Pair ID has been reserved, in which case the Reservation ID will be displayed

Reserving the selected Cable / Pair ID(s) will display the same screen with the inclusion of the Reservation ID positioned next to the reserved Cable / Pair ID(s).

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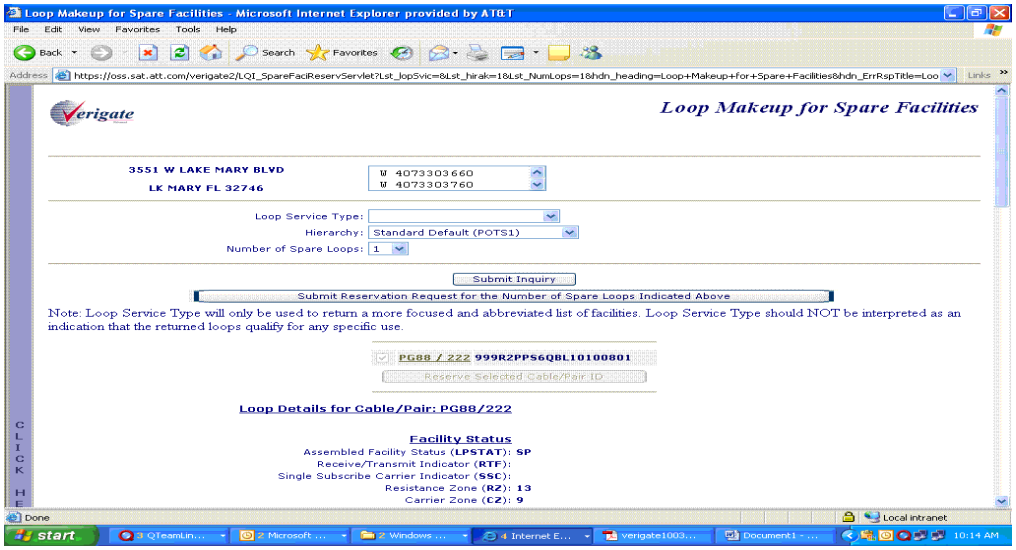
Loop Makeup for Spare Facilities - Response screen for Reservation



Fields that may be returned on the Loop Makeup for Spare Facilities Output:

Field Code	Field Name
ABP	Assignable Binding Post
AREA	AREA
BTOFF	Bridge Tap Offset
CA	Cable Identifier
CABLE/PAIR ID	CABLE / PAIR ID
CAPAC	Capacitance
CZ	Carrier Zone
D/T SENT	D/T SENT
ECCKT	ECCKT
ENDS	End Section
GA	Gauge

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CHAPTER 28 - LOOP MAKEUP FOR SPARE FACILITIES

Overview

Field Code	Field Name
HIER	Search Hierarchy Indicator
L	Length
LCA	Remote Location Address
LCQ	Load Point Number
LCT	Load Coil Type
LDSP	Load Spacing
LLMSTAT	Loop Makeup Status
LOOP SERVICE TYPE	Loop Service Type
LPSTAT	Assembled Facility Status
LTS	Line Term Status
LU	Length Unit (FT, KF, MI)
MSG-ID	MSG-ID
MSG-TEXT	MSG-TEXT
NUMBER REQUESTED	Number Requested
ONUTYPE	Optical Network Unit Type
PR	Pair Identifier
RESID	Reservation ID
RLOE	Remote Loop Origination Equipment
RTF	Receive / Transmit Indicator
RTCC	Remote Term CLLI Code
RZ	Resistance Zone
SNUM	Segment Number
SPLICE #	Splice #
SSC	Single Subscriber Carrier Indicator
TEA	Terminal Identifier
TELEPHONE NUMBER	Telephone Number
TLM	Telemetry Indicator

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Field Code	Field Name
TRMED	Transmission Media Type
TYCA	Type of Cable
WTN	Working Telephone Number

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

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Field Differences - Verigate/21-State XML Gateway (AT&T Southeast Region)

In most cases, Verigate field names match the application to applicable field names referenced in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). However, there are some instances where Verigate used more of an English descriptive field naming convention. Additional field supportive information is available in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). In cases where the field names are different, please refer to the Field Name Cross Reference Table below to assist in locating supporting field information in the AT&T Southeast LSPOR:

Verigate Field Name	AT&T Southeast LSPOR Field Name
AREA	STATE
CABLE/PAIR ID	CABLE ID
ECCKT	LMUW WTN
ENDS	ES
L	LLG
LMSTAT	LMSTAT IN
PR	CHAN/PAIR
RTCC	CLLI
TELEPHONE NUMBER	LMUW WTN
WTN	LMUW WTN

The SPLICE # field is used in Verigate, but not in XML.

