
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91083930**

Date: December 5, 2004

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – (Documentation/Guides) – Local Pre-Ordering Frequently Asked Questions

This is to advise that on January 2, 2004, BellSouth posted a Local Pre-Ordering Job Aid to the BellSouth Interconnection Services' Web site. The job aid includes what the Local Support Group has identified as the most frequently asked questions (FAQ) from the CLECs when ordering via Manual Local Service Request (LSR) and the Local Exchange Navigation System (LENS). A copy of the FAQ is attached.

This job aid will be updated as needed and can be found in the Guides/Ordering section of the BellSouth Web site located at

http://interconnection.bellsouth.com/guides/leo/docs/LSM_FAQ.pdf

Please contact your BellSouth Local Support Manger with any questions.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services

Attachment

Local Pre-Order Frequently Asked Questions

(LSOG6 12-18-03 Update)

Q. I cannot validate my customer's address in Local Exchange Navigation System (LENS), Telecommunications Access Gateway (TAG), or other pre-order system, what should I do?

A. If your End User's address is a known valid 911 address and it will not validate in LENS, it may have never had service before or may not have had service since 911 validated this area. In these cases, you should populate the "New Location" field in LENS to indicate that this is a new location. If problems persist, you should submit a manual Local Service Request (LSR) to the BellSouth Local Carrier Service Center (LCSC).

Reference: LENS User Guide

Location: http://www.interconnection.bellsouth.com/guides/lens_tafi/pdf/glens001.pdf

Q. How can I find out which fields are required when submitting a manual (paper) LSR?

A. The easiest way to determine which fields are Required, which are Conditional, and which are Optional, is to use the new BellSouth Local Ordering Handbook (LOH) Search tool located on the front page of the BellSouth Interconnection Services' Web Portal at <http://www.interconnection.bellsouth.com/>.

Reference: BellSouth Local Ordering Handbook (LOH) Search Tool

Location: <http://tools.interconnection.bellsouth.com/bbrlo/control/getVersions?type=rco>

Q. What are the valid entries for the fields on a manual LSR?

A. The BellSouth LOH - Section 4 - Data Dictionary contains the field description and valid entries for every page of the paper LSR package.

Location:

http://interconnection.bellsouth.com/guides/leo/bbrlo_releases/14_0/pdf/140-4.pdf

Q. My order was returned for clarification for using the improper Types of Service (TOS) codes. What code should I use?

A. Below are some examples of commonly used TOS. Refer to the reference for all types.

2BF = Residence, Single Line, Flat Rate (i.e. Resale "1FR" Residential service)

1BF = Business, Single Line, Flat Rate (i.e. Resale "1FB" Business service)

1AF = Business, Multi-Line, Flat Rate (i.e. Resale "1FB" Business service, more than 1 line)

2BM = Residence, Single Line, Measured (i.e. UNE-P "UEPRL" Residential service)

1BM = Business, Single Line, Measured (i.e. UNE-P "UEPBL" Business service)

1AM = Business, Multi-Line, Measured (i.e. UNE-P "UEPBL" Business service, more than 1 line)

Reference: BellSouth LOH - Section 4 - Data Dictionary Pg. 469

Location:

http://interconnection.bellsouth.com/guides/leo/bbrlo_releases/14_0/pdf/140-4.pdf

Q. Why was my Purchase Order Number (PON) clarified for using all CAPITOL (Caps) letters in the Directory Listing?

A. All Caps may only be used when the End User's name is an acronym. This is a common clarification because LENS user IDs are ALL Caps and many customers forget to turn off Caps Lock after logging in.

Reference: BellSouth LOH - Section 5 - Coding Matrices

Location:

http://interconnection.bellsouth.com/guides/leo/bbrlo_releases/14_0/pdf/140-5.pdf

Q. If I need the address for a BellSouth End Office, where can I obtain this information?

A. The **LERG**[™] (Local Exchange Routing Guide) is an industry document published by **Telcordia**[®] and will provide you with this information as well as vast amount of additional information.

Location: http://www.trainfo.com/products_services/tra/catalog_details.html

Q. I need to provide Inside Wiring to my Unbundled Network Element-Platform (UNE-P) end user. Is this considered basic or non-basic wiring and how do I submit the order?