Note:
SPLICE # will only be returned on the response when the information is available in the database.

The LOOP SERVICE TYPE field is used in Verigate, but not in XML.

Note:
LOOP SERVICE TYPE will only be used to return a more focused and abbreviated list of facilities.

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LOOP SERVICE TYPE should not be interpreted as an indication that the returned loop qualifies for any specific use.

LOOP SERVICE TYPE will only be returned on the response when the information is available in the database.

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28 CHAPTER 28 - LOOP MAKEUP FOR SPARE FACILITIES

Field Differences - Verigate/21-State XML Gateway (AT&T Southeast

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CHAPTER 29 - CANCELLATION FACILITIES RESERVATION

Overview

The **Cancellation Facilities Reservation Inquiry** allows the user the ability to cancel previous reservations for new/spare facilities. The user requesting the cancellation must be the owner of the reservation. The Address Validation Inquiry should be performed prior to this transaction since this inquiry is based on having a valid address.

The **Cancellation Facilities Reservation Inquiry** can be accessed from the Main Menu located under the Loop Qualification Heading.

When the Cancellation Facilities Reservation Inquiry is selected, the user is presented with the following input fields:

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

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

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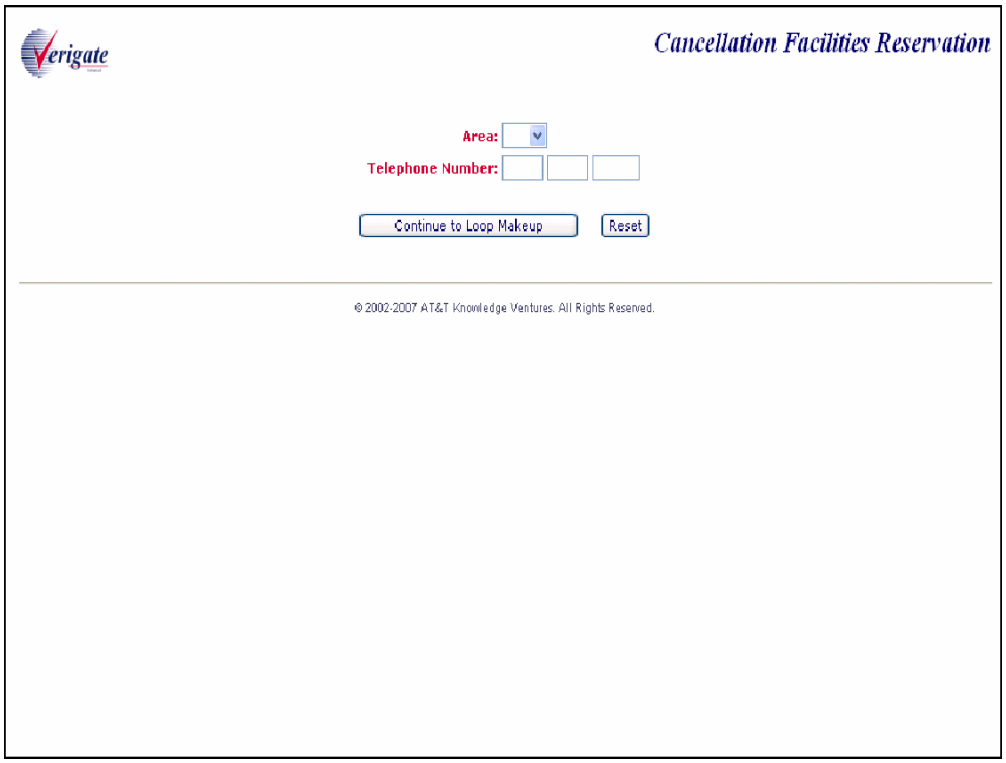

From the input screen, the user will have two options for continuing with the Inquiry:

- If the user clicks the **"Continue to Loop Makeup"** button after populating both the **Area and TN fields,** an address validation will be performed to validate the address based upon input of the two fields. If the Address Validation returns a validated address match (a positive match) the user will be able to proceed forward.
- If the user clicks the "**Continue to Loop Makeup**" button after populating the **Area field but without the TN field populated,** the Address Validation input screen will be displayed to allow the user to validate the address by house number. See Chapter 2, Address Validation, for directions in utilizing this inquiry. If the Address Validation returns a validated address match (a positive match) the user will be able to proceed forward.