A. Effective September 19, 2003, residential UNE-P is eligible to receive basic inside wiring. However, currently, wiring orders for UNE-P cannot be submitted electronically. Following are a few commonly used Inside Wiring Uniform Service Order Codes (USOC) with a brief description of each:

VCA- Installation of exposed wiring and installation of standard jack CPE (flat rate excluding jack)

SCO- Installation/rearrangement of jack on existing wire

Reference: Carrier Notification SN91083825

Location:

http://interconnection.bellsouth.com/notifications/carrier/carrier_pdf/91083825.pdf

Reference: BellSouth Interconnection USOC Manual

Location: <http://interconnection.bellsouth.com/guides/usoc/pdf/gusoc002.pdf>

Q. My company's end user is moving and would like its service temporarily provided to two locations at the same time. How can I verify that Dual Service is available to my end user?

A. You should call the BellSouth Customer Wholesale Interconnection Network Services (CWINS) at (800) 811-9079; Dial 6 and then extension 5352. Please review the Carrier Notification below for an outline of the full process.

Reference: Carrier Notification SN91083255

Location:

http://interconnection.bellsouth.com/notifications/carrier/carrier_pdf/91083255.pdf

Q. What products can be ordered through LENS / TAG / Electronic Data Interchange (EDI)? Should the order complete electronically (Flow Through) or will it fallout for manual handling?

A. The Performance Measurement Analysis Platform (PMAP) Flow Through Matrix has a comprehensive product listing and will identify for each product the availability of electronic ordering per system, and whether the order is expected to Flow Through or Fallout.

Reference: PMAP - Flow Through Matrix

Location: http://pmap.bellsouth.com/content/docs/FT_Matrix_07_15_2003.pdf

Q. How can I tell when a customer leaves my company? Will I receive a notification?

A. The PMAP Line Loss Notification Report will list all accounts that leave your company's platform. This list is updated daily and each report is archived for seven days. It is the CLEC's responsibility to check and record these records within the seven-day period that they are available in PMAP

Reference: PMAP - Line Loss Notification User's Guide

Location: http://pmap.bellsouth.com/content/docs/CLEC_LineLoss_v1.3.doc

Q. How can I convert an end user if its current provider has a Local Service Freeze (LSF) on the account?

A. You must first have the freeze lifted. The process for having a LSF removed from an account is outlined in Carrier Notification SN91081506.

Reference: Carrier Notification SN91081506

Location:

http://interconnection.bellsouth.com/notifications/carrier/carrier_pdf/91081506.pdf

Q. I need an additional "Q-Billing Account Number" (BAN) for a particular state or Operating Company Number (OCN). How many can I have, how long does it take, and who should I contact?

A. There are five (5) types of "Q-BANs", however, only the following four (4) types are available as **new** accounts.

- Resale
- UNE-P
- Local Number Portability (LNP)
- UNE Loop

* Interim Number portability (INP) is no longer available as a new account

You may only have one of each type of "Q-BAN" for each OCN in each Revenue Accounting Office (RAO)/State. To establish a new "Q-BAN", your company should

contact its BellSouth Local Contract Manager (LCM). It takes 30 days to establish a new "Q-BAN".

Reference: Carrier Notification SN91083688

Location:

http://interconnection.bellsouth.com/notifications/carrier/carrier_pdf/91083688.pdf

Q. What is an Access Customer Terminal Location (ACTL) and how do I establish a new one?

A. An ACTL Identifies the Common Language Location Identifier (CLLI) code, which is a unique reference ID of the customer facility terminal location or designated collocation area. If you have a location that requires a new ACTL, you should contact your company's Local Support Manager (LSM) to establish one.

Reference: BellSouth LOH - Section 4 - Data Dictionary Pg. 349

Location:

http://interconnection.bellsouth.com/guides/leo/bbrlo_releases/14_0/pdf/140-4.pdf

Q. My end user has requested that its business line be converted to a residential line. Can this be done? Will I have to change the telephone number?

A. Most states do require the end user to change its telephone number and not have a reference of calls on the line. However, some states make exceptions if the number has never been listed in the white or yellow pages as a business. You should check the state-specific tariff for full details.

Reference: State specific General Subscriber Services Tariff – Section A2.3.6.D

Location: <http://cpr.bellsouth.com/index2.html>