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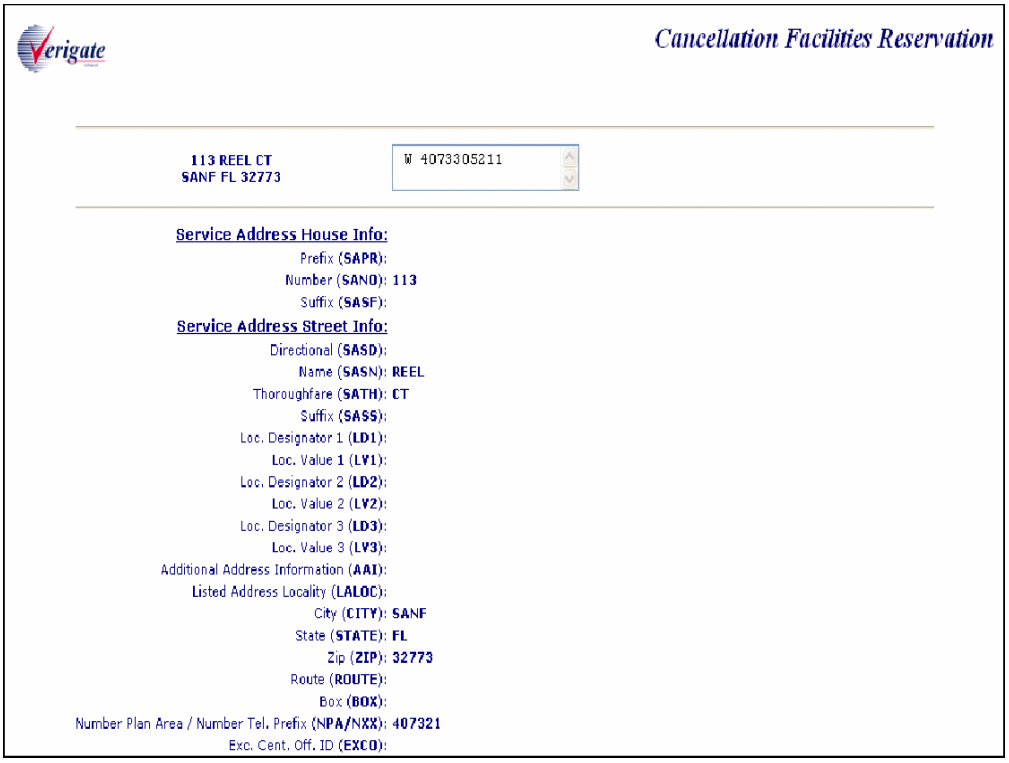
Cancellation Facilities Reservation - Response Screen with Address Validation



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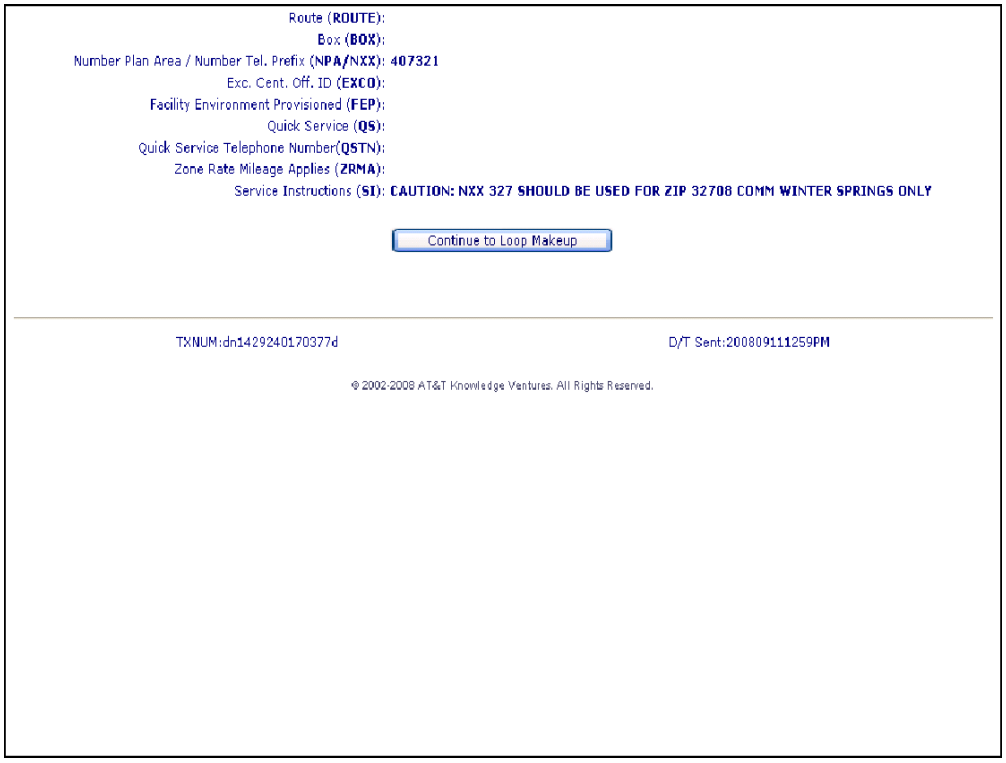

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After the user clicks on **"Continue to Loop Makeup"** button, the following input screen will be displayed:

The same address information and working TNs from the initial response screen will be displayed.

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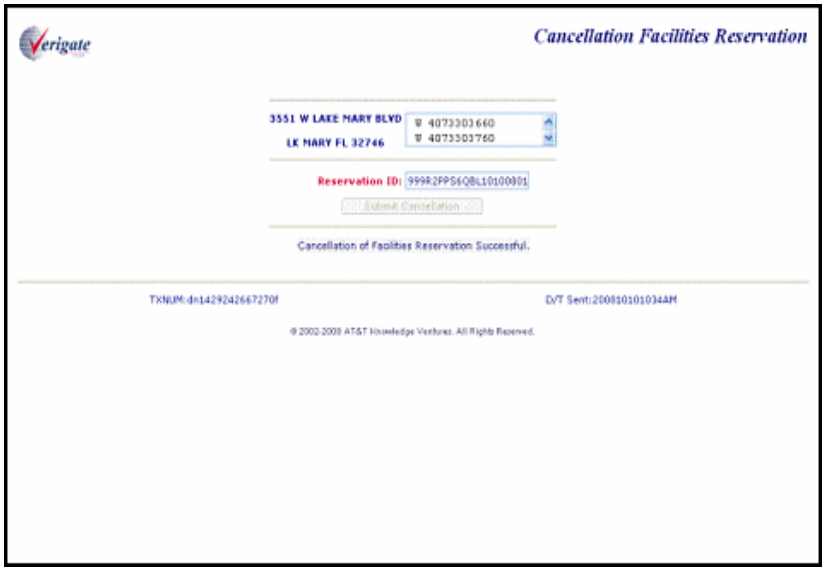
The user will be expected to enter the 20 alpha/numeric Reservation ID number into the Reservation ID field and click on the "Submit Cancellation" button and Verigate will display the following screen:



If the cancellation is successful, Verigate will display the same screen pre-populated with the user's inputs and the following message under the Submit Cancellation button: "Cancellation of Facilities Reservation Successful."

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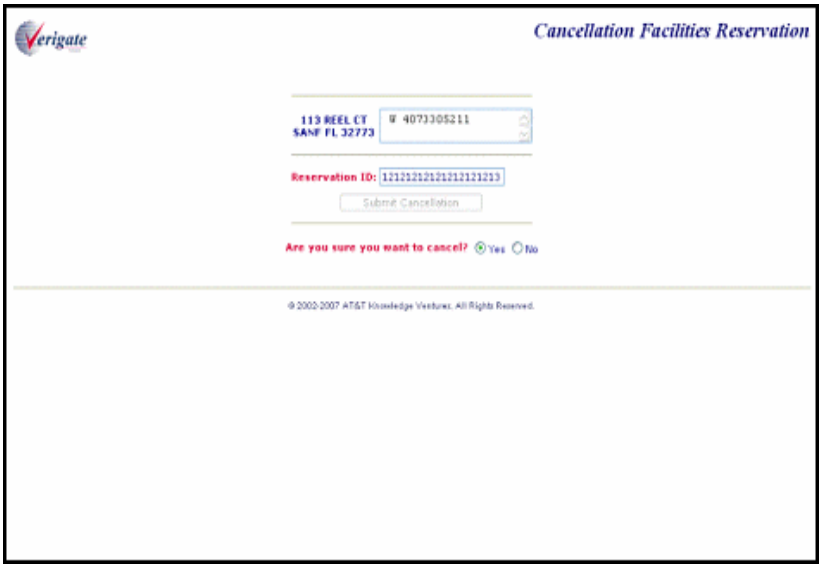

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Field Differences - Verigate/21-State XML Gateway (AT&T Southeast Region)

In most cases, Verigate field names match the application to applicable field names referenced in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). However, there are some instances where Verigate used more of an English descriptive field naming convention. Additional field supportive information is available in the AT&T Southeast Local Service Pre-Ordering Requirements (LSPOR). In cases where the field names are different, please refer to the Field Name Cross Reference Table below to assist in locating supporting field information in the AT&T Southeast LSPOR:

Verigate Field Name	AT&T Southeast LSPOR Field Name
AREA	STATE

The TELEPHONE NUMBER field is used in Verigate, but not in XML.

Note:
TELEPHONE NUMBER is required input.

